KloudGin
Smarter Assets. Smarter Workers.®

KloudGin Enables Greenlight Networks to Enhance Customer Experience by Automating & Mobilizing Their Field Workforce

Increased efficiencies through automated work order creation, customer self-scheduling & improved field technician productivity

Challenge

Greenlight Networks is an ultra-high-speed, broadband service provider based in Rochester, NY. The company builds, owns and operates its fiber-optic networks to provide amazingly fast Internet connections to both residential and small business customers.

Greenlight was experiencing high growth, and managing their mobile field workers and assets through a manual process was hindering their growth. They were tracking assets through spreadsheets, while their field workers used a shared calendar for scheduling, and contractors used yet a different system. It was becoming increasingly difficult for them to manage and keep track of workers. Greenlight was ready to put the required systems and processes in place to support their future growth.

Beyond scheduling and managing field workers, they also wanted to enable them to be more efficient by digitizing their multiple forms and checklists in an effort to eliminate paper. They also wanted to capture electronic signatures and reduce travel time by leveraging route optimization.

RESULTS SUMMARY

- ✓ Increased back office productivity by 67%
- ✓ Improved scalability to handle more installs without increasing headcount
- ✓ Decreased scheduling backlog by 50%
- ✓ Access to real-time information for tracking and reporting

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> Working with KloudGin, it quickly became an easy decision — they really seemed to get what we needed — they understood our business requirements. It was one of the easiest decisions we've made.
>
> JIM STUVER | VICE PRESIDENT CUSTOMER EXPERIENCE, GREENLIGHT NETWORKS

Solution

Greenlight Networks began looking for a full-service cloud platform provider for a telecom workforce management system to increase efficiencies in scheduling appointments, routing work orders, assigning field personnel, and improving communications with their customers. Their selected solution also required a flexible field crew mobile app; full integration with IDI CostGuard, their billing and customer care software; and the ability to handle telecom industry specific nuances like fiber, drop and other complex workflows.

Greenlight conducted an initial evaluation with product demonstrations from several field service management vendors — these were quickly narrowed down to KloudGin and one other solution provider.

KloudGin provided the functionality they needed to increase efficiencies in scheduling and automating work order creation. KloudGin's Connected Customer app provided the customer portal they required for self-scheduling install appointments and real-time technician communication. The KloudGin Mobile App will enable their field techs, to use digitized forms and checklists, time tracking, and have real-time GPS and Geofencing capabilities.

Greenlight Networks wanted their two step order creation process to be automated from the time the customer requested the service, to completion of the drop, to scheduling the install with the customer. With KloudGin Field Service Suite, this process is now fully automated.

KloudGin also met Greenlight's requirements for tracking operations through the easy-to-use dashboards showing status of service orders, customer notifications and integration issues.

SOLUTION SUMMARY

- ✓ KloudGin Field Service Suite & Mobile App
- ✓ KloudGin Connected Customer App
- ✓ Integration with IDI CostGuard

WHY GREENLIGHT CHOSE KLOUDGIN

- ✓ Easy to use by field tech on mobile with offline GPS tracking
- ✓ Industry expertise with scheduling, route optimization and time clocking
- ✓ Executive reporting & dashboards

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> From a back-office perspective, including supervisors, we've increased our productivity just through normal growth by about 67%, while adding very little headcount. The scalability has really been big for us — being able to manage our field workflows and the real-time information we get back. With KloudGin, I can see what installs were done, what drops were dropped, and what areas they were in. We have a lot more real-time information available today.
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Results

Providing outstanding customer service is one of Greenlight Networks main objectives. Today with KloudGin, when a schedule request is made, a work order is created to schedule the install automatically, all in one step, which is a significant process improvement. This also eliminates unnecessary back and forth interactions with the customer which has significantly improved customer communication and their overall experience.

According to Stuver, "From a back-office perspective, including supervisors, we've increased our productivity just through normal growth by about 67%, while adding very little headcount. The scalability has really been big for us — being able to manage our field workflows and the real-time information we get back. With KloudGin, I can see what installs were done, what drops were dropped, and what areas they were in. We have a lot more real-time information available today."

Another area they saw improvement was in customer self-scheduling. KloudGin provided a much improved method over their previous capabilities and they see their customers scheduling installs quicker now than before. Because they are automatically getting a reminder every single day by email and SMS, they saw the backlog of people that needed to schedule decrease by 50%.

Jim Stuver sums it up this way, "The main benefit that we had that really moved the needle for us was the integration with CostGuard. Everything was automated from the origination of the order right down to the field tech using the mobile app to complete digital checklists and digital forms. They hit a button and it all seamlessly goes back into CostGuard. It's been great — it's made us so much more efficient and we are able to track things better. Because we were transitioning from a paper process, in terms of scalability and trackability, we immediately went from 0 to 100. KloudGin has truly been a game changer for Greenlight Networks."

About KloudGin

KloudGin is the only combined one-cloud Field and Asset management industry-focused cloud solution that automates work management processes, enables customer self-service, and increases mobile worker productivity.

Serving companies with complex, asset management and field service requirements, KloudGin connects customers, employees and assets with AI-powered access to information on any device. Built for the workers so they can transform the customer experience and improve worker productivity to effectively meet the challenges of today—and the demands of tomorrow.

For more information visit
www.kloudgin.com

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