

Field Service Management for Snow Management

Digitize field service management to improve customer satisfaction and reduce risks

Snow Management businesses are complicated with a broad range of service activities and tasks as well as seasonal, regional, and economic dependencies.

Customer expectations have never been higher. Responding quickly to bids and awards in addition to performing event-based or recurring service activities on time are necessary to assure high customer satisfaction. With increasing regulatory requirements, there are growing concerns over worker safety and subcontractor compliance.

KloudGin Field Service Management can help you easily monitor your teams, vehicles, equipment, and tools. KloudGin optimizes the prioritization, scheduling, routing, and completion of your event-based service operations.

It enables commercial snow plowing, de-icing, salting, and shoveling employees and subcontractors to confidently know what is happening in the field and at the office, improving internal communication and customer satisfaction.

KloudGin is designed to increase efficiency of the workforce by easily capturing service activity completions, time on site, and crew safety data. You can automate daily tasks such as estimating and invoicing to save time and grow your business. KloudGin also provides real-time reporting to monitor site completion and technician productivity.

Key Benefits



20% Increase in Field Utilization



15% Increase in Operational Efficiency



20-35% Increase in Work Order Completion

Key Capabilities

- Scheduling & Dispatch
- Site-Based Work Order Management
- Native Mobile Application
- Service Contract Management
- Quoting & Invoicing
- Map & GPS Tracking
- Site Geofencing
- Contractor & Vendor Management
- Connected Customer Portal
- Automated Time Clocking
- Reporting & Analytics
- Integration with AccuWeather, WeatherWorks, Service Channel, Corrigo and others

Field Mobility – Fast to Implement, Easy to Learn

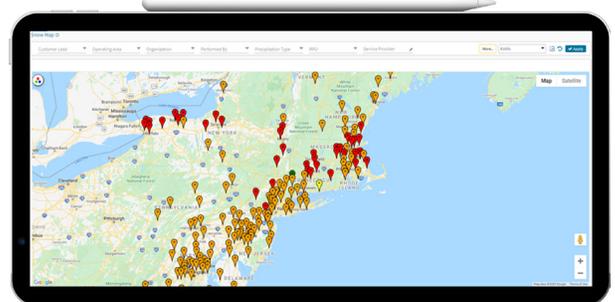
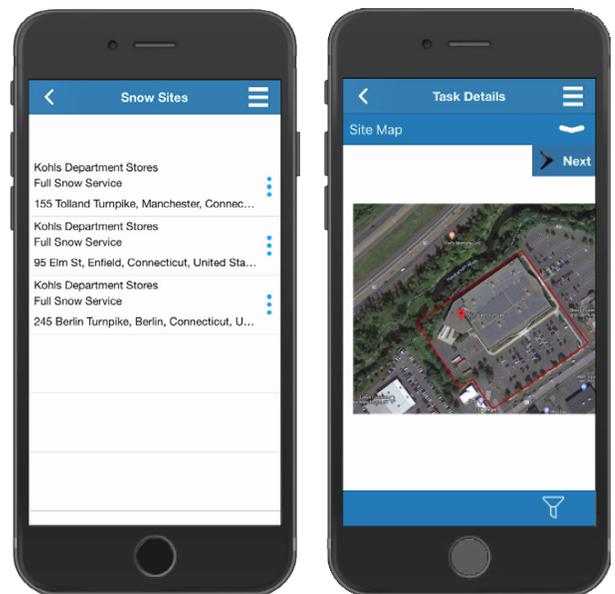
The KloudGin mobile app is built as a native application and takes advantage of features and functionality built into the operating system of the mobile device. It has a familiar look and feel, making it easier for field crews to adopt, learn, and use. The mobile app delivers information to the field team when and where they need it with areas under contract, schedules, directions on where to place the snow, work order instructions, steps, and manuals. Field data such as time inside a geo-fenced site is captured automatically in real time, allowing the employee or subcontractor to take pictures and notes to substantially reduce job times and improve quality and customer satisfaction.

Track and Manage Field Crew Activities in Real Time

With KloudGin, field crews, operations teams, supervisors, contractors, and customers – everyone in your ecosystem – has real-time visibility to their service activities, whether pending, in progress, or completed. The KloudGin real-time snow map displays the sites under contract, crew/subcontractor details, and allows the dispatcher to monitor work in progress.

Real-Time Integrations that Change the Way You Work

KloudGin's KloudPlatform enables snow removal companies to prepare for a coming storm using AccuWeather's real-time weather data that can trigger the creation of Work Orders during a snow event and SMS texts to all crews and subcontractors who need to respond. Upon completion of the storm and all snow removal activities, integration with WeatherWorks provides official snow totals by zip code that are used to automatically calculate the invoice based on the service contract, which can be per push, per inch, per site, per year, time and materials used, and more.



Manage Risk and Track Subcontractor Compliance

KloudGin's Connected Contractor portal allows you to manage subcontractor documents such as liability insurance, W9s, licenses, mitigating risk, and ensuring compliance. When documents near expiration, an SMS text or email can be sent to the subcontractor alerting them to the impending expiration and asking them to upload their new documents. Using the Connected Contractor app, 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 such as SMS texts and emails can be automatically sent to contractors prior to a snow event, to ensure prompt service levels are met.

Train Employees and Subcontractors on a Single Application - Not Multiple

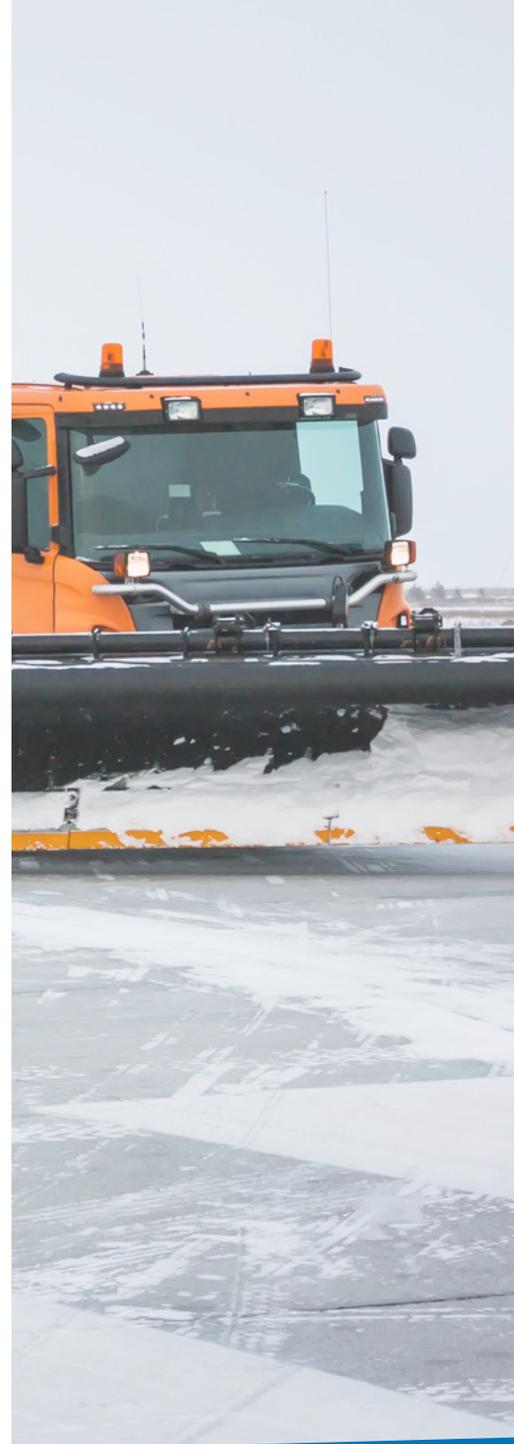
Snow removal companies often receive Work Orders through third party mobile work order management solutions such as Service Channel and Corrigo. KloudGin integrates with these solutions so that the required data fields are pulled from those systems and normalized in the KloudGin mobile app. Upon work order completion, data is pushed back into the third party systems to complete the jobs and eliminate the usage of multiple mobile applications by employees and subcontractors.

Improve Customer Experience

Exceed customer expectations with the Connected Customer App which allows your customers to schedule ad hoc service from the convenience of their mobile device. Additionally, customers can view their service contract and past storm event details.

Geofencing Enhances Field Operations

Using geofencing, KloudGin can automate clocking in and out of commercial sites based on the geographical coordinates of the crew, truck, or subcontractor, eliminating the challenge of crews who forget to clock in or out. For safety and auditing purposes, geofencing also captures heartbeat locations of the crew and their current location, as well as geotagged pictures with automatic date/time stamps and annotations to document issues, hazards, or obstructions that occurred on site at the time the photo was taken.



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For more information visit
www.kloudgin.com.



440 N. Wolfe Road
Sunnyvale, CA 94085
877-256-8303