

# KloudGin Mobile Workforce Management

Workforce mobility from KloudGin connects workers, contractors and customers so you can deliver field service excellence

Workforce mobility continues to evolve and is changing everything about how field service technicians work, regardless if they are full-time employees or contractors. With easy access to work order, asset and inventory information from anywhere, at any time, technician productivity will soar, customer satisfaction will improve, and so will the company's bottom line.

KloudGin offers a single, integrated solution that provides automated and optimized scheduling, planning, mobility and analytics for every work order and crew makeup. Leveraging automation and machine learning, KloudGin optimizes the prioritization, scheduling, routing and completion of both long-cycle and short-cycle work. KloudGin is the only mobile workforce management (MWM) solution that was designed for customer engagement and field empowerment through customer self-service and mobile collaboration resulting in improved customer, contractor and employee satisfaction. KloudGin customers will speed collection of cash from completed service activities, increase operating cash flow, and improve contract profitability, all leading to accelerated revenue growth.

## Seamless connectivity for all workers

KloudGin's native mobile app takes advantage of the features and functionality built into the operating system of the mobile device. That means it runs faster, is more secure, and has a familiar look and feel. This makes 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 – even when offline – with real-time work updates between field and dispatchers.



## Mobile Capabilities

- Receive work order assignments
- Get map-based intelligent routing with real-time, audible turn-by-turn directions
- Intelligent Offline Mode operates without user intervention
- Access customer, account, premise and asset details
- View schedules, work order instructions, steps and manuals
- Attach geotagged photos with voice-to-text annotations and date/time stamps
- Scan inventory and equipment with barcode and QR code
- Manage truck inventory and transfers from the closest truck or warehouse
- Attach field-based PO receipts and other attachments for ad-hoc material consumption
- Create new work orders from the field with GIS-based workflows
- Capture GEO Map and GIS Asset service point locations and change
- Capture e-signature sign offs on work completions
- Generate invoices, reports and surveys for completed work
- Build, review, and submit timecards

Fast access to critical information is available on customer, account, premise, safety hazards, and asset/equipment details, as well as schedules, work history, work 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.

KloudGin enhances the experience of vendors and contractors with the Connected Contractor solution which includes a mobile app and vendor portal. The Vendor Portal is a self-service tool for use by FSM sub-contractors to accept work orders/service requests and make assignments to their internal crews. Crew members receive notification of assignments through the Connected Contractor mobile app.

The Vendor Portal provides the sub-contractor with ability to manage their profile, i.e., equipment, skills, crews, compliance documentation (insurance, skills certification), etc. Contract workers use the Connected Contractor mobile app to track, update and complete work orders dispatched to them and charge for time and materials used.

## Manage to catastrophic events

KloudGin's intelligent single scheduling engine for crews enables flexibility with resources in emergency situations. This is almost impossible to accomplish with siloed scheduling systems for various work types such as customer service work versus more complex asset management work. With a single scheduling engine for all resources, crews can be allocated as necessary during emergencies.

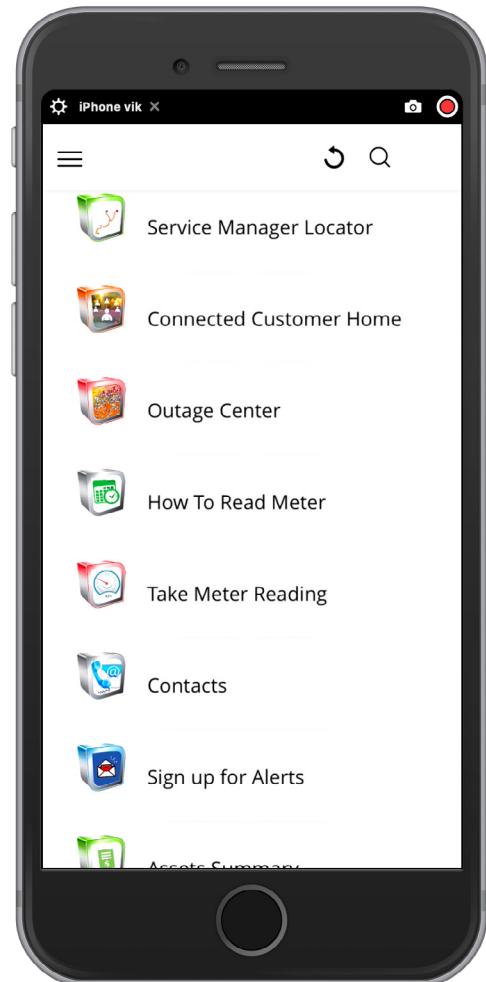
## Improve customer experience

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.

With the Connected Customer app, customers can request new service, review service history, and get real-time updates on status and arrival of the technician, all without picking up the phone.

## Connected Customer Capabilities

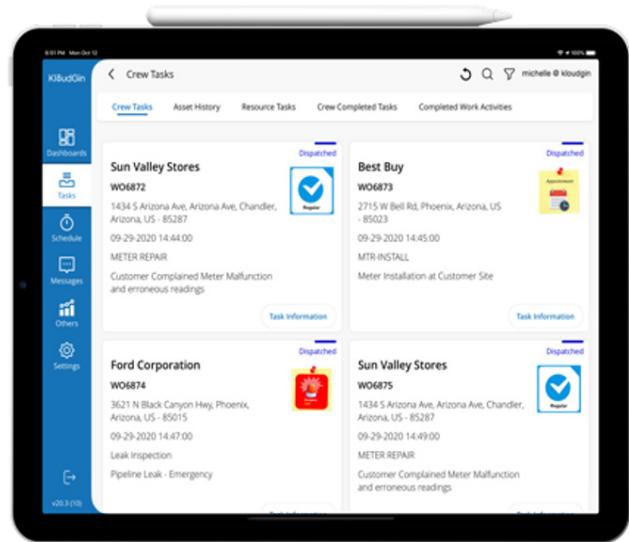
- Customers can create a case to report an issue
- Receive a link to book an online appointment via email or SMS once a case has been turned into a Work Order
- Receive appointment reminders over SMS text to reschedule via phone or using a one-time expiring URL
- Live crew tracking of technician's truck on a map to track/estimate arrival time for the appointment with information on crew name and photo
- Access post job surveys to provide feedback
- Any KloudGin page can be enabled through a one-time encrypted URL





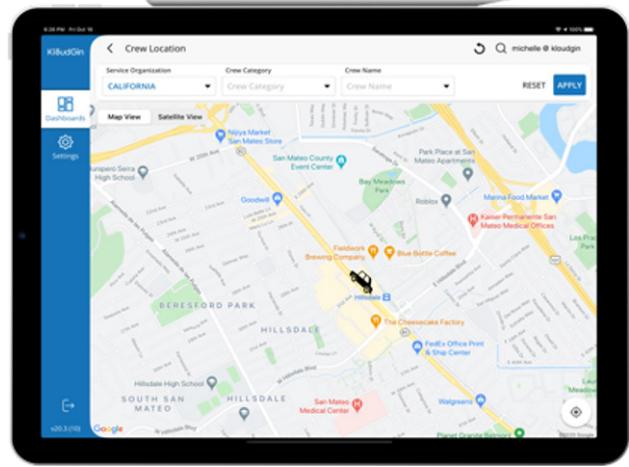
## Increase technician efficiency

Field technicians can create corrective work orders, review asset or customer work order history and access GIS data – even when in remote locations without connectivity to a network. Designed for all “rugged” field crew and work management processes, the Mobile app benefits technician efficiency with faster load times, native security, and consistent usability for a best-in-class mobile user experience. Inherent Mobile OS capabilities include GPS, GEO fencing, location intelligence, navigation, video conferencing camera, bar code scanning, e-sign, device notifications, device calendar, photo capture/annotation and more.



## Ensure regulatory compliance

With assets scattered over varying geographies, it becomes harder to oversee reporting and regulatory compliance. KloudGin provides streamlined field operations that support compliance requirements through digital audit trails, optimized inspection scheduling and alerts for regulatory violations and non-compliance.



## Benefits Across the Organization

**FOR CUSTOMERS:** Improve customer experience with efficient, personalized and informed service

- Tracking crew location and visibility to technician identity
- Receive alerts via voicemail, text or email when the crew is en route to a location
- Track historical work order information online

**FOR OPERATIONS:** Reduce total service costs, improve compliance and increase First Time Fix Rates (FTFRs)

- Track where the crews are located and where upcoming work is scheduled
- Real-time tracking when work is in progress or completed
- Manually reshuffle workers based on new priorities or emergency work or allow KloudGin to manage this based on user-defined schedule rules
- Track crew efficiency and leverage information in KloudGin's AI-based scheduling optimization engine
- Geofence, accurate time/work capture validation and real-time visibility

**FOR FIELD TECHNICIANS AND TEAMS:** Increase efficiency and enhance worker safety with best-in-class mobile user experience

- Instant access to information on customer, asset/equipment details, schedules, history, work order instructions, steps and manuals
- Digitization of work order service history forms and work completion information
- Effortless timekeeping based on mobile status updates such as enroute, in progress and job completion
- Offline support and integrated with Esri ArcGIS to provide a full 360-degree view



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