KloudGin

Helping IBM Utility Customers Manage Field Service and Asset Operations More Effectively and Efficiently.

Designed for utilities. Proven in real-world IBM environments.

Purpose-Built for Utilities

The only cloud-native, mobile-first EAM and FSM platform built exclusively for utilities — supporting T&D, metering, substation, vegetation, construction, and emergency response

IBM Integration at Scale

Pre-built integration adaptors connect IBM records and work orders to field operations with no custom code and no disruption through platform upgrades

Single Face of Work

Unified mobile experience for all crews online and fully offline, replacing fragmented multi-app IBM setups

Real World Results

50%+ faster implementation, 30% cost reduction, 20% productivity gain, 95%+ mobile adoption, 100% paperless

IBM manages the back office; KloudGin runs the field.

IBM provides asset master data, work order records, maintenance history, and financial and procurement processes for utilities worldwide. While these are essential, IBM's strength is back-office and records management. Utility field operations, however, face specific challenges that require purpose-built solutions to ensure operational efficiency, asset reliability, and regulatory compliance.

Electric, gas, and water utilities coordinate multiple crews across metering, transformer maintenance, breaker inspections, right-of-way clearing, construction, and emergency response, while managing thousands of assets over wide service areas. Field crews require specialized certifications and must comply with strict operational standards.

IBM's field tools are not purpose-built for these field-intensive requirements, often resulting in costly customization, fragmented scheduling, separate mobile platforms, and multiple applications. Custom solutions are expensive to build and difficult to maintain during upgrades, slowing innovation and increasing risk. KloudGin fills this gap with a utility-specialized solution that enhances operational efficiency and asset reliability, while simplifying support and upgrades.

KloudGin serves as the field execution layer for IBM utilities, extending its capabilities to support complex utility field operations, including work management and customer engagement. Utilities benefit from real-time execution, unified scheduling, improved mobile operations, and improved asset data quality, while continuing to leverage IBM as the system of record.

IBM Utility Customers Who Chose KloudGin

KloudGin's pre-built integration adaptors connect directly to IBM, enabling work orders and asset data to flow between systems without custom code. Integration remains stable during IBM platform upgrades. In the examples below, KloudGin's accelerators link FSM and EAM execution to IBM's core records, ensuring data integrity and rapid deployment.

Customer	IBM Environment	Integration Scope	Outcomes
Honolulu Board of Water Supply	IBM + KONA MWM	IBM and KONA replacement; unified EAM + FSM; AI-powered scheduling and dispatch; simplified forms; photo documentation; integrations with Oracle C2M, Esri GIS, Kronos, and JD Edwards	Cloud-native scheduling and dispatching with highly configurable workflows; standard integrations across all core systems; increased field workforce productivity through intuitive mobile and offline capabilities; improved asset reliability through comprehensive tracking and predictive insights
DC Water	IBM + KONA MWM (+ SAP)	KONA end-of-life replacement; unified EAM + FSM; mobile workforce enablement; automated scheduling and dispatch; AIQ Atlas field agent; off-the-shelf integrations with Esri GIS, IBM, and SAP; field-based work order creation	Unified real-time view of workers, appointments, and critical events; +30 min per worker recovered daily via AIQ; automated scheduling and dispatch across all field service operations; eliminated integration failures between IBM, SAP, and KONA; mobile-first crew enablement

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IBM Utility Customers Who Chose KloudGin

Board of Water Supply
KA 'OIHANA WAI

Honolulu Board of Water Supply: Modernizing Legacy IBM and KONA Environments with a Unified Platform

The Honolulu Board of Water Supply (HBWS) manages Oahu's water resources for nearly one million residents. While using IBM Maximo together with KONA Mobile Workforce Management, HBWS encountered numerous operational barriers, including limited support, a complex user interface, poor offline functionality, and inadequate scheduling. Integrating with other critical systems was also challenging.

KloudGin delivered a mobile-first, unified platform for field service, work, and asset management, featuring a high-capacity, AI-powered scheduling engine. The platform strengthened HBWS's asset management with comprehensive tracking, real-time status updates, maintenance history, and predictive maintenance alerts, helping improve asset reliability, reduced downtime, and extended infrastructure lifespan.

For field service, KloudGin connected mobile technicians, dispatchers, customer service representatives, and assets within a single operational ecosystem. It addressed workforce management challenges with an intuitive interface, robust offline functionality, and simplified form creation and configuration. Pre-built integration adaptors established standardized, reliable connections with Oracle C2M, Esri GIS, Kronos, and JD Edwards, replacing complex custom integrations and supporting ongoing operational innovation.

dc water is life®

DC Water: Replacing Legacy MWM to Strengthen a Complex IBM-Centric Environment

DC Water, which serves 700,000 residents and operates the world's largest advanced wastewater treatment plant, faced operational issues with its mobile workforce management solution, KONA. The system's end-of-life combined with ongoing service challenges drove the need for replacement. Managing IBM Maximo, SAP, and KONA resulted in integration failures and data inconsistencies. Work orders often did not update across platforms, especially after field completions and meter exchanges. The lack of performance metrics in KONA also limited visibility and decision-making.

DC Water selected KloudGin to unify field service management on a cloud-native, mobile-first platform with out-of-the-box integrations for IBM Maximo, SAP, and Esri GIS. KloudGin's unified scheduling engine manages both short- and long-cycle work, while AssetIQ Atlas, KloudGin's embedded AI field agent, reduces average daily time per worker by over 30 minutes by eliminating manual documentation and administrative tasks.

DC Water now benefits from a future-proof solution with an intuitive mobile app for field workers, robust scheduling and dispatch features, and pre-built integration capabilities, replacing what was previously a fragmented, multi-system environment.

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KloudGin in the IBM Ecosystem

esri Partner Network Gold

KloudGin works alongside or in place of IBM's field tools, depending on operational requirements. IBM delivers the asset management foundation, records, history, financials, procurement, and compliance data, while KloudGin drives stronger field execution, mobile-focused crew management, AI-native scheduling, construction oversight, and real-time customer engagement. Whether utilities are extending IBM's capabilities into the field or replacing fragmented field tools, KloudGin ensures field teams consistently operate at peak performance.

KloudGin's collaborative development model enables IBM utilities to influence ongoing product innovation. Utilities that want to preserve their IBM investment use KloudGin as the field execution layer, connecting work orders and asset data directly to field crews. Utilities that need to retire aging or end-of-life field tools use KloudGin as a complete EAM and FSM replacement, without touching IBM's back-office foundation. Both approaches accelerate modernization and reduce operational costs through proven, purpose-built solutions and utility-specialized capabilities.

As utilities face grid modernization, emerging technology, and resilience demands, KloudGin ensures IBM environments evolve to meet the moment. Every operational improvement made with KloudGin compounds return on IBM investments, from enhanced field data and productivity to accurate compliance. Together, the combined strength of IBM and KloudGin deliver a more complete, future-ready operational ecosystem.

Esri GIS Integration, Platform and Connectivity

Supported GIS Models

Esri Geometric Network, Esri Utility Network

Device Support

Windows, Android, iOS

Connectivity

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

Native Esri GIS Integration: Geometric and Utility Network

KloudGin integrates natively with Esri Geometric and Utility Networks, embedding GIS functionality directly into field workflows. Work orders are mapped spatially, dispatchers use Esri Lasso for scheduling, and GIS attribute updates can be submitted remotely. Full GIS capabilities are available both online or offline, critical for crews operating in remote or emergency response scenarios.

What This Means for Utility Operations

Each IBM asset record and work order requires planning, dispatch, completion, and closure. IBM's native field tools require separate mobile applications, scheduling add-ons, and customized workflows to meet utility operational needs. With KloudGin, IBM work order events trigger unified field execution, managed by a single AI scheduler, executed in one mobile app available online and offline, and closed with data automatically returned to IBM. Technicians access complete asset history and parts records at the point of work, and documentation flows directly to the IBM system of record. This continuous data flow also strengthens predictive maintenance and long-term asset planning.

Consistent Outcomes Across KloudGin IBM Deployments

- **50%+ faster implementation** via pre-configured utility workflows and IBM integration adaptors, achieving business results and system readiness quickly, without custom coding
- **+30 minutes per worker per day recovered** via the AIQ Atlas field agent, reducing administrative burdens and compliance documentation overhead
- **No custom code maintenance** through IBM upgrades; KloudGin maintains integration compatibility, ensuring platform version changes do not disrupt field operations
- **95%+ mobile app adoption** driven by a single, intuitive interface purpose-built for utility field crews
- **20% improvement in workforce productivity** from KloudGin's unified mobile app and intuitive interface built for field crews
- **30% reduction in operational costs** through AI-driven workforce optimization and automated dispatch
- **100% elimination of paper-based workflows** across all crew types, work categories, and departments
- **Higher first-time fix rates** from AI scheduling with full IBM asset history and parts availability delivered to the point of work

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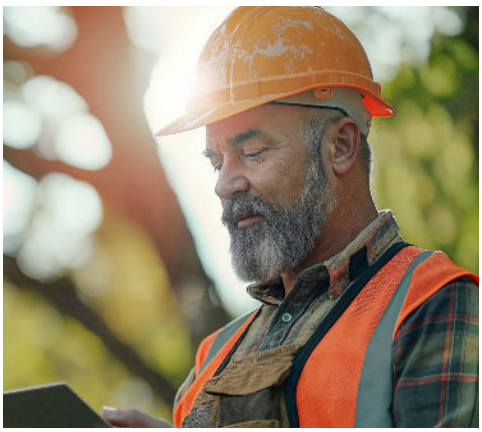
KloudGin vs. IBM for Field Service and Asset Management

	KloudGin	IBM
Utility-Specific Design	Built exclusively for utilities, supporting T&D, metering, substation, vegetation, construction, and emergency response	Generic enterprise EAM platform; utility-specific field workflows require significant customization
Mobile Experience	Single app for every crew and work type, online and fully offline; App Store distribution; no custom builds or deployments	Desktop-first; mobile platform has shifted repeatedly between internal and third-party solutions; separate infrastructure required; custom builds common
Scheduling Engine	One AI-driven engine across all work groups; crews interchangeable in emergencies; map-based dispatch for short-cycle, long-cycle, and ad hoc work	No native scheduling engine; requires separate scheduling add-ons; limited support for short-cycle, emergency scheduling, or route optimization without add-ons
Asset Management Execution	Comprehensive EAM with fully integrated AI/ML predictive maintenance; real-time mobile field data capture feeds accurate and timely asset management reporting	Comprehensive asset records; asset management reporting limited by inconsistent mobile field data capture
Construction Management	End-to-end: project management, design, execution, and asset reconciliation; out-of-the-box costing strategies; automatic PM cycle generation from In-Service Date	Supports design process and work order execution only; no construction asset costing for unitization; constructed asset data must be completed separately
Esri GIS Integration	Native Esri Geometric Network and Utility Network, online and offline across Windows, Android and iOS	GIS integration available but requires separate add-ons and additional licensing; relies on partners for utility-specific workflows
AI Capabilities	Embedded AI: predictive maintenance, anomaly detection, risk mitigation, +30 minutes per worker per day recovered; native, no add-ons required	Limited AI capabilities; separate add-ons required
Implementation Speed	Accelerated go-lives with pre-configured utility workflows and IBM integration adaptors; no custom code required	Lengthy implementations; change orders frequently exceed initial estimates; each implementation requires ground-up workflow design
Future-Proofing	Pre-built IBM integrations maintained by KloudGin through platform upgrades; no reliance on brittle custom code	MAS 8/9 transition forces re-implementation of existing customizations; mobile platform history creates replacement risk
Support Model	Single team owns the entire platform end to end; dedicated customer success team engaged throughout the lifecycle, including partner-led implementations	Support dependent on reseller license contracts or consulting engagements; coverage can be inconsistent after go-live



The Bottom Line

While IBM manages back-office functions, KloudGin runs field operations, including the full scope of asset management, field service, and construction work required for IBM environments to operate at the pace and complexity utilities demand. As the utility industry's only cloud-native, mobile-first EAM and FSM platform built exclusively for utilities, with dual IDC MarketScape Leader recognition in both utility EAM and FSM and the designation of being AWS's #1 utility EAM partner, KloudGin is the lowest-risk, highest-value FSM and EAM choice for IBM utilities focused on operational transformation. With successful deployments at Honolulu Board of Water Supply, DC Water, and other leading utilities across the country, KloudGin is the trusted field execution partner for IBM utilities.

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Connect with us:

1-877-256-8303 | KloudGin.com