KloudGin

The Preferred Field Service Management Suite for Oracle Utility Customers

Purpose-built for utilities. Production-proven in Oracle environments.

Purpose-Built for Utilities

The only FSM platform designed natively for T&D, metering, substation, vegetation, construction, and emergency response crews

Proven Oracle Integration

Pre-built adaptors for CC&B, C2M, and CCS, live in 20+ Oracle utility environments

Single Face of Work

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

Real World Results

20% faster scheduling, 50%+ faster implementation, 20–30% cost reduction, 95%+ mobile adoption, 100% paperless

Oracle runs the back office. KloudGin runs the field.

Oracle's Customer Information System (CIS) infrastructure, Customer Care & Billing (CC&B), Customer to Meter (C2M), and Customer Cloud Service (CCS), is the system of record for every customer interaction, billing event, and meter transaction that drives field work. These systems are precise, regulated, and mission-critical. However, Oracle's platform was not designed to address the unique demands of field operations, and Oracle Field Service (OFS) does not specifically target utilities.

Every day, large electric utilities must coordinate metering crews for CC&B-triggered connects and disconnects, T&D crews for transformer maintenance, substation technicians for breaker inspections, vegetation crews for right-of-way clearing, and emergency crews for fault response simultaneously, across hundreds of square miles. Each crew requires distinct certifications, assets, safety protocols, and compliance requirements. Yet OFS does not natively handle these needs: it requires a utility plug-in for basic work types, lacks built-in vegetation management, and fails to provide unified scheduling across field service and asset management systems. There is no single app for all crews. Custom integrations are expensive to build, fragile with upgrades, and create fragmented accountability. Only a solution that natively unifies these workflows can deliver operational consistency and efficiency.

KloudGin serves as the field execution bridge between Oracle's CIS systems and utility field operations. By connecting natively to CC&B, C2M, and CCS, and already proven in more than 20 Oracle utility environments, KloudGin positions utilities to deliver on both back-office and field demands without compromise.

Oracle Customers Who Chose KloudGin

In over a dozen of these 20+ deployments, KloudGin replaced Oracle's FSM, driving measurable outcomes. KloudGin's integration accelerators leverage intelligent process flows to map FSM functions to Oracle business objects, ensuring data integrity across platforms. For CC&B, this means accurate invoicing and streamlined service. For C2M, it minimizes manual errors and enhances compliance. For CCS, it delivers a unified customer view. Three deployments exemplify this impact:

Customer	Oracle Platform	Integration Scope	Outcomes
Arizona Public Service	Oracle CC&B (+ Maximo)	CC&B work order trigger & close-out; Maximo asset sync; Esri Geometric Network GIS; Azure BI; 320+ configurable work order types	20% reduction in scheduling time; 100% paperless workflows; bilingual customer notifications; real-time meter validation
Madison Gas & Electric	Oracle C2M (+ OMS, Kronos)	Oracle C2M billing & meter events; GE OMS outage tickets; Kronos; Esri ArcGIS; SSO; 'notify closest' emergency dispatch	Single platform across all work types and regions; paper eliminated; real-time crew tracking; instant emergency dispatch
El Paso Electric	Oracle CCS	Oracle CCS sync; Esri Utility Network GIS; unified platform for electric and water; 11 departments onboarded	Eliminated TIBCO middleware; single platform all departments; AI-powered asset health (AssetIQ)

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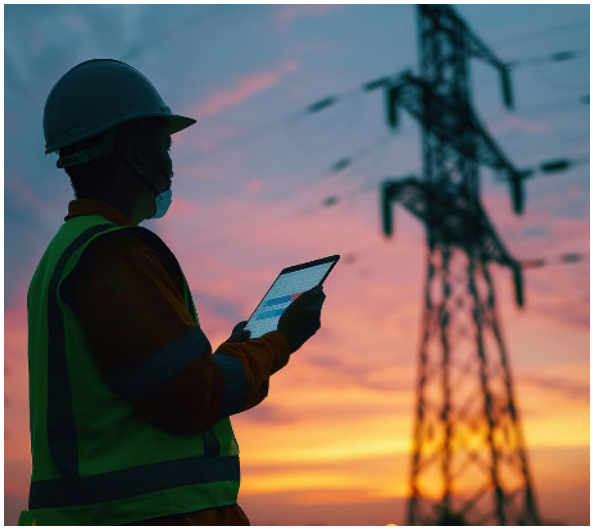
Oracle Customers Who Chose KloudGin



Arizona Public Service: Oracle FSM Replacement

Arizona Public Service (APS) swapped out Oracle Mobile Workforce Management, Oracle's older field service product, when it reached end-of-support in 2025. The decision was due to issues such as syncing errors with CC&B, short planning timelines, and poor usability for field teams. KloudGin now connects with CC&B, Maximo (asset management software), and Esri Geometric Network (GIS). It manages over 320 types of work orders and validates meters in real time. APS achieved 20% faster scheduling, fully paperless operations, and notifications in multiple languages, delivering on their goal of Amazon-like service.

Madison Gas & Electric: The First IOU on Oracle C2M with KloudGin

Madison Gas & Electric (MGE) was among the first investor-owned utilities (IOUs) to set up Oracle's Customer to Meter (C2M) alongside KloudGin for field management and workforce mobility from the start. The integration covers C2M billing, General Electric Outage Management System (GE OMS) tickets, Kronos (workforce management), Esri ArcGIS (geospatial platform), and single sign-on (SSO) for security. KloudGin's 'notify closest' feature automatically locates the nearest crew member, tracks who accepts the job, and raises the priority if needed. This gives MGE full control over all tasks from a single platform.

El Paso Electric: Eliminating Middleware Complexity

El Paso Electric eliminated multiple fragile integrations across 11 departments by replacing Hexagon HxGN InService and TIBCO middleware. With a single KloudGin deployment, pre-built adaptors connected directly to Oracle CCS (Customer Care and Billing System) and Esri Utility Network (a geographic information system), creating a unified platform for all departments.

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esri Partner Network Gold

Native Esri GIS Integration: Geometric and Utility Network

KloudGin integrates natively with both Esri Geometric Network and Esri Utility Network. It embeds GIS capabilities directly into field workflows, not as a separate application. APS uses Geometric Network for meter operations. SMUD, City of Waco, and El Paso Electric use Utility Network. Work orders are plotted spatially. Dispatchers' schedule using Esri Lasso. GIS attribute corrections are submitted from the field.

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

Select Customer Examples

Arizona Public Service (Geometric Network), SMUD (Utility Network), City of Waco (Utility Network), El Paso Electric (Utility Network),and others

What This Means for Utility Operations

Every CC&B service order becomes a field work requirement. With OFS, this means a utility plug-in, WAM/WACS coordination, and crews using an app not built for utilities. With KloudGin, CC&B events trigger work orders. These are dispatched by a single AI scheduler, executed in a single mobile app, and closed. Documentation flows to the EAM system of record. Technicians get full asset history and parts records. This boosts first-time fix rates. Field data also triggers maintenance planning.

Consistent Outcomes

- **50%+ faster implementation** versus multi-product Oracle FSM deployments
- **20–30% reduction** in operational and scheduling costs through AI-driven optimization
- **Higher first-time fix rates** from AI scheduling with full asset history and parts availability at the point of work
- **Deliver superior customer experience** with accurate appointment windows and proactive communication, all enabled by real-time field visibility
- **100% elimination** of paper-based workflows across all crew types and work categories
- **Reduce IT maintenance overhead** with KloudGin's robust Oracle integrations that survive upgrades—without custom code
- **Drive mobile app adoption over 95%** with easier training and faster onboarding for all crew types

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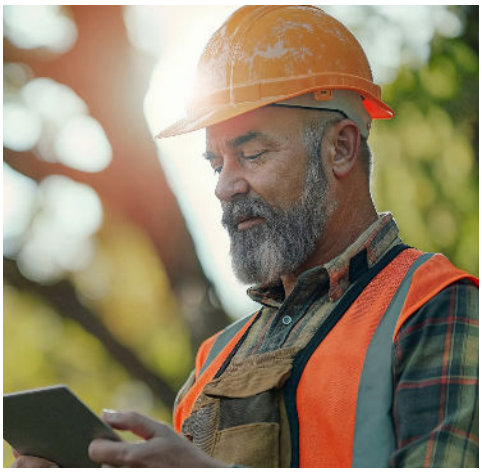
KloudGin vs. Oracle Field Service

	KloudGin	Oracle
Utility-Specific Design	Built exclusively for utilities—T&D, metering, substation, vegetation, construction, emergency response	Built for telecoms, healthcare, and manufacturing; utility support requires a separate plug-in
Mobile Experience	Single app for every crew and work type, online and fully offline	Multiple apps across OFS and WAM/WACS; inconsistent interfaces; limited offline
Scheduling Engine	One AI-driven engine across all work groups; crews interchangeable in emergencies	Separate scheduling in OFS and WAM/WACS; coordination required
Oracle CIS Integration	Pre-built CC&B, C2M, and CCS adaptors; production - proven at APS, MGE, and El Paso Electric	Complex coordination across OFS, billing, and WAM modules required
Esri GIS Integration	Native Geometric Network and Utility Network—online and offline, Windows/Android/iOS. Deployed at APS, SMUD, City of Waco, El Paso Electric, and others	GIS available but requires configuration across multiple Oracle products; no unified offline GIS across crew types
Implementation Speed	Accelerated go-lives with pre-configured utility workflows and Oracle accelerators	Typically 12–18+ months across multiple Oracle products
Future-Proofing	Pre-built integrations maintained by KloudGin through Oracle upgrades; no brittle custom-code dependencies	Upgrade cycles span multiple products; custom integrations create risk at each Oracle version change
Support Model	Single team owns the entire platform end to end	Separate support teams for OFS, WAM/WACS, and the integration layer



The Bottom Line

Oracle runs the back office. KloudGin runs the field. Together, they give electric utilities Oracle's CIS precision executed through a mobile-native, AI-native FSM platform. KloudGin is purpose-built for utility crews across every work group, work type, and asset type. This preserves the full value of the Oracle enterprise investment. With production deployments across CC&B, C2M, and CCS environments, KloudGin is the lowest-risk, highest-value FSM choice for any Oracle utility.

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Connect with us:

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