KloudGin



Case Study

From Fragmented Systems to Unified Excellence: The City of Waco's Municipal Transformation Success

CITY OF WACO

City of Waco Use Cases

- Legacy system replacement
- Unified enterprise asset management (EAM)
- Mobile field work management
- Multi-department municipal operations coordination
- Data-driven capital planning and compliance reporting

Customer Profile

Located in the heart of central Texas, the City of Waco manages critical infrastructure and provides essential services for more than 140,000 residents, with a broad range of municipal departments spanning Utilities, Streets, Parks, Traffic, and Facilities - each with unique assets and operational requirements. Together, these departments maintain thousands of infrastructure assets including pipelines, treatment plants, roadways, and public spaces that support daily life and community well-being in Waco.

The Challenge

The City of Waco found that its existing utility and public works systems were no longer meeting the evolving needs of its operations or community. Multiple municipal departments - spanning Public Works, Utilities, Streets, Parks, Traffic, Facilities and more - were managing their work and assets independently of one another, often through spreadsheets or disconnected legacy databases. This fragmented environment made it impossible for leadership to see a complete, real-time view of operations or coordinate work efficiently across departments.

At the center of these issues was a 34-year-old work order system that lacked mobility, flexibility, and integration with the city's enterprise systems. Field crews relied on manual, paper-based processes that delayed response times and data capture, while office staff spent hours re-entering and reconciling information. Extracting reports required custom programming, making even basic performance or compliance tracking slow and resource-intensive.

These inefficiencies hindered collaboration, increased administrative overhead, and made it difficult to maintain accountability or measure true productivity. More importantly, they limited the city's ability to plan strategically. Without consistent, reliable data on asset condition and performance, capital investments were often based on incomplete information - creating the risk that critical infrastructure dollars could be misallocated.

Waco's leaders recognized the need for more than a technology upgrade; they set out to drive fundamental change in how their municipality operates, guided by the mindset that "if you're not planning to relook and rethink the way you operate, you may as well stay with what you have." This transformation meant breaking down silos, rethinking processes, and prioritizing system-driven efficiency over manual efforts.

The City began its search for a single, mobile-native enterprise asset management (EAM) platform that could connect departments, digitize field operations, and establish a shared foundation for managing assets, work, and resources citywide.

Partner Solution

To achieve its modernization goals, the City of Waco selected and began implementing KloudGin Asset Management, integrated seamlessly with the City's GIS and CIS systems. The solution has been rolled out through a phased approach involving key stakeholders from IT, operations, and field service teams - ensuring a smooth transition supported by training, change management, and early staff engagement.

KloudGin's unified platform brings all of Waco's municipal departments, work types, and assets into a single unified ecosystem, delivering real-time visibility, automated workflows, and comprehensive performance insights. The implementation replaced multiple legacy systems and manual processes with an intelligent, connected environment that streamlines work order management, standardizes asset tracking, and provides leadership with accurate, actionable data.

As the City continues its phased rollout, field and back office teams are already realizing the benefits of the new system. With mobile access, field crews can now capture and update work information directly from the field, improving accuracy and response time. Office staff benefit from automated reporting and dashboards that simplify compliance tracking and eliminate the need for manual data extraction. Leadership can view operational and financial performance in real time, enabling faster, better-informed decisions.

Departments that have already transitioned to KloudGin are experiencing measurable improvements in efficiency, communication, and collaboration - while upcoming phases promise to extend these advantages across additional municipal functions. Key initial results include:

- **Real-time access to asset and work data** across all departments
- **Automated workflows and mobile field capabilities** that replace manual, paper-based processes
- **Improved scheduling and coordination** between field and office teams
- **Simplified compliance reporting and data retrieval** for audits and regulatory review
- **Integrated dashboards and analytics** providing a complete view of performance, cost, and resource utilization

Conclusion

By implementing KloudGin's unified, cloud-based platform, the City of Waco has begun a transformational journey to modernize how it manages assets, work, and resources across its municipal operations. The initiative was designed from the start to streamline processes, empower employees, and strengthen accountability through real-time data and shared visibility across departments.

Within the first year, the initial phases have seen Waco redeploy staff from redundant administrative work to higher-value tasks, identify efficiency gaps between teams, and capture accurate cost comparisons that inform better resource allocation. Departments that once operated independently are now connected through a single platform, improving collaboration, planning, and service delivery while delivering measurable gains in efficiency and responsiveness.

City leaders and field teams alike now operate with greater confidence, using reliable, real-time insights to guide decisions and ensure that investments deliver maximum value for citizens. By moving from manual, siloed processes to a system-driven model, Waco is improving how work gets done - making it faster, more transparent, and more sustainable.

As the City prepares for its next implementation phase - bringing Streets and Park Maintenance operations onto the KloudGin platform - it continues to build on this foundation of data-driven excellence. Each wave expands the reach and impact of the system, moving Waco closer to a fully unified, connected municipal operation.

The City of Waco's progress demonstrates how cities can move beyond incremental upgrades to achieve true operational change, uniting people, processes, and data to deliver lasting improvements in efficiency, accountability, and citizen value.



> "As a city, you would like to think that everything works smoothly, but in reality we were a bunch of silos working independently. One of the things KloudGin has brought forth is that we need to have more interconnectivity and to be able to look at each other's information.
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> Our project grew - when we started off, it was going to be a utilities project, maybe streets. Since then, almost every type of field operating department within the city will be on KloudGin.

Lisa Tyer
Director of Water Utility Services

KloudGin

Connect with the KloudGin team to learn more.

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