KloudGin

Case Study

Citizens Energy Group: Award-Winning Innovation in Field Service

citizens energy group™
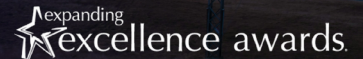
About CEG

Founded in 1887, Citizens Energy Group is a locally owned and operated broad-based utility service company providing natural gas, thermal energy, water, and wastewater services to around 900,000 people and thousands of businesses in the Indianapolis area.

The Challenge

With its unique status as the only Public Charitable Trust utility in the country, Citizens Energy Group places a great emphasis on their customer experience, putting customers at the center of everything they do. As an organization, they believe that every employee plays a part in delivering an exceptional service experience. With this mission in mind, Citizens continuously strives to challenge their processes in order to meet evolving customer expectations.

Facing the end-of-life of their legacy software PragmaCAD (PCAD), Citizens Energy Group sought more than just a standard field service replacement. They wanted to elevate their customer experience towards an "Amazon-like" standard, increasing satisfaction by providing customers with a platform for real-time visibility and collaboration. This was complicated by their increasingly mobile, dispersed field workforce, responsible for their geographically expansive asset network.

Their legacy system limited Citizens' ability to enable route optimization, data access for field technicians, and real-time communication without dedicated resources. These limitations impacted their service and emergency response times, necessitating a field service solution that would strengthen their service delivery and improve the overall customer experience.

The Solution

Citizens Energy Group partnered with KloudGin to strengthen its field operations with a solution platform that helped to improve performance, delivered real-time appointment and crew tracking, and enabled a modern customer service experience. Over 11 months, KloudGin's solution was integrated across multiple legacy CEG systems, including Oracle C2M for field activities, Oracle WAM for asset management, and GIS for geographical data. This project streamlined seamless work order management, automated scheduling and dispatch, and AI-powered reporting and analytics on a user-friendly, connected mobile platform, improving the efficiency of field operations.

The Solution

Auto-scheduling capabilities have been instrumental in reducing unnecessary travel, improving on-field utilization, and ensuring that technicians have access to resources at their fingertips. The system's effectiveness is particularly evident in its support of emergency response times, rapidly identifying and pinging the best crews for the job. This swift response not only increases the speed of service delivery but also enhances customer satisfaction, highlighting the system's effectiveness in emergency situations.

KloudGin's solution enabled a modern customer platform that provided real-time communication and updates on technician arrival times and work order status. It also allowed for real-time collaboration tools between field technicians and back office teams, ensuring efficient dispatch of work orders and updates to reduce delays and enhance operational coherence.

Citizens Energy Group was able to digitize previously paper-based processes such as inventory management and time card logging. This reduced the need for manual tasks, lowered operating expenses, and improved the overall cost-to-serve metrics. Digitizing time cards also enabled their flexible work initiative, 'Start From Home,' which allows field service technicians to begin and end their workday from home instead of reporting to a central office. This initiative significantly increased workforce productivity and operational efficiency by reducing overtime, increasing the number of service orders completed, and allowing for shorter customer appointment windows.

Conclusion

In recognition of the successful transformation of their customer experience in collaboration with KloudGin, Citizens Energy Group earned a CS Week 2024 Expanding Excellence Award for "Innovation in Field Automation."

Citizens held true to their customer-centric mission through a successful partnership and field service implementation with KloudGin. KloudGin now supports a wide range of field service-related tasks for Citizens, including data collection, auto-scheduling, crew management, GIS integrations, meter read and badge number validations, inventory, timesheet, vehicle tracking integration, and reporting capabilities. By streamlining the work of multiple departments and business units into one application, Citizens has gained visibility and operational efficiency that enables them to provide the best customer service possible.

Solution Components

- KloudGin Field Service and Asset Operating System
- Connected Customer
- Connected Contractor

Results

- Increased number of on-time customer appointments within a month of go-live
- Increased the number of 4-hour appointment windows offered prior to go-live by 271% with the KloudGin application
- Increased on-time rates by 4% from July 2023 to July 2024
- Improved average gas emergency response times by 3.3%, sewer emergency response times by 24.7% and water emergency response times by 14.8%

"With KloudGin, we've streamlined our field service processes and are able to leverage real-time data and connectivity to improve workforce productivity and effectiveness. Partnering with KloudGin has also helped us implement an intuitive customer interface, providing an innovative, Amazon-like experience to our customers with real-time service visibility and status notifications.

Melissa Lawson
Director - Shared Field Services / Customer Operations

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Connect with the KloudGin team to learn more.

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