# HOW CALIFORNIA WATER MODERNIZED ITS FIELD OPERATIONS AND CONNECTED WITH 2M+ CUSTOMERS

The digital revolution raised the expectations our employees and customers have with their utilities. The days of utilities taking a back seat to other industries are long gone. We must focus relentlessly on deploying tools and technologies that will make a dramatic leap in user experience. It's all about reducing the friction to complete a transaction and providing real time communications at important junctures of the customer journey. Many organizations find themselves constrained by the weight of on-premise systems and paper-based processes, but the way out of this conundrum requires nothing more than a bit of creative thinking and calculated risk taking.

California Water Services (Cal Water) embarked on a digital transformation for internal and external customers with three over- riding goals in mind:

• Provide field crews with a single application to access all electronic work orders, both online and offline, without revamping the source systems such as Oracle CC&B and IBM Maximo.

• Enhance the user experience by simplifying the transaction flow.

• Decrease the total cost of ownership, which will benefit our end customers, by eliminating costly software upgrades. "We needed to innovate rapidly on top of our existing systems and provide employees with the next generation of tools required to quickly and proactively complete field assignment.," - Michael Luu, Vice President of Customer Service and CIO.

Cal Water also launched an initiative called "connected customer", which allows customers to receive notification by text and email for service appointments. The different types of updates include reminders prior to the appointment, when the field re resentative is en-route, if

there are any unexpected delays or changes, and when the Cal Water representative has arrived at the location. This feature has been a big hit for Cal Water customers and reduced appointment cancellations and last-minute no shows.

## CENTRALIZING WORK AND MAKING CONNECTIONS

The KloudGin solution is a cloud-based system to centrally manage field assets and optimize work assignments for a variety of activities including hydrant inspection, water discharge, valve maintenance, dig alerts (i.e., the service behind "811 Call Before you Dig"), panel board maintenance, and large meter maintenance.

The friendly user interface streamlines training and instantly boosts productivity for field employees by decreasing the system learning curve, replacing mundane data entry with real time system integrations, and reducing the need to manually track parts and inventory.accelerate more ambitious digital transformation goals.

Digital initiatives will emerge as an even bigger opportunity for utilities to mprove their resilience of their critical infrastructure and further enhance their ability to provide increase customer experience.

## BENEFITS FOR TODAY AND TOMORROW

Cal Water was able to achieve some outstanding results with the KloudGin deployment with regard to workforce productivity and customer satisfaction. The number of work tickets completed and confirmed customer appointments increased by 25% with the same exact crew size. At the same time, on-time arrival to service appointments improved by 1% from 95% to 96%. We also received

overwhelmingly positive feedback from our customers on the 'connected customer' offering. The opt-in approach of customers signing up for service appointment notifications really resonated with our customer base. The KloudGin platform created a solid foundation for Cal Water to streamline additional work order types including main leak repairs, cross connection device testing, and water quality sample collection among others.

"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," said Luu. "Our goal at Cal Water is to continuously improve operational efficiency and the customer experience."

For a case study on how California Water transformed its field operations, click here. If you would like additional information on KloudGin visit www.kloudgin.com.

### Vikram Takru, KLOUDGIN, CO-FOUNDER & CEO

Vikram co-founded KloudGin with the vision of creating transformative field service and asset management technology that eliminates silos, connects people, process, and technology, and creates access to information where and when it is needed. He is committed to delivering solutions that work for field crews in the toughest conditions. His vision has served as the inspiration for KloudGin to become the only, combined, one-cloud Field and Asset management solution that transforms processes, customer experience and worker productivity. Prior to KloudGin, Vikram founded Frontline Consulting Services (FCS), which he grew to over 500 employees and guided to its successful exit to TEKSystems. Before founding FCS Vikram served as Senior Director of R&D at Oracle.