



Solution Sheet

KloudGin Integration Adapter for SAP Work Management Solutions

Equipping SAP customers with a fully unified asset and work management solution purpose-built for utilities and the public sector.

Best-in-Class EAM and FSM Solution Partner for Utilities in the SAP Ecosystem

KloudGin is the best-in-class EAM and FSM solution partner for utilities in the SAP ecosystem. KloudGin's integration with SAP delivers a best-in-class experience to joint global utility and public sector customers by connecting back-office systems to a mobile-first, unified view of work. By providing a Single Face of Work that connects all assets with all workers—field crews, contractors, customer service representatives, and operations teams—KloudGin eliminates operational fragmentation and empowers utilities to operate with the speed, visibility, and resilience that modern infrastructure demands.

KloudGin's Integration Adapter for SAP Work Management Solutions integrates with SAP S/4HANA Cloud Private Edition, SAP S/4HANA Utilities, or SAP ERP to deliver a fully unified asset and work management solution purpose-built for utilities and public sector customers.

Key Platform Capabilities

Complete Mobile-Native Platform

The only fully integrated field service and asset management solution that empowers all utility teams with better information when and where they need it on a single platform, optimizing workforce efficiency, asset availability, and customer engagement while reducing costs.

Technical Integration Specifications

SAP Adapter for Field Service, Work, and Asset Management

- **Bi-directional SAP Integration:** Complete C/R/U/D operations for SAP ERP and S/4HANA Service Management Objects, including PM Order, PM Notification, Service Order, and Service Notification with real-time sync to KloudGin FSM
- **Workforce Integration:** Retrieval of HxM Mini-master details from SAP ERP and S/4HANA to facilitate seamless sync of employees as work crews in KloudGin FSM
- **Platform Compatibility:** Built using SAP Business Technology Platform with SAP Integration Suite, supporting SAP S/4HANA Utilities, SAP ERP, and SAP S/4HANA Cloud Private Edition
- **Enterprise Architecture:** SAP Adapter Enterprise Edition is designed for scalable utility and public sector deployments

Unified Asset and Workforce Management:

Plan and execute work across all asset types with a connected view that manages both above-ground and underground assets in one platform, optimizing performance across crews, locations, and business policies while improving workforce efficiency and service reliability.

Flexible, Composable Architecture

Industry-tested solutions with pre-built integration adapters that streamline system connectivity through a mobile-native architecture that scales elastically to meet evolving needs. The highly composable platform minimizes maintenance costs and accelerates time to value.

Connected Mobile Workforce

Empower field crews with complete mobile access to asset records, AI predictive insights, and shared expertise, enabling seamless team collaboration, accelerated emergency response, and enhanced customer satisfaction in any field condition.

Connected EAM Operations

Streamline utility operations with purpose-built solutions that integrate field data, maintenance workflows, and asset lifecycles to improve infrastructure reliability and safety while reducing operational complexity and costs.



“Together, KloudGin and SAP are creating the technological foundation that enables utilities to meet tomorrow’s challenges - from grid modernization to customer satisfaction - while ensuring that every innovation serves the communities and customers who depend on safe, reliable infrastructure.”

Vikram Takru

Co-founder and CEO, KloudGin



Connect with the KloudGin team to learn more.

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KloudGin: Building the Utilities of Tomorrow, Together

KloudGin is the leading provider of AI-powered field service, construction work, and asset management solutions that connect customers, crews, and assets within a unified, cloud-based platform. KloudGin helps utilities and public sector organizations transform their operations through the digitalization and optimization of workforces, workflows, and assets, enabling sustainable service excellence that creates measurable value.

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