



# A Single Face of Work™

A Unified Field Service and Asset Management Platform

# A Single, Unified Face of Work for Assets and the Workforce

Many utilities struggle with outdated field service and asset management technologies that have resulted in poor workforce adoption, operational silos, long implementation times, and significant costs.

In today's challenging utility landscape, success depends on maximizing workforce efficiency and asset utilization.

KloudGin streamlines your operations by unifying Field Service Management and Asset Management into a single, cloud-based platform.

The KloudGin Platform is a fully integrated solution that empowers the utility workforce with better information and decision support, when and where they need it. Teams can instantly access real-time insights, optimized scheduling, and historical data that helps improve performance, efficiency, and profitability.

KloudGin's powerful combination of advanced technology and user-centric design features a comprehensive mobile native platform built for the needs of today's workforce. Our unified scheduling engine enables seamless scheduling across all work types and groups.

By bridging the gap between people, processes, and tools, KloudGin empowers your workforce with a complete view of your assets and workforce. AI-powered tools and enhanced collaboration reduce downtime, enhance safety, streamline compliance, and result in higher-quality work – all driven by the power of connected planning, scheduling, and a well-supported workforce.

With KloudGin, your organization can unlock the full value of FSM and EAM and empower your workforce to achieve operational excellence.

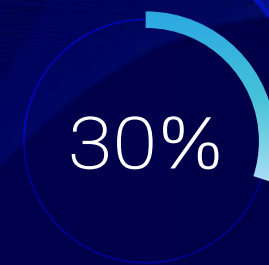
## The KloudGin Difference



First Time Fix Rate



Increase in technician productivity



Reduction in maintenance costs for field service operations

“With KloudGin’s asset management, field service, and Connected Customer solutions in place, Cal Water was able to rapidly transform our business by connecting customers with employees and workers with the information they need. KloudGin’s cloud-based solutions enabled speedy implementation in a matter of weeks. We are rapidly innovating and leveraging cloud and mobile technologies to connect our customers, crews, back office, partners, and equipment in real-time, from any device.”

**Michael Luu**

Senior VP, Corporate Services & Chief Risk Officer  
California Water Service



# KloudGin Overview

A complete and connected view of your assets and workforce is essential for effective field service and asset management.

KloudGin's integrated approach unlocks critical asset data across your systems, teams, and operations, delivering actionable insights and enhancing collaboration.

### KloudGin enables:

- » **Gain real-time insights into workforce and asset performance,** increasing technician productivity by 20% and enabling a 30% lower total cost of ownership.
- » **Enhanced decision-making**  
Get a complete view of your workforce and assets for better resource allocation, effective maintenance strategies, and improved performance.
- » **Improved customer service**  
Gain real-time insights into workforce and asset status to resolve customer issues quickly and efficiently.
- » **Improved compliance & risk reduction**  
A central repository for field work and asset data allows you to track regulatory compliance and ensure proper asset operation with predictive maintenance.

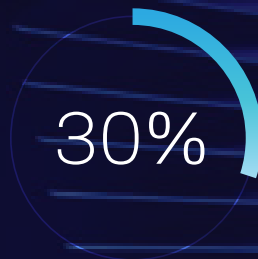
## Improve efficiency & performance



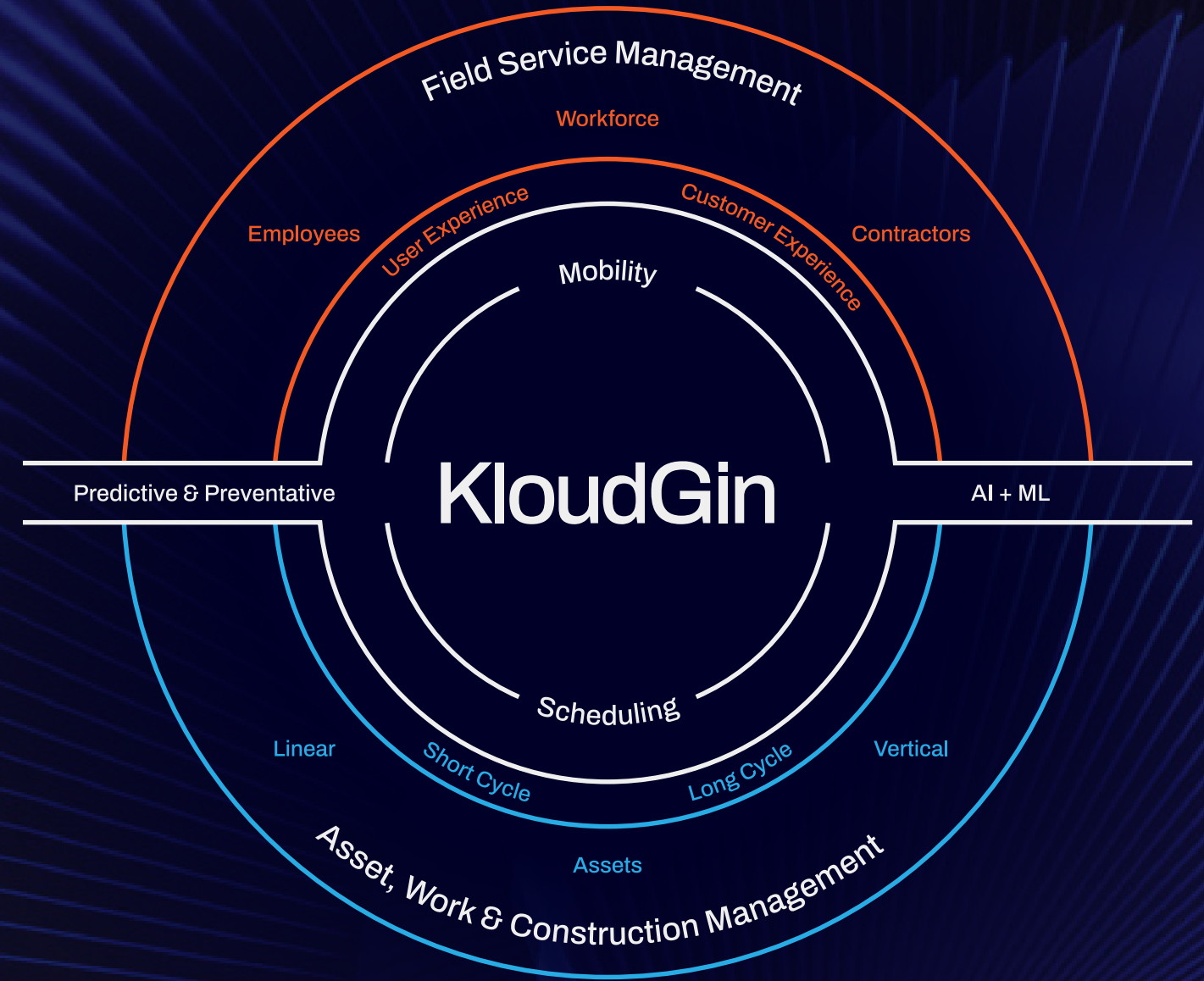
Improved Technician Utilization



Faster Call Resolution Times



Fewer Truck Rolls



KloudGin is a fully integrated Enterprise Asset Management (EAM) and Field Service Management (FSM) platform that provides a holistic view of operations across all work types, improving asset utilization, safety, workforce productivity, and the customer experience.

# The KloudGin Platform

Maximize asset utilization, improve customer experience, and boost workforce productivity.

Our unified, cloud-native solution integrates scheduling, dispatch, and mobile functionality across all systems, providing a synchronized interface for all field and back office workers across work types.

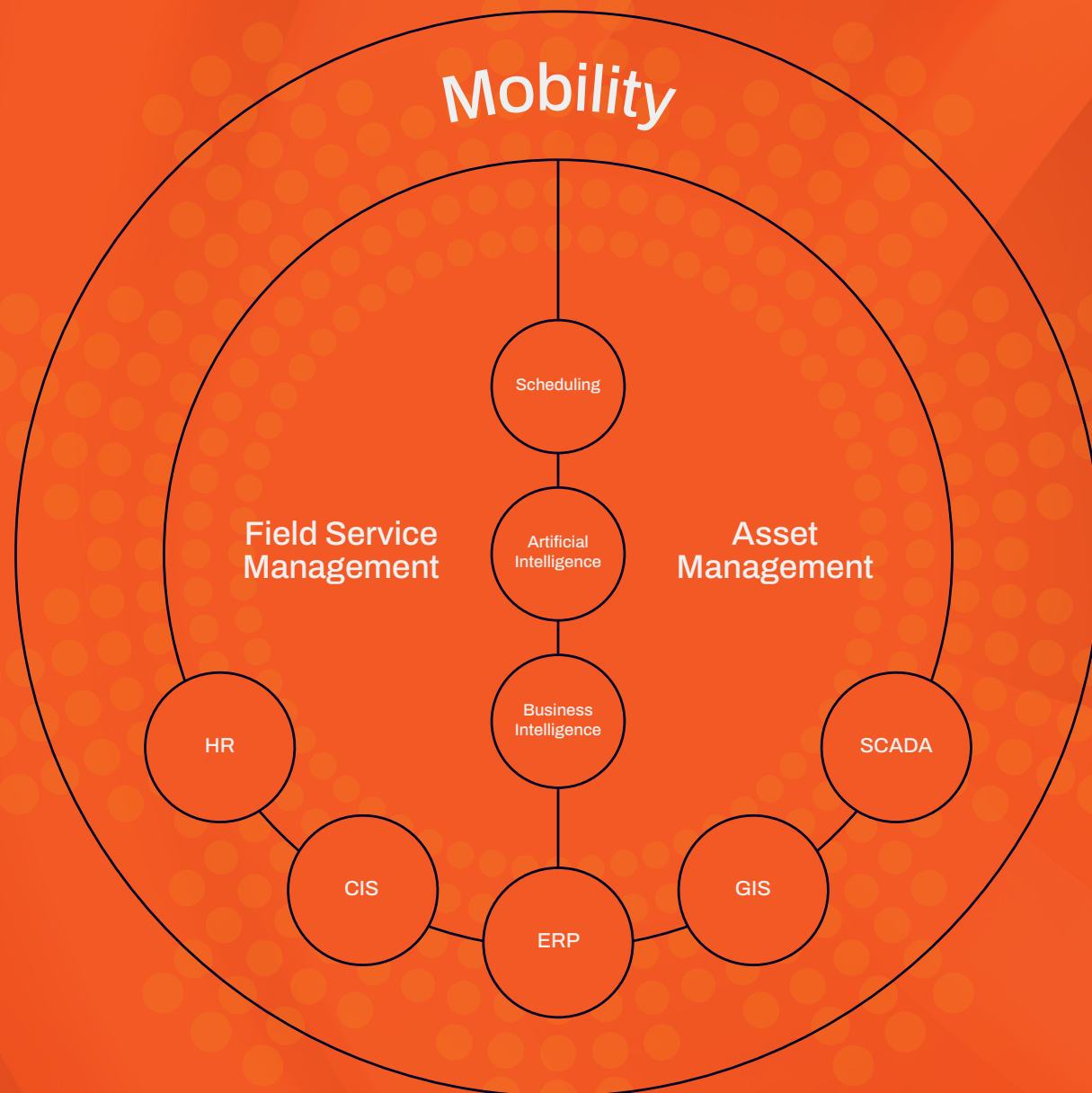
“With KloudGin, we get a Single Face of Work for project construction, asset maintenance, and customer field service orders on a single modern enterprise cloud platform.”

**Ben Morgan**  
Vice President  
Field Operations | Hawaiian Telcom

## Flexible, extensible, and optimized system architecture

Built on Amazon Web Services' public cloud, KloudGin leverages AWS' security and elasticity to support thousands of users globally with an optimum user experience. Our no-code, low code configurability allows our customers and partners to configure new end-to-end activity workflows and improvements rapidly. And our team provides ongoing support with complete management of the SaaS environment; performance monitoring; management of backups, patching and system security; and quarterly product updates with continuous innovations.

KloudGin standardizes business flows across asset management, work management, scheduling, inventory, resource management and more - minimizing complexity and improving data capture across KloudGin and integrated systems. Your team gains end-to-end insights and decision support with off-the-shelf datasets, calculations, machine learning algorithms, and BI dashboards and analytics that enable you to manage and measure organizational health without having to start from scratch.



# KloudGin Field Service Suite

An intelligent, connected mobile workforce platform provides workers with a complete view of assets, operations, historical records, and activities.

Powered by AI, our high-capacity scheduling engine and mobile native field service app delivers complete information and decision support across all work types and work groups.

KloudGin's Field Service Suite optimizes the prioritization, scheduling, routing, and completion of field service jobs in a single, configurable business platform. Our solution delivers information to the field team when and where they need it. Users can quickly access information about customers, assets, schedules, work orders, billing, and much more.

The Field Service Suite automates scheduling, dispatch, analytics, inventory management, procurement, time management, and more. Extensible by design, KloudGin partners with industry leaders across ERP, billing, payroll, e-commerce, work

management, GIS, and weather applications to provide seamless integrations. Capture field data in real-time along with geocoded pictures and notes to reduce work completion time and costs and improve customer satisfaction.

KloudGin's Field Service Suite features a complete range of customer-defined workflows that support requirements across multiple organizations and subsidiaries. Built for the workforce with fast innovation cycles and a 'worker-first' imperative, it delivers an unparalleled mobile experience for high system utilization. Our simple and intuitive UI boosts productivity and improves user experience with features such as speech recognition, image capture and comparison, and GIS interactivity.

# KloudGin Asset Management Suite

Improve asset reliability, lower operating costs, and enhance operational output with a robust asset management platform that delivers critical asset information and insights to help make better short and long-term maintenance decisions, improve asset reliability, lower operating costs, and enhance operational output.

KloudGin's high-capacity scheduling engine and predictive maintenance engine ensure the right assets are addressed and prioritized for repairs. Together, they equip the crews with critical historical information to make accurate decisions quickly in the field.

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The leader in the IDC MarketScape for Worldwide Field Service Management Solutions for Utilities in 2023

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## Asset Reliability

Our predictive maintenance engine leverages IoT sensor data and historical asset data to predict asset failures. By remotely monitoring critical equipment, organizations can foresee equipment malfunction and send a technician out in advance. Tracking asset planning data such as remaining life, net book value and predicted wear-out date also helps make better repair and replace decision.

## Workforce Productivity

A powerful, user-friendly orchestration engine offers off-the-shelf and configurable workflows to improve asset and status visibility. Organizations can eliminate paperwork and improve data quality and collaboration by digitizing forms. KloudGin's AI-driven scheduling engine improves accuracy, speed and efficiency.

## Supply Chain Efficiency

Streamline your inventory management by enabling planners to place orders for materials manually or automatically before scheduling and executing jobs. Procurement can be initiated through the work order material planning process, automating the generation of purchase requisitions directly from work orders. These features reduce excess inventory costs and improve work order execution.

"Digital transformation is helping us maximize our scheduling, asset reliability and uptime, reduce capital and operational expenditures, extend asset life, reduce unplanned downtime and provide superior customer service - all without increasing operational, safety or environmental risks. KloudGin has a deep understanding of how to effectively deploy mobile field asset management for seamless adoption and their team has extensive experience servicing the utility industry."

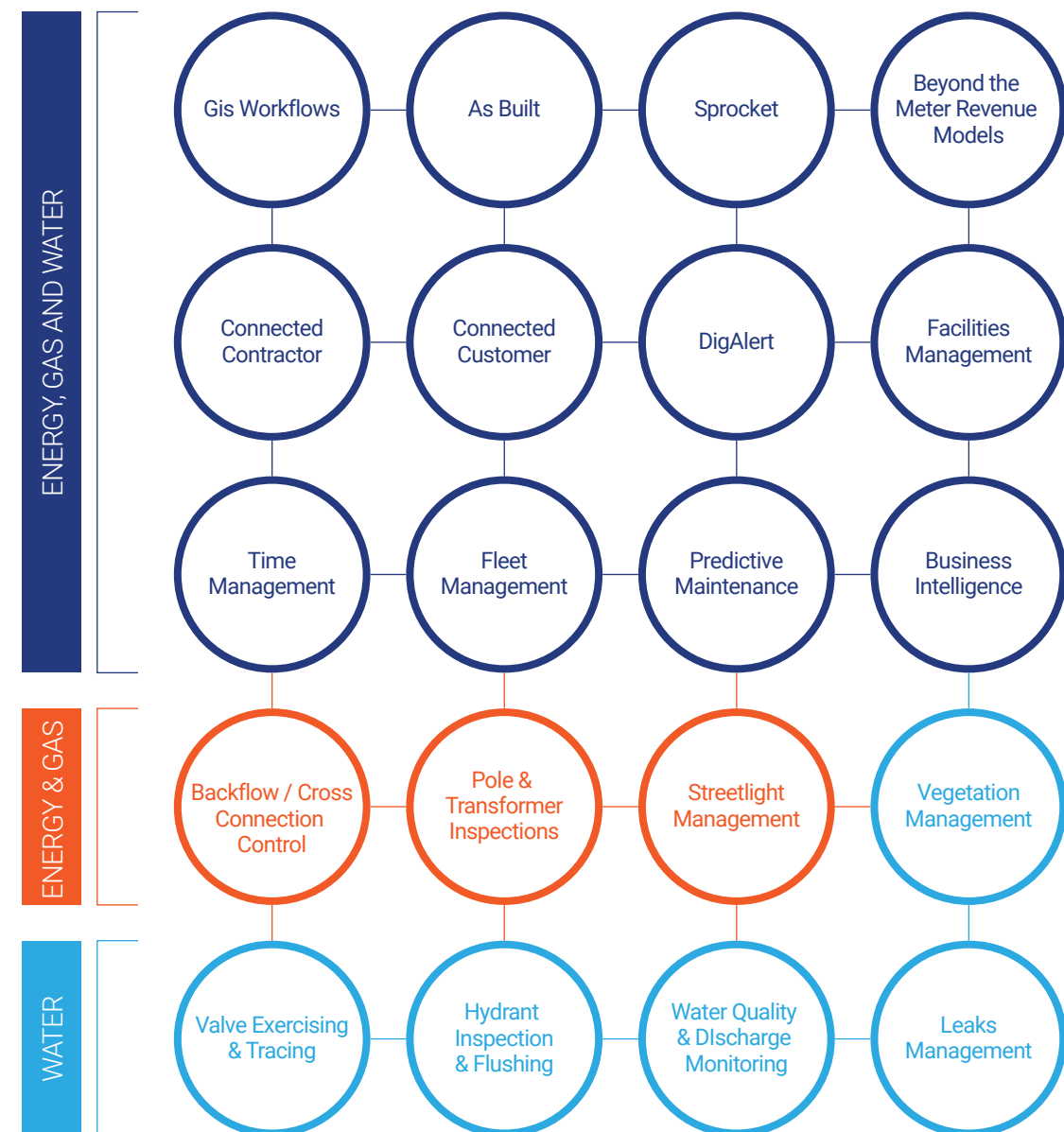
### Dave Vogel

Executive Vice President  
Louisville Water



# Unified Work Application Suite for Water & Waste Water Utilities

More than ever, optimizing your workforce and asset performance is imperative to providing safe, responsive, and cost-effective systems of energy and water delivery. KloudGin is leading the way through the digital transformation for power, oil & gas, water, wastewater and renewables operations by providing modern mobility solutions that automate workforce scheduling, resource planning, asset management and compliance reporting.



# A Flexible, Configurable and Extensible Solutions Platform

KloudGin can address your changing business requirements quickly, efficiently, and easily with predefined business entity object models that include over 200 “real-life” logical business entities such as customers, service contracts, work orders, resources, and many more.

KloudGin’s native mobile app aids the development process with the most advanced and innovative tools for creating and customizing applications to the needs of your business.

## Mobile Workforce Management

Easily access work orders, assets, and inventory information from anywhere, at any time on a single, unified platform. KloudGin’s native mobile app runs faster, is more secure, and has a familiar look and feel, making it easier for field employees to adopt and use. The mobile app delivers information to the field team when and where they need it – even offline – with real-time work updates between field workers and dispatchers.

## Work Order Management

Manage work order scheduling, routing capacity, work order completion flows, inspections, and surveys with a unified scheduling engine across all work types and work groups.

“KloudGin’s ease of use for field crews, its integration with our Esri ArcGIS and other systems, and its modern configurable platform for diverse workflows and assets will be essential in providing mission-critical services to our customers.”

**Ted Wadzinski**  
P.E. Assistant Vice President,  
Gas Operations, Measurement and  
Operations Support | MGE





### Intelligent and Connected Scheduling and Dispatch

KloudGin empowers teams with innovative AI-based automated scheduling and optimization tools. Dispatchers have complete visibility to all routes and schedules in the KloudGin Dispatch Center, while field technicians receive automated work order assignments and appointments via the KloudGin Mobile App.

### Connected Contractor

Give your field service organization the ability to collaborate with third-party contractors. The vendor portal is a self-service tool for field service management subcontractors to accept work orders and assign them to their internal crews. Each subcontractor can track compliance and job completion status and manage their profile, including equipment, skills, crews, compliance documentation (insurance, skills certification), inventory and other crucial job-related information.

### Connected Customer

Connected Customer provides a convenient and easy-to-use platform where customers can interact with your customer service teams, reducing the number of calls to your support center. Real-time customer inputs increase the accuracy of planning and scheduling, helping reduce truck rolls due to missed appointments. Customers can request service, review their service history, and get real-time updates on the technician's status, all without making a phone call.

### Service Contract to Bill

KloudGin digitizes the complete service contract-to-billing process for field service, work, and asset management. KloudGin integrates seamlessly with the bidirectional data flows between the accounting system's ledger, accounts payable and receivable, and other features to reduce errors. The billing integration features complete invoice generation in KloudGin with synchronized information exchange to the accounting system for faster invoice delivery and improved cash flows.

### Analytics and Reporting

Quick and easy access to the correct data helps each member of your organization make informed business decisions, do their work better and faster, and meet customer demands. With easy-to-use business intelligence and data analytic capabilities, the KloudGin Platform includes pre-built analytics around work orders, crew productivity, inventory, customer service, and resource planning. KloudGin Studio, the administration portal, provides out-of-the-box reports and allows users to develop reports and views based on roles.

# Seamless Integrations

## Payroll and Billing



## E-Commerce



## Work Management Systems



## GIS, IoT, and Outage Systems



# Transform your Workforce with a Single Face of Work™

KloudGin was uniquely born in the field alongside the hard-working men and women who keep our lights on and water and gas flowing. KloudGin deeply understands the challenges faced by utility companies, and we have designed our platform for today's modern, mobile workforce. We are not just software developers; we are partners, standing alongside you on the journey towards a more efficient, resilient, and safer industry.

By unifying field service management and asset management on a single platform, KloudGin unlocks significant value through end-to-end visibility and control of the work order life-cycle, ultimately driving improvements in asset performance, safety, profitability, and job satisfaction.

KloudGin equips your workforce with the right tools, data, and insights to make informed decisions, optimize operations, and deliver exceptional service safely. We believe in the power of information, connectivity, and collaboration, delivered seamlessly and securely to transform utilities from within.

Ready to see how a digital transformation can benefit your operation?



## About KloudGin

KloudGin is the only cloud provider to combine Enterprise Asset & Field Service Management and AI-powered algorithms into a single solution which connects the back office, customers, mobile employees, and assets. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify systems, resources, and processes in real time so they can transform the customer experience and improve worker productivity.

Contact a KloudGin industry specialist to learn more.  
1-877-256-8303 | [kloudgin.com](https://kloudgin.com)

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