



Case Study

Transforming Field Work Management at Arizona Public Service with KloudGin's Mobile-First, Cloud-Native Solution



About Arizona Public Service

Arizona Public Service (APS) is the largest and longest-serving energy provider in Arizona, generating reliable, affordable and clean energy for approximately 1.4 million customers across 34,646 square miles in 11 counties. With a field workforce of 92 technicians supported by ten schedulers, APS manages around 500 daily work orders for their Service Connect/Disconnect and Meter Operations, serving 1.5 million meters.

The Challenge: Modernizing Legacy Field Operations While Elevating the Customer Experience

Arizona Public Services (APS) had embarked on a business transformation program with the goal of replacing their legacy software, Oracle Mobile Workforce Management, which they were using for short cycle work management to support meter operations and collections. Oracle MWM was facing end-of-support in 2025, prompting APS to look for a best-in-class solution that would meet their needs.

The limitations of their legacy system created numerous operational hurdles for APS. Configuration was difficult, costly, and time-consuming, requiring specialized expertise. Maintaining user profiles and ever-changing schedules demanded dedicated resources that weren't readily available within the organization. Field technicians struggled with usability issues caused by complicated interfaces, hampering their productivity. Frequent synchronization errors between CC&B and Oracle MWM created data inconsistencies, while limited scheduling algorithms made forecasting beyond 2-3 days impossible. Perhaps most significantly for customer satisfaction, the legacy system lacked modern customer communication features that today's consumers expect.

APS needed a solution that would not only replace their legacy system but also optimize field work efficiency, improve the customer experience, reduce operational costs, and provide better data integrity across systems. They sought a more modern, "Amazon-like" experience for customers, with greater visibility on field technician arrival, status, and work completion updates.

The Solution: Implementing a Comprehensive, Cloud-Native Field Service Management Platform with Real-Time Capabilities

KloudGin replaced APS's legacy Oracle Mobile Workforce Management system with a comprehensive, cloud-based field service management platform designed to streamline and optimize field operations. The solution integrated multiple applications such as Oracle CC&B, Maximo, existing ESB & APIM as middleware, and ESRI GIS for asset location views, while providing advanced reporting and analytics through integration with Microsoft's Azure BI solution.

KloudGin Work Management streamlined APS' workflows and real-time data capture, enabling the creation, scheduling, dispatch, and tracking of work orders in real-time. The unified scheduling engine spanned assets, work types, and work groups to optimize performance and boost efficiency across crews, assets, and locations.

For field technicians operating in areas with limited or no network connectivity, KloudGin's offline features ensured they could access critical information and update work orders without interruption. The mobile-native solution provided an intuitive user interface on rugged laptop devices, significantly improving adoption rates and reducing training requirements.

The implementation also enabled several new functionalities at APS. AI-powered reporting and analytics now provide real-time insights into field operations, supporting better decision-making. Field technicians gained follow-up work order capability, allowing them to create subsequent work orders from the field when necessary without returning to the office. GIS integration overlaid spatial mapping information for better visibility of utility assets, improving location accuracy. Customer communication was enhanced through notifications via email and SMS in both English and Spanish based on customer preference, creating a more transparent service experience.

KloudGin integrated with CC&B and Maximo to streamline over 320+ types of work orders, each with dynamic survey questions specific to the activity type. Field crews gained the ability to pick up work orders for the service point they were working on and create new ones for service points encountered in the field. The platform allowed for real-time meter validation before starting field work, reducing errors and improving efficiency.

The transformation eliminated paper-based processes, with crews now able to fill out forms electronically on their mobile devices. This digital approach improved data accuracy, provided real-time visibility, and enhanced mobility for field workers.

Solution Components

- KloudGin Work Management
- KloudGin Core

Results

- 20% reduction in time spent scheduling and coordinating work
- Increased on-time arrivals and work order completion rates
- Improved customer satisfaction through proactive notifications
- 100% transition to paperless, digital workflows
- Reduction in travel costs through optimized scheduling and routing

Conclusion

KloudGin has enabled APS to unify work management across multiple systems with an intuitive workflow that reduces complexity for end-users. The transformation to completely digitized forms has increased efficiency, improved data accuracy, and enhanced field team mobility. Field personnel now have instant access to critical information like gate codes, customer details, safety concerns, and location history, supporting more effective site investigation and service delivery.

With KloudGin's cloud-based, mobile-native platform, APS has modernized their field operations while enhancing overall service delivery and customer experience, setting a foundation for continued operational excellence.



Connect with the KloudGin team to learn more.

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