



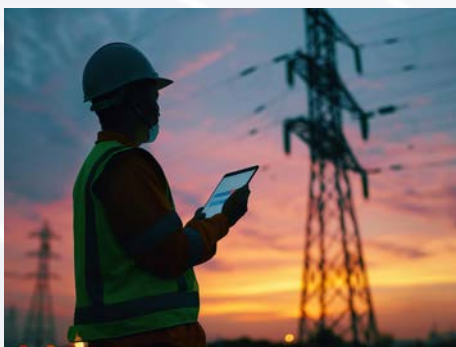
Case Study

Citizens Energy Group: Award-Winning Innovation in Field Service



About CEG

Founded in 1887, Citizens Energy Group (CEG) 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

Like many utilities today, CEG was dealing with increased customer expectations and rising costs, and needed to be able to improve their service delivery and response time. This was complicated by their increasingly mobile, dispersed field workforce, which was responsible for working across their geographically expansive asset network.

CEG's legacy system, PragmaCAD (PCAD) restricted their ability to enable real-time communication, data syncing, and route optimization. Maintaining user-profiles and schedules without dedicated resources was also problematic, and CEG needed a solution that would support them in optimizing their field service management operations.

The Solution

KloudGin collaborated closely with a team spanning CEG project managers, workstream leads, and SMEs, as well as system integrators and developers at Infosys and implemented an integrated solution featuring KloudGin's Field Service Suite, Oracle C2M utilizing SOA, Oracle WAM, KloudGin FSM, GIS, EBS Inventory, EBS Timekeeping and Azure BI.

The Solution

The implementation 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.

Conclusion

CEG has transformed field operations by implementing KloudGin's Field Service Suite. KloudGin now supports a wide range of field-related tasks, including field data collection, auto-scheduling, crew management, GIS integrations, meter read and badge number validations, inventory, timesheet, vehicle tracking integration (AVLS), and reporting capabilities. By combining the work of multiple departments and business units into one application, CEG has gained visibility and operational efficiency that enables them to provide the best customer service possible.



Solution Components

- KloudGin Core
- KloudGin Work Management

Results

- KloudGin's implementation helped CEG win CS Week's 2024 Expanding Excellence Award for "Innovation in Field Automation."
- Improved operational efficiency and data accuracy, capture and utilization
- Enhanced user experience with stronger decision support
- Supported delivery of an improved customer experience
- Empowered a connected mobile workforce



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



Connect with the KloudGin
team to learn more.

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