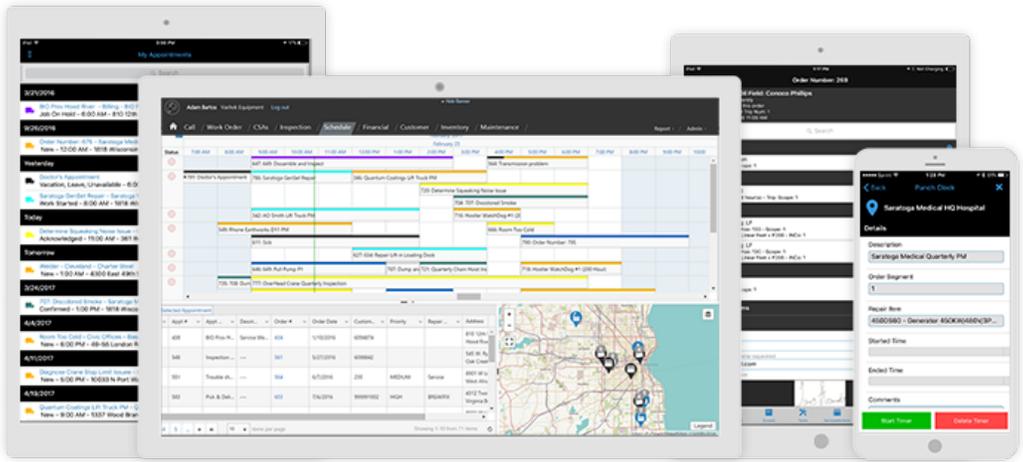




Field Service Suite

SINGLE FACE OF WORK



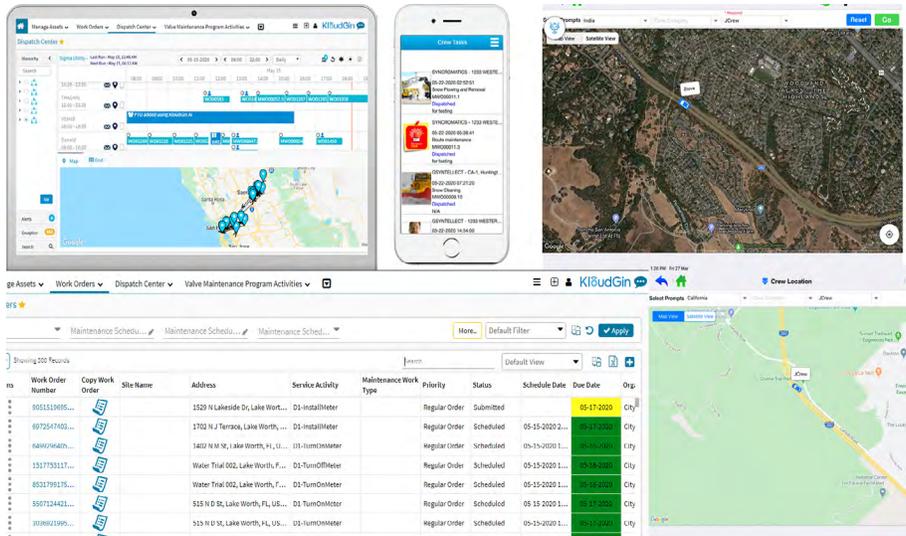
Field service organizations today face pressure to reduce costs, improve service delivery and move toward sustainability. Yet many struggle with information silos and poor data compliance – byproducts of cobbled-together solutions and poor usability. KloudGin understands that achieving new standards of efficiency and productivity depend on eliminating silos and providing full engagement to the last mile. Welcome to KloudGin Field Service Suite.

KloudGin enables customers to:

100%	Increase work order completion rates by up to 100%
40%	Reduce cost of ownership by 40%
10x	Achieve 10X reduction in implementation time

Single Face of Work

Our Field Service Suite enables scheduling and management of all work streams. Everything related to work orders, resources, vehicles, communications, customers and collaboration is brought together in a single configurable business process. Leveraging automation and machine learning, KloudGin Field Service Suite optimizes the prioritization, scheduling, routing and completion of field service jobs.



Turbocharge Field Teams

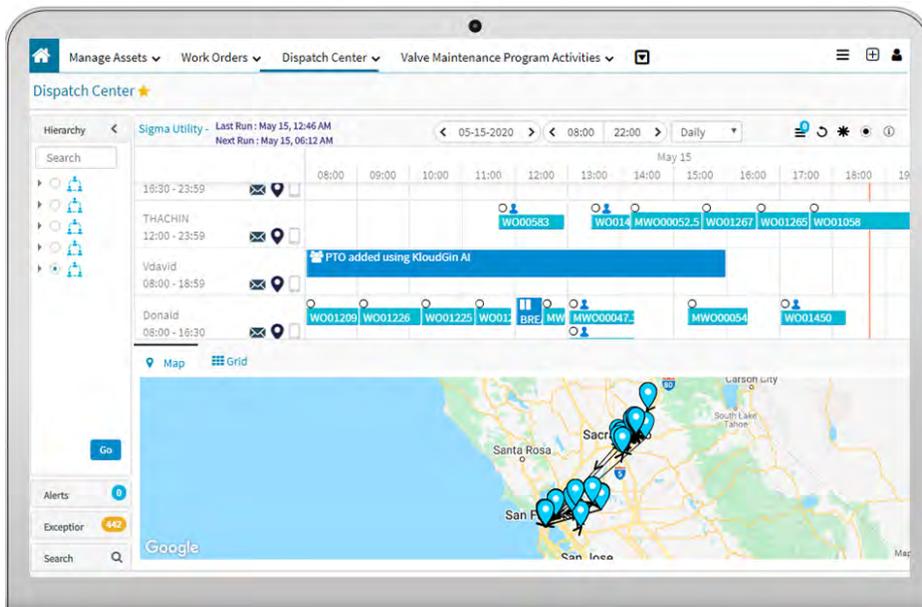
KloudGin’s mobile app is built as a native application that takes advantage of the features and functionality built into the operating system of the mobile device. That means it runs faster and has a familiar look and feel, making it easier for field employees to adopt, learn and use. The mobile app delivers information to the field team when and where they need it with real-time work updates between field and dispatchers. Fast access to critical information is available on customer, account, premise, safety hazards, and asset/equipment details, as well as schedules, history, work order instructions, steps and manuals. Field data is captured in real time along with pictures and notes to substantially reduce job times, boost wrench time, and improve customer satisfaction.

Enhance Customer Experience

With availability of real-time data, field employees can readily respond to customer questions. Leveraging big data science, KloudGin delivers unfailingly accurate work route schedules, manages materials and inventory, intelligently predicts maintenance needs and time-to-repair based on historical data (including crew performance) for an incredible customer service experience. And, with the Connected Customer App, your customers can track assigned technician arrival and work status and receive alerts and notifications for outages and other planned maintenance activities.

Key Features

- Automated scheduling engine helps streamline the process of work order assignments
- Dispatch Auto Scheduler mode uses machine learning to increase safety and productivity
- Built-in business analytics and reporting
- Design Studio to tailor user interfaces and workflows to unique needs
- Single cloud platform runs globally on Amazon Web Services (AWS)
- Native mobile app for Apple iOS and Android
- Integration engine and adaptors (Oracle ERP, Oracle NetSuite, Sage Intacct, CC&B, CIS, ESRI GIS, Single Sign On, IoT/ PLCs/ SCADA)



Field Service Mobility

Deliver information to your field team when and where they need it, even when they're offline. From any device, workers can access customer, account, premise and asset details as well as schedules, work order instructions, steps and manuals.

Scheduling & Routing

A modern AI-driven scheduling engine ensures that the right technicians, contractor crews and equipment are dispatched. Utilizing configurable work order processes, required planning and estimates can be verified before scheduling work orders to crews. Real-time routing factors in traffic, potential delays, priority and distance.

Work Order Management

Obtain a 360-degree digital view to track and manage the entire workforce in real time. Updates are dynamic with live up-to-the-minute visual displays of work order status and completions. Configurable workflows and automatic alerts allow dispatchers to speed resolution and improve field service outcomes. Additional controls are provided through geofencing in the KloudGin mobile app which prohibits the crew from starting work prior to arriving inside the service area or asset geofence.

Why Choose KloudGin

- KloudGin has re-imagined field service and asset management technology, devising the first-ever single cloud solution, built for workers and solving to the last mile
- KloudGin connects customers, employees, contractors, sensors, devices and equipment for easy access to real-time data
- Harnessing the latest in cloud, ML, AI, mobility, IoT and Big Data technology, the KloudGin platform is foundational, adaptable and agile providing an advanced interface for today and tomorrow

Contractor & Vendor Management

KloudGin's Connected Contractor/Vendor management portal allows vendor and subcontractor bids to be entered, contracted and confirmed. Contractors can track, update and complete work orders dispatched to them, charge time and materials used, see their invoices, and maintain their vendor profile. Real-time notifications help speed response time.

Inventory & Procurement Management

Real-time visibility to inventory allows operators at warehouse distribution centers and other locations to dynamically allocate inventory to work orders with improved replenishment planning and management of minimum safety stock levels. Approval workflows and availability of analytical data on material consumption help to streamline and automate the purchasing process.

Time Management

Enhance policy adherence and get complete workforce resource visibility with advanced clocking features. Workers clock in/out of jobs, administrative tasks, training, meetings, breaks – with or without cell coverage. Time clocking data can be automatically synced for time and material invoicing and payroll capture. Supervisors can approve timekeeping from the field as well as monitor crew productivity and status.

Reporting & Analytics

Monitoring certain key performance indicators (KPIs) is crucial for field service companies to positively track and address job profitability. The KloudGin business intelligence reporting platform provides detailed reports, built-in analytics and an easily configurable dashboard to track important metrics, identify issues and ensure compliance.

Why Choose KloudGin (Cont.)

- Single scheduling engine breaks down barriers between short-cycle and long-cycle work, creating new standards for worker and asset efficiency
- KloudGin enables fast, transparent SaaS implementation with integration to quickly connect to any system directly via APIs, SOAP, or REST or using our library of out-of-the-box connectors to over 57 systems



Request a Demo

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