KloudGin

Designed for Utilities. Validated in SAP Environments.

KloudGin enables SAP utility customers to efficiently manage field service and asset operations with a solution designed specifically for utilities and proven in SAP environments

Purpose-Built for Utilities

Designed exclusively for utility field operations — where SAP's native field tools require costly customization to achieve the same result

Proven SAP Integration

Pre-built SAP-certified adapters for SAP ECC and S/4HANA, live in 5+ SAP utility environments with no custom code required

Real World Results

30% reduction in operational costs, 50%+ faster implementation, 20% workforce productivity improvement, 95%+ mobile adoption, 100% paperless

SAP manages back-office functions; KloudGin manages field operations.

SAP S/4HANA and ECC manage finance, procurement, asset master data, and core business functions for utilities worldwide. While these integrated systems are essential, SAP's primary strengths lie in back-office and financial management. Utility field operations require a purpose-built complement.

Large electric, gas, and water utilities must coordinate diverse crews for tasks such as metering, transformer maintenance, breaker inspections, right-of-way clearing, and emergency response. These activities occur simultaneously across thousands of assets over extensive service areas.

Utility crews require specialized certifications and must adhere to strict standards. SAP field tools do not natively address these needs, often requiring costly customization, fragmented scheduling, and multiple applications. Custom solutions are expensive, difficult to maintain through upgrades, and disrupt operational consistency. A utility-specific solution is essential for efficiency and reliability.

KloudGin serves as the field execution layer for SAP, available through the SAP Store. It extends SAP investments to complex field operations, including service, asset, construction, and customer engagement. SAP remains the system of record for back-office functions, while KloudGin manages field operations.

SAP Utility Customers Who Chose KloudGin

Customer	SAP Platform	Integration Scope	Outcomes
DC Water	SAP (+ Maximo, Esri GIS)	Kona legacy MWM replacement; SAP, Maximo & Esri GIS out-of-the-box integration; automated scheduling & dispatch; AssetIQ Atlas AI field agent; unified short- and long-cycle work management	Unified real-time view of workers, appointments & critical events; +30 min/worker daily recovered via AI; automated scheduling & dispatch across all field service operations; mobile-first crew enablement
National Fuel Gas	SAP ECC + SAP PI + SAP Mobile Work Manager	End-of-life FSM replacement; SAP-certified adapter integration with SAP ECC, SAP PI & SAP MWM; automated scheduling across 20 work centers; SMS emergency dispatch notifications	Automated scheduling & dispatch across 20 work centers; complete real-time view of workers, appointments & critical events; improved data capture, visibility & utilization; extended SAP Mobile Work Manager value
Sacramento Municipal Utility District (SMUD)	SAP ECC + SAP CRM + SAP Plant Maintenance (+ Esri GIS, SharePoint, OpenText)	ClickSoftware end-of-life replacement; SAP-certified adapters for SAP ECC, CRM & Plant Maintenance; Esri GIS integration; unified dispatch across 8 departments; 325 field & operational users; 150,000 substation assets	15–25% scheduling efficiency improvement (projected); 20–30% field productivity increase (projected); unified cross-department dispatch view; full ClickSoftware migration completed before end-of-life deadline
Snohomish County PUD (SnoPUD)	SAP ECC via SAP BTP Cloud Integration	ClickSoftware replacement; SAP ECC integration via SAP BTP Cloud Integration; automated short-cycle & long-cycle work order scheduling; Automatic Vehicle Location (AVL) integration; real-time crew location data	SAP adapter development partner — adapter now available to all KloudGin utilities; automated scheduling for both routine & complex work orders; real-time distributed team collaboration; long-cycle work order management in unified platform

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SAP Utility Customers Who Chose KloudGin

KloudGin's SAP-certified adapters enable seamless integration with SAP ECC and S/4HANA, allowing work orders and key data to transfer between systems without custom code. Integration remains stable through SAP upgrades. In four SAP utility deployments, KloudGin's accelerators connect FSM and EAM to SAP business objects, ensuring data integrity and rapid deployment.

dc water is life®

DC Water: Replacing a Failing Legacy MWM with a Unified SAP-Connected Platform

DC Water, serving over 700,000 residents and operating the world's largest advanced wastewater treatment plant, relied on a legacy mobile workforce management system (Kona) that was nearing end-of-life and causing daily operational failures. Work orders often failed to synchronize across SAP, Kona, and Maximo, resulting in data inconsistencies. DC Water chose KloudGin to unify field service management on a cloud-native, mobile-first platform with out-of-the-box integrations for SAP, Maximo, and Esri GIS. KloudGin's unified scheduling engine manages both short- and long-cycle work, while AssetIQ Atlas, the embedded AI field agent, reduces average daily time per worker by over 30 minutes by eliminating manual documentation and administrative tasks. DC Water now has real-time visibility into workers, appointments, and critical events, replacing a fragmented environment with a single dispatch and execution platform.

National Fuel®

National Fuel Gas Distribution: Extending SAP Value Across 20 Work Centers

National Fuel Gas Distribution (NFG), serving over 743,000 customers across New York and Pennsylvania, needed to replace its end-of-life scheduling and dispatch system while maintaining full SAP compatibility. NFG required integration with SAP Process Integration (PI), SAP ECC, and SAP Mobile Work Manager (MWM) for field execution. KloudGin was selected for its pre-built, SAP-certified adapters, enabling a low-risk, cost-effective implementation and faster time-to-value. KloudGin's unified scheduling engine automated scheduling and dispatch across all 20 work centers, providing real-time data flow between KloudGin, SAP ECC, and MWM. Dispatch teams gained a comprehensive view of crew performance, schedule capacity, and job fulfillment, with SMS notifications ensuring immediate alerts for high-priority and emergency tasks.

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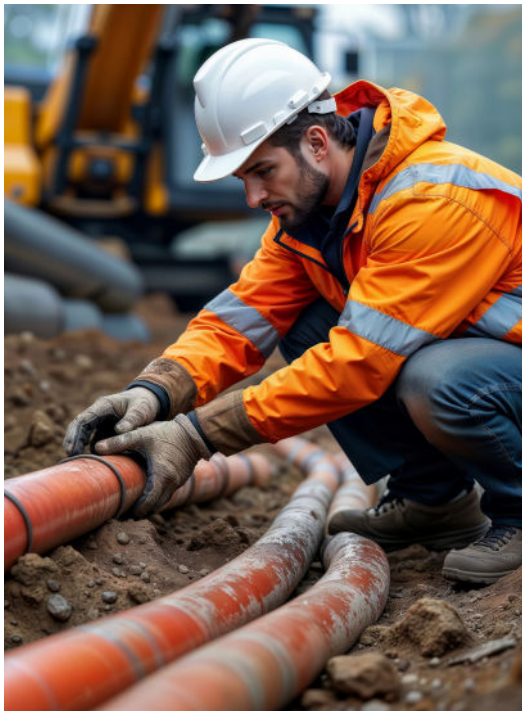
SAP Utility Customers Who Chose KloudGin



SMUD®

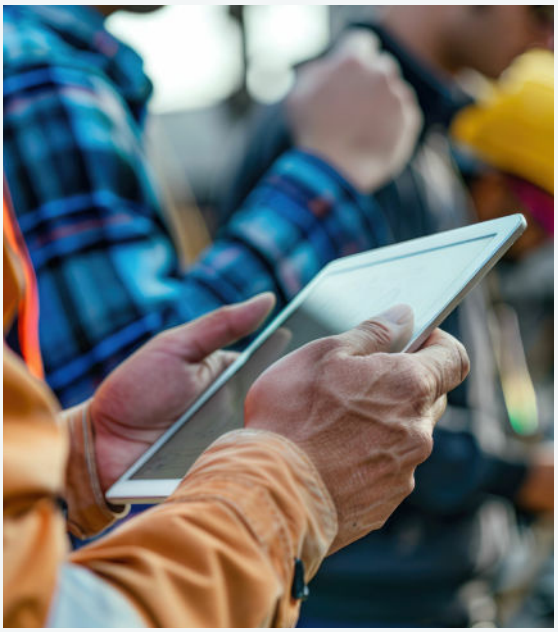
Sacramento Municipal Utility District (SMUD): Unifying Eight Departments Across a SAP Enterprise Environment

Sacramento Municipal Utility District (SMUD) serves 1.5 million residents across Sacramento County, operating one of the most complex footprints among community-owned utilities in the United States. With ClickSoftware approaching end-of-life in 2026 and 325 users across eight departments relying on it, SMUD faced increasing risks, including security vulnerabilities, integration challenges, and regulatory concerns. KloudGin was selected after a competitive RFP process for its proven experience replacing ClickSoftware at scale, enterprise-grade performance, and deep SAP and GIS integration. KloudGin's pre-built SAP-certified adapters integrate directly with SAP ECC, SAP CRM, SAP Plant Maintenance, Esri GIS, Microsoft SharePoint, and OpenText Documentum, without requiring SMUD to rebuild core data flows. The implementation provides unified scheduling and dispatch across all departments, mobile-first field execution with GIS context and asset history, and advanced auto-scheduling for all work types. SMUD anticipates a 15–25% improvement in scheduling efficiency and 20–30% increase in field productivity through unified dispatch, automated routing, and the elimination of redundant data entry.

SNOHOMISH COUNTY PUD PUBLIC UTILITY DISTRICT NO. 1

Snohomish County PUD (SnoPUD): SAP Integration Development Partner

Snohomish County Public Utility District (SnoPUD), the 12th largest public utility in the US, provides electric service to 373,000 homes and water service to 23,000. Facing ClickSoftware's end-of-life, SnoPUD needed to advance field operations and meet increasing service demands. The replacement required automated scheduling for both short-cycle and long-cycle work, integrated directly with SAP ECC via the SAP BTP Cloud Integration platform to ensure data integrity. KloudGin integrated with SAP ECC through SAP BTP, accessed work order data from SnoPUD's ERP, and enabled automated scheduling with real-time truck location via Automatic Vehicle Location (AVL). SnoPUD became KloudGin's SAP integration development partner, co-developing the SAP adapter now available to all KloudGin utilities. SnoPUD achieved real-time field visibility, improved emergency response coordination, and transitioned off ClickSoftware without service disruption.



KloudGin in the SAP Ecosystem

KloudGin is designed to extend, not compete with, SAP investments. Available in the SAP Store and integrated into the SAP utility ecosystem, KloudGin serves as the operational execution layer utilities need for complex field operations. SAP delivers the enterprise foundation—financials, procurement, compliance, and asset master data—while KloudGin provides field execution, mobile-first crew management, AI-powered scheduling, and real-time customer engagement.

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KloudGin in the SAP Ecosystem

KloudGin does not require a rip-and-replace approach. Its community-driven development model allows SAP utilities to directly influence the product roadmap. When one utility collaborates with KloudGin to address an operational challenge, the resulting solution becomes available to all utilities in the ecosystem. This accelerates industry-wide modernization and reduces individual implementation costs. The SnoPUD SAP adapter, now available to all KloudGin customers, exemplifies this model.

As the utility industry transforms through grid modernization, distributed energy resources, EV infrastructure, and climate resilience, KloudGin ensures the operational layer of SAP environments evolves with business needs. Each operational improvement strengthens the SAP investment: field data enhances asset records, workforce productivity improves financial forecasting, and customer engagement metrics inform SAP CRM and billing. Together, SAP and KloudGin deliver unified capabilities that neither could achieve alone.

esri Partner Network Gold

Esri GIS Integration: Platform and Connectivity Support

Supported GIS Models

Esri Geometric Network, Esri Utility Network

Device Support

Windows, Android, iOS

Connectivity

Full online and offline — GIS maps, asset attributes, and network data available without connectivity; syncs on restore

Native Esri GIS Integration: Geometric and Utility Network

KloudGin integrates natively with Esri Geometric Network and Esri Utility Network, embedding GIS capabilities directly into field workflows. Work orders are plotted spatially, dispatchers schedule using Esri Lasso, and GIS attribute corrections can be submitted from the field. Full GIS functionality is available online and offline across all devices, which is essential for utility crews in remote or emergency situations.

What This Means for Utility Operations

Each SAP asset record and work order requires planning, dispatch, completion, and closure. SAP's native field tools require two mobile apps, separate scheduling modules, and customized workflows. With KloudGin, SAP work order events trigger unified field execution, managed by a single AI scheduler, executed in one mobile app, and closed with data automatically returned to SAP. Technicians access complete SAP asset history and parts records at the point of work, and documentation flows directly to the SAP system of record. Field data also supports predictive maintenance planning.

Consistent Outcomes Across KloudGin SAP Deployments

- **50%+ faster implementation** versus multi-product SAP FSM deployments, using pre-configured utility workflows and SAP accelerators
- **30% reduction in operational and scheduling costs** through AI-driven workforce optimization and automated dispatch
- **20% improvement in workforce productivity** from KloudGin's unified mobile app and intuitive interface built for field crews
- **Higher first-time fix rates** from AI scheduling with full SAP asset history and parts availability delivered to the point of work
- **Amazon-like customer experience** with real-time crew tracking, proactive notifications, and accurate service windows—powered by live operational data
- **No custom code maintenance** through SAP upgrades—KloudGin maintains API compatibility, so SAP version changes do not break field operations
- **95%+ mobile app adoption** driven by a single, intuitive interface purpose-built for utility field crews
- **+30 minutes per worker per day recovered** via AssetIQ Atlas AI field agent, reducing administrative burdens and compliance documentation overhead

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KloudGin vs. SAP for Field Service and Asset Management

	KloudGin	SAP FSM / SAP S/4HANA Asset Management
Utility-Specific Design	Built exclusively for utilities—T&D, metering, substation, vegetation, construction, emergency response	Built for broad enterprise markets across 25+ industries; utility-specific workflows require significant customization by implementation partners such as Infosys or Accenture
Mobile Experience	Single app for every crew and work type, online and fully offline	Two separate apps (SAP FSM and SAP Service & Asset Manager); inconsistent interfaces; field crews must switch tools by work type
Scheduling Engine	One AI-driven engine across all work groups; crews interchangeable in emergencies; map-based dispatch	Scheduling split across SAP FSM and S/4HANA Asset Management for Resource Scheduling; coordination required between modules
SAP Integration	Pre-built SAP-certified adapters for SAP ECC and S/4HANA; work orders, asset records, parts, and financials flow without custom coding; API compatibility maintained through SAP upgrades	Native integration within SAP ecosystem; real-time synchronization of operational field data across modules requires significant configuration
Esri GIS Integration	Native Geometric Network and Utility Network—online and offline, Windows/Android/iOS; deployed at SnoPUD, SMUD, DC Water, National Fuel Gas, and others	SAP Geographical Enablement Framework (GEF) provides GIS connectivity; requires configuration; not natively unified across crew types and work categories
Implementation Speed	Accelerated go-lives with pre-configured utility workflows and SAP accelerators; no custom code required	Resource-intensive implementation; customer reviews indicate significantly longer timelines; extensive customization required for utility-specific use cases
Future-Proofing	Pre-built SAP integrations maintained by KloudGin through SAP upgrades; no brittle custom-code dependencies	Upgrade cycles require validation across multiple SAP products; custom configurations and partner-built workflows create risk at each SAP version change
Support Model	Single team owns the entire platform end to end; dedicated customer success team engaged even when implemented through a partner	Separate support structures across SAP FSM, S/4HANA Asset Management, and the integration layer; users frequently report delayed issue resolution

The Bottom Line

SAP runs the back office. KloudGin runs the field. Together, they give utility organizations SAP's enterprise precision delivered through a mobile-native, AI-native FSM and EAM platform purpose-built for utility crews across every work group, work type, and asset type. Now listed in the SAP Store, with a proven SAP-certified adapter for both SAP ECC and S/4HANA environments and a community-driven integration model that survives every SAP upgrade, KloudGin is the lowest-risk, highest-value FSM and EAM choice for any SAP utility serious about operational transformation. With production deployments at DC Water, National Fuel Gas, SMUD, and SnoPUD, KloudGin is the field execution standard for SAP utility environments

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