KLOUDGIN INTELLIGENT FIELD SERVICE CLOUD

Predict. Prevent. Recover. Learn.

Leverages power of Big data science and machine learning for service management and preventive maintenance.

Intelligent Field Service SaaS solution manages real-time scheduling, dispatching, mobile work order execution, inventory, timecard, agreements, analytics with state of the art learning & prediction module that learns from past and predicts, resulting in maximizing customer satisfaction and optimizing operations. All delivered in the cloud to any mobile device with seamless OFFLINE capabilities.

1 INCREDIBLY PRECISE REAL-TIME SCHEDULING & ROUTING

Designed ground up around big data science, cloud, mobile, sensors and machine learning algorithms delivers unfailingly accurate schedule.

2 FIND EVERYTHING YOU NEED, ALL IN ONE PLACE

We bring everything related to work orders, assets, resources, vehicles, communications, GIS and collaboration in a single business process and blend them together intelligently.

3 ENTIRELY NEW, AMBIENCE USER EXPERIENCE ONLINE / OFFLINE

Designed to serve just the right amount of information in incredible native device based form factor. It automatically adjusts as field crews lose connectivity and it's fully encrypted.

4 BIG DATA BASED LEARNING & RECOMMENDATION ENGINE

It constantly learns, making recommendations before issues arise and recovers from operational disruptions. So using it is a whole new experience.

5 INTEGRATION, ADAPTORS, SENSORS & MACHINE TO MACHINE

Out of the Box connectors and cloud based engine which can pull data from all those sources automatically, to manage all operations through a "single pane of glass" technology, in real-time. With Kloudgin, you can quickly and easily connect to any source of data, no matter what it is or where it lives.

6 AUTO-PILOT & INTELLIGENT RECOMMENDATION MODE

It notifies dispatchers, supervisors, field workers, customer services reps in taking right actions leveraging the power of big data & machine learning to Intelligently predict future events based on past history both structured and unstructured. These modes are configurable to support union based workforce.

7 MODERN COLLABORATION & NOTIFICATIONS

See and feel what's next on your schedule. Natively supports Apple Watch, phone & tablets.

8 CUSTOMER TRACKING & RATING APP

Allows customers to track service technician & rate service in real-time.

KEY BENEFITS

Cloud Fully-managed, cloud based secure architecture. No Hardware. No Software. No Upgrades.

Configurable comes with underlying enterprise grade platform which includes single stack for (BI, Transactions, Multimedia, Collaboration, Device features, Offline), cloud based integration engine and adaptors

Analytics provides operational reporting, KPIs, statistics, trends and visual graphs with drill-down to details pertaining with entire spectrum of Field Operations by Role(s) like VP Customer Service, CFO/ C-level, Regional Managers, Supervisors, Store Keepers, Dispatchers.

Intelligent OFFLINE No buttons to tap. It automatically adjusts as Field Technicians Employees lose connectivity.

Adaptors to dozens of systems like IBM Maximo, PeopleSoft, Customer Care & Billing, Oracle e-Business suite R12, Salesforce.com, ESRI/ ArcGIS, Active Directory, OKTA, LDAP, SAML 2,0, SCADA, Sensors, Sharepoint, Box and more…

Modern collaboration channels Single communication & collaboration platform

Smart Location Intelligence GPS, GIS, ESRI, Google maps, Navigation (turn-by-turn direction) and Geo location

Industries

- Utilities (Electric, Water, Gas and Refuse)
- Energy
- Telecommunications
- Retail & CPG, Capital Assets
- Business to Business (B2B)
- Healthcare & Public Sector

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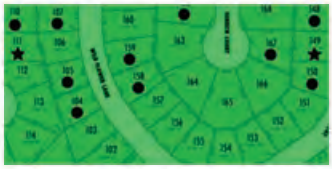
KloudGin
No Hardware. No Software. No Upgrades.

Find Everything You Need, All in One Place

Predicting (Big Data)

Shift & Timesheet Management



Access Plat map & AS-Built

Real-time Routing & Scheduling

Centralized/ Regional Dispatching

Turn-by-turn Direction

Native Mobility for Field workers

Seamless OFFLINE Capability

Inventory Management

Analytical Dashboards

Collaboration

Adaptors to CIS, WAM, ESRI/ GIS, SCADA & Sensors