KloudGin



Case Study

SiEnviro Transforms Field Operations & Asset Management with KloudGin's Unified Solution

SiEnviro
Si Environmental, LLC

About SiEnviro

Si Environmental LLC (SiEnviro) is a service provider focused on maintaining water and wastewater assets for their municipal utility district (MUD) clients. With a team of over 250 employees and operations in Houston and Austin, Texas, they serve over 400,000 residents through their client (MUD) relationships.

The Challenge

SiEnviro was facing significant technology challenges and paperwork headaches stemming from their insufficient legacy solutions. They had been using Microsoft Excel for preventive maintenance management and scheduling, and a local home-grown software provider called AVR to manage their Customer Information Systems and Billing processes for all meter endpoints requiring billing, and field service management services.

Given the challenges they were facing, SiEnviro sought a more robust replacement for their scheduling system as it was failing to meet their operational needs. With this transition, they aimed to boost their workforce efficiency by shifting from manual to cloud-based processes while equipping their field crews with a mobile platform for better mobile connectivity, real-time data access, and optimized scheduling.

The Solution

KloudGin's fully unified work and asset management solution was implemented to facilitate the planning, scheduling, and execution of SiEnviro's field operations across their MUDs, including vertical assets managed at their water, wastewater, and stormwater divisions. This was enhanced by the distribution of field-based mobile devices equipped with KloudGin's platform across their field workforce to improve customer response time, boost worker productivity, and reduce time-consuming manual processes.

KloudGin collaborated with key stakeholders at SiEnviro to design and customize features that met their unique requirements, such as automated pricing and critical summary billing for the SiEnviro team. This helped ensure that each MUD was billed per their requirements, using MUD-specific price lists, work order categorizations, and automated summary reports. KloudGin's embedded business intelligence suite also supports their organization with off-the-shelf datasets, calculations, and BI dashboards that provide in-depth reporting and visualizations required to track business efficiency while giving insight into potential opportunity areas.

Conclusion

Through their successful partnership with KloudGin, SiEnviro significantly improved their field service and asset management operations and optimized their scheduling, supported by an empowered mobile workforce equipped with instant access to essential operational and asset data right at their fingertips.

As a trusted partner of award-winning utilities and essential service providers across the country, KloudGin's utility-specialized solutions are purpose-built to address the unique challenges of organizations building the grid of the future.

Solution Components

- KloudGin Field Service and Asset Operating System

Results

- Increased workforce productivity with automated scheduling and route generation based on asset and work locations
- Gained an immediate reduction in time from work order completion to invoice generation
- Improved visibility into work orders and requirements, which enabled greater operational efficiency and ease in managing the increased volume of work orders
- Automated preventative maintenance routines for the next five years, supported by KloudGin's unified scheduling engine

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Connect with the KloudGin team to learn more.

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