IDC MarketScape

IDC MarketScape: Worldwide Utilities AI-Enabled Enterprise Asset Management 2026 Vendor Assessment

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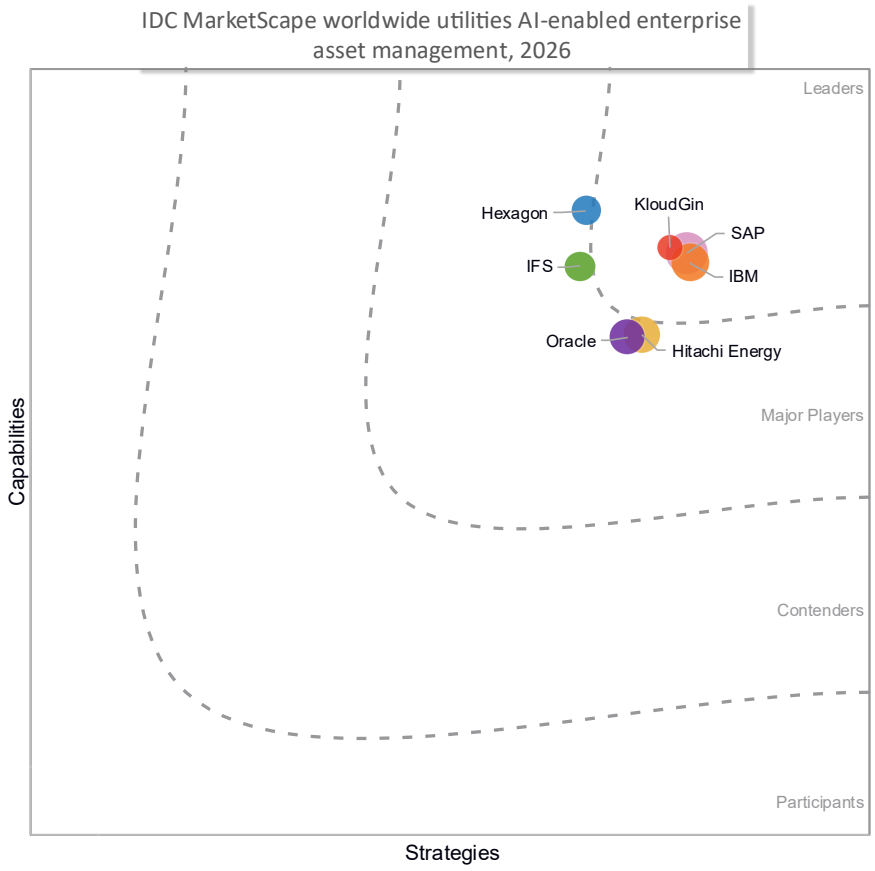
THIS IDC EXCERPT FEATURES KLOUDGIN AS A LEADER

IDC MARKETSCAPE FIGURE

FIGURE 1

IDC MarketScape worldwide utilities AI-enabled enterprise asset management vendor assessment



Source: IDC, 2026

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Please see the Appendix for detailed methodology, market definition, and scoring criteria.

IDC OPINION

Utilities are operating in an environment of unprecedented operational, regulatory, and economic complexity. Shifting supply and demand fundamentals, the accelerating energy transition, and the mounting challenge of aging infrastructure are fundamentally reshaping how utilities must plan, operate, and maintain their assets. Advanced enterprise asset management (EAM) systems have become mission-critical platforms for ensuring reliability, resilience, and financial stability.

Historically, utility asset management focused on maintaining large, centralized generation assets and linear networks under relatively stable demand patterns. Today, that paradigm has changed. Electrification of transportation and heating, growth of distributed energy resources (DERs), variable renewable generation, and increased weather volatility are driving far more dynamic load profiles and operational uncertainty. Supply is increasingly intermittent, while demand is less predictable and more location specific. Utilities must balance real-time operational performance with long-term asset health across a more geographically dispersed asset portfolio. Advanced EAM systems can provide utilities the data foundation and analytical capabilities needed to understand asset condition, criticality, and performance in this evolving environment.

The energy transition further intensifies the need for modern EAM systems. Utilities are integrating renewable generation, battery storage, grid modernization technologies, and digital control systems alongside legacy infrastructure that was never designed for two-way power flows or the rapid cycling of generation. This creates complex interdependencies across assets, systems, and networks. Advanced EAM platforms enable utilities to model these interdependencies; align asset strategies, including decarbonization goals; and prioritize investments that support reliability while meeting regulatory and sustainability objectives. By linking asset data with planning, engineering, and operational systems, modernized EAM systems can enable utilities to move from traditional reactive maintenance to risk- and condition-based maintenance with outcome- and performance-driven asset strategies.

At the same time, much of the utility industry's infrastructure is aging. Transmission and distribution networks, substations, pipelines, and generation facilities in many regions are operating well beyond their original design lives. Deferred maintenance, workforce constraints, and capital limitations have increased the risk of failures, outages, and safety incidents. Advanced EAM systems address these challenges by providing utilities a condition-based maintenance strategy, predictive analytics, and life-cycle cost optimization. Utilities can better identify assets at highest risk, optimize maintenance schedules, and justify capital replacement decisions with data-driven business cases.

In addition, regulatory scrutiny and stakeholder expectations are rising. Regulators, customers, and investors are increasingly demanding demonstrable improvements in reliability, resilience, safety, and cost efficiency. Advanced EAM systems support transparency and accountability by providing real-time asset data, standardized processes, and performance metrics that align operational decisions with regulatory and financial outcomes.

Advanced enterprise asset management systems are no longer optional for utilities. They are foundational capabilities that enable utilities to navigate increasingly complex supply and demand dynamics, execute the energy transition effectively, and manage aging infrastructure in a disciplined, data-driven manner. Utilities that modernize their EAM capabilities will be better positioned to deliver reliable service, control costs, and achieve long-term strategic objectives in a rapidly changing energy landscape.

Key findings in this worldwide utilities AI-enabled enterprise asset management vendor assessment

- **Cloud/software-as-a-service (SaaS) delivery + API ecosystems for faster integrations:** Utilities are shifting EAM to cloud/SaaS models (or in many cases hybrid cloud) to accelerate upgrades, allow modular analytics, and enable integrations with outage management systems (OMSs), geographic information systems (GISs), advanced distribution management systems (ADMSs), and financial systems
- **Grid modernization and DER integration driving EAM functional expansion:** EAM is extending beyond core asset, fleet, and equipment health to support DERs, voltage control devices, and telemetry needed for real-time operational decisions.
- **Stronger emphasis on cybersecurity, data governance, and regulatory compliance:** As EAM systems evolve to connect operational technology (OT)/IT and host data-rich grid models with sensitive operational data, utilities are tightening identity, segmentation, and data lineage controls to meet regulatory compliance and strengthen security measures.
- **Workforce enablement — AR, mobile EAM, and generative AI assistants:** EAM systems are becoming highly integrated with adjacent systems like field service management (FSM). When EAM is seamlessly integrated with FSM, field technicians can get step-by-step repair guidance, augmented schematics, and on-demand knowledge via mobile/AR and conversational agents, which raises first-time-fix rates and shortens training curves.
- **AI/machine learning powering predictive maintenance and prescriptive actions:** EAM systems are also tightly integrated with asset performance management (APM) systems. Utilities are continuing to move from time-based maintenance to condition-

based maintenance using ML models that predict failures, prioritize work, and optimize crew dispatch, which ultimately reduce outages and O&M costs.

- **Digital twins + IoT/edge telemetry becoming core to EAM and asset life-cycle management:** Real-time twins of assets, fleets, and equipment fed by edge sensors and SCADA/IoT data can enable simulation, provide estimates for remaining useful life, and produce scenario capital planning — all while leveraging EAM workflows.

IDC MARKETSCAPE VENDOR INCLUSION CRITERIA

The vendor inclusion list for this evaluation was selected to accurately depict the vendors that are most representative of advanced EAM systems and applications on a buyer's selection list in the utilities sector based on the following:

- The vendor must have a software-as-a-service and/or cloud-enabled offering; on-premises-only applications are out of scope.
- The EAM application can be purchased commercially and is available off the shelf without required customization.
- The vendor had 2024 revenue in at least two geographic regions (North America, Latin America, EMEA, and Asia/Pacific) for the utilities vertical.
- The vendor must have two live implementations in the utilities vertical.

ADVICE FOR TECHNOLOGY BUYERS

Utilities are under simultaneous pressure to improve reliability, integrate DERs, control O&M costs, and meet regulatory expectations all while operating and maintaining aging infrastructure. Advanced EAM systems are becoming the foundational platform to address these challenges. Utility sector technology buyers must approach EAM decisions with an enterprise and gridwide lens, emphasizing scalability, interoperability, and long-term value creation. IDC offers the following guidance to utilities evaluating EAM solutions:

- **Anchor EAM modernization to measurable operational outcomes, not technology refresh cycles:** Define success before investing in advanced EAM systems such as outage reductions, asset life extensions, lowering maintenance cost per asset, and increased field crew productivity. Consider vendors that can help you pursue your goals and have proven success in working with utilities to meet core key performance indicators (KPIs) and desired outcomes.
- **Prioritize data quality, governance, and asset hierarchies before scaling AI-driven use cases:** Predictive maintenance and digital twin models only deliver value when asset master data, condition data, and maintenance histories are standardized

and trusted. Focus on cleaning data and standardizing data models, time stamps, and asset IDs — which will enable AI and digital twin models to produce reliable outputs.

- **Adopt a hybrid cloud and modular architecture to balance innovation with regulatory and OT constraints:** Utility technology buyers should ensure flexibility to deploy analytics and AI in the cloud while also integrating and maintaining on-premises systems to incorporate sensitive operational information or regulated workloads into their data-driven EAM strategy.
- **Evaluate vendors on long-term asset life-cycle coverage, not just maintenance optimization:** Advanced EAM should support planning-to-retirement workflows, including capital investment forecasting, refurbishment versus replace analysis, and integration with integrated resource planning tools.
- **Assess vendor ecosystem strength and road map credibility:** Utility technology buyers should thoroughly examine partner ecosystems in areas such as IoT, analytics, systems integration. In addition, review road map execution history to ensure that the EAM system or platform you are investing in will evolve with grid modernization, changing market dynamics, and DER complexity.
- **Embed cybersecurity and zero trust principles into EAM procurement decisions:** With EAM's role at the intersection of IT/OT, utilities should require built-in identity management, role-based access, auditability, and alignment with critical infrastructure protections, regulations, and standards.

VENDOR SUMMARY PROFILES

This section briefly explains IDC's key observations resulting in a vendor's position in the IDC MarketScape. While every vendor is evaluated against each of the criteria outlined in the Appendix, the description here provides a summary of each vendor's strengths and challenges.

KloudGin

KloudGin is positioned in the Leaders category in this IDC MarketScape for worldwide utilities AI-enabled enterprise asset management.

Founded in 2010 and headquartered in Sunnyvale, California, KloudGin is a VC-funded software company specialized in enterprise asset management alongside construction work management (CWM), field service management, and work management solutions. The company employs over 180 professionals serving roughly 50 customers worldwide, mainly in North America, with growing deployments in Latin America and Asia. KloudGin concentrates on asset-centric sectors such as utilities, oil and gas, and select manufacturing organizations. Its cloud-native platform is positioned as a solution providing a unified

platform architecture in which EAM, FSM, and CWM share a single data model, scheduling engine, and mobile application.

In addition:

- **Core EAM offerings:** KloudGin offers EAM alongside CWM, FSM, and work management solutions. Some of KloudGin's core capabilities include asset life-cycle management, predictive maintenance, maintenance strategy optimization, work order management, supply chain management, capacity planning, and intelligent scheduling with a single engine for all types of work. KloudGin also offers construction work management with project-based scheduling including Gantt charts, dependencies, tasks, and milestone dates. Its platform features built-in GIS integration; no-code/low-code configuration; unified mobile interfaces across web, Windows devices, iOS, and Android (with offline support); project management; financial compliance; and analytics for performance optimization.
- **AI-led innovation and road map:** KloudGin invests in AI/ML through AIQ suite, including AIQ Atlas for field tech assistance (LENS for document retrieval, R3 Record-Review-Report mode for voice-to-form automation), agentic AI agents for dispatchers and platforms, predictive asset failure via PdM integrated with IoT/SCADA (sensors for vibration, pressure), and LLM-powered orchestration. KloudGin's 2026–2027 road map concentrates on three pillars: modernizing construction work management; scaling AI/agentic capabilities across dispatch, field technicians, and the platform; and deepening core EAM disciplines such as failure coding, repairable processes, and team composition for complex operations.
- **Utilities industry relevance:** KloudGin continues to expand its presence in the water, wastewater, electric, and gas utility sectors, delivering unified EAM, FSM, and CWM platforms that support both linear and vertical utility assets. KloudGin's platform addresses critical utility workflows including electric and gas distribution operations (e.g., pole inspections, transformer maintenance, gas leak survey, valve inspections), water and wastewater operations (e.g., hydrant inspection and flushing, backflow prevention, cross-connection control), grid modernization and distributed energy resources management (e.g., DERMS/EV/storage), emergency response, network tracing, outage-related work, and customer-impacting field tasks and vegetation management, public works, and municipal operations.

  KloudGin's unified approach is particularly relevant to utilities struggling with fragmented systems for EAM, work management, GIS, and mobile workforce execution. Its single scheduling engine, GIS-driven workflows, and mobile-first architecture create consistent operational visibility across capital projects, maintenance programs, regulatory inspections, and customer-driven work.

Strengths

- KloudGin has deep domain experience and alignment with utility operational models. KloudGin's unified EAM, CWM, and FSM design matches the integrated work/asset life cycles common in utilities, supporting everything from capital work design to field execution to as-built updates without system fragmentation. This is reinforced by compatible unit management, pre-planning worksheets, regulatory accounting, and fixed asset integration.
- KloudGin can close the loop from real-time sensor and SCADA data to concrete maintenance action. Orchestrating KloudGin's predict, monitor, and analyze capabilities can provide visibility and clarity on asset health and can streamline maintenance activity by tightly coupling EAM/FSM workflows in a single architecture that supports industrial-scale predictive and prescriptive maintenance .
- Strategic AI-led product enhancement initiatives offer role-specific, effective AI and agentic AI capabilities embedded in dispatch, field, and predictive maintenance workflows. Innovative AI capabilities include hands-free operation, voice-to-text transcription, and context-aware assistance through KloudGin Atlas Lens.

Challenges

- KloudGin could increase its global utility penetration. Its current customer concentration is primarily with North America utilities. EMEA and APAC can often require localized compliance, regulatory reporting frameworks, and integration patterns that may demand further global investment.
- Utilities increasingly depend on complex ecosystems to effectively manage and operate core systems such as CIS, OMS, ADMS, SCADA, GIS, DERMS, ERP, and market operations systems. Although KloudGin offers credible prebuilt integrations, especially with GIS and ERP, some utilities may require deeper certified integrations or accelerators with major platforms such as SAP S/4HANA Utilities, Schneider/GE grid systems, and other emerging advanced analytics platforms. Competing effectively in large utility enterprise modernization projects may require continued expansion of integration frameworks and strategic technology partnerships.

APPENDIX

Reading an IDC MarketScape graph

For the purposes of this analysis, IDC divided potential key measures for success into two primary categories: capabilities and strategies.

Positioning on the y-axis reflects the vendor's current capabilities and menu of services and how well aligned the vendor is to customer needs. The capabilities category focuses on the

capabilities of the company and product today, here and now. Under this category, IDC analysts will look at how well a vendor is building/delivering capabilities that enable it to execute its chosen strategy in the market.

Positioning on the x-axis, or strategies axis, indicates how well the vendor's future strategy aligns with what customers will require in three to five years. The strategies category focuses on high-level decisions and underlying assumptions about offerings, customer segments, and business and go-to-market plans for the next three to five years.

The size of the individual vendor markers in the IDC MarketScape represents the market share of each individual vendor within the specific market segment being assessed.

IDC MarketScape methodology

IDC MarketScape criteria selection, weightings, and vendor scores represent well-researched IDC judgment about the market and specific vendors. IDC analysts tailor the range of standard characteristics by which vendors are measured through structured discussions, surveys, and interviews with market leaders, participants, and end users. Market weightings are based on user interviews, buyer surveys, and the input of IDC experts in each market. IDC analysts base individual vendor scores, and ultimately vendor positions on the IDC MarketScape, on detailed surveys and interviews with the vendors, publicly available information, and end-user experiences in an effort to provide an accurate and consistent assessment of each vendor's characteristics, behavior, and capability.

Market definition

Enterprise asset management (EAM) systems and applications follow physical assets from capital planning and procurement to deployment and commissioning through utilization, maintenance, performance, decommissioning, and disposal. EAM systems and applications automate the many aspects of managing a utility organization's physical assets. A utility organization's assets may include but are not limited to linear assets such as power generation, transmission, and distribution lines. EAM applications support asset record management, asset tracking and location, spare parts inventory management, maintenance, procurement, and reporting. Many applications also have or are integrated with systems and applications that can support predictive maintenance, asset performance management, digital twins, energy management, and field service management.

LEARN MORE

Related research

- *IDC's Worldwide Digital Transformation Use Case Taxonomy, 2026: Energy as a Service* (IDC #EUR154223026, January 2026)
- *IDC MarketScape: Worldwide Utilities Asset Performance Management 2025–2026 Vendor Assessment* (IDC #US53008225, November 2025)
- *IDC FutureScape: Worldwide Utilities 2026 Predictions* (IDC #US53857825, October 2025)
- *IDC MarketScape: Worldwide Energy Transition Professional Services 2025 Vendor Assessment* (IDC #US52984025, August 2025)
- *New U.S. Energy Policies and Their Impact on Clean Energy Projects* (IDC #US53693125, August 2025)
- *IDC MarketScape: Worldwide Industrial Internet of Things Platforms and Applications in Energy 2025 Vendor Assessment* (IDC #US53381524, May 2025)

Synopsis

This IDC study evaluates enterprise asset management (EAM) technology providers by qualitatively and quantitatively assessing their capabilities and strategies regarding their EAM offerings in the utilities industry. With a global perspective, it aims to support utility organizations in selecting EAM vendors and partners for their asset life-cycle management journeys. It provides context for utility companies evaluating vendors in the EAM space, examines vendors' comparative offerings in the marketplace, and examines how EAM vendor offerings are evolving. The evaluation is based on a comprehensive and rigorous framework that assesses EAM vendors' capabilities and their EAM strategies going forward.

"Utilities are operating in an environment of unprecedented operational, regulatory, and economic complexity. Shifting supply and demand fundamentals, the accelerating energy transition, and the mounting challenge of aging infrastructure are fundamentally reshaping how utilities must plan, operate, and maintain their assets. Advanced EAM systems have become mission-critical platforms for ensuring reliability, resilience, and financial stability," said John Villali, senior research director, IDC Energy Insights.

ABOUT IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,300 analysts worldwide, IDC offers global, regional, and local expertise on technology, IT benchmarking and sourcing, and industry opportunities and trends in over 110 countries. IDC"s analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly owned subsidiary of International Data Group (IDG, Inc.).

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