

# Equipment Rental, Sales and Service for Material Handling

Grow recurring revenue, speed service-to-bill cycle, and strengthen customer relationships

Equipment-intensive material handling businesses are under pressure to maximize return on assets by enabling greater efficiency and reliability. There is an ever-growing need to boost margins with improved productivity and lower maintenance costs.

Through the elimination of paper and manual processes, equipment rental and sales companies can bill faster for completed work, expand revenue with recurring maintenance services, increase reliability and uptime, and deliver a better customer experience.

KloudGin's Intelligent Work and Asset Cloud helps you move to a higher level of efficiency, and position you for greater growth by lowering operations costs, increasing rental equipment availability, and opening greater revenue opportunity with sales maintenance contracts. Now, one software tool seamlessly combines asset management, work management and mobile work execution together with service contract management to create in a complete end-to-end automated process.

## Manage Equipment Sales, Rentals, Parts and Servicing in One System

Material handling rental and sales is a complex business with innumerable and constantly moving and shifting elements feeding into a large range of business processes: quotes, moving/changing inventory, procurement, service scheduling, work orders and maintenance, equipment maintenance history, lifecycle management, fleet management, financials, etc.

### Key Benefits

-  Generate new revenue streams from recurring service contracts
-  Increase operational efficiency by 20-35%
-  Gain full view of all assets at each stage of the lifecycle
-  Increase rental revenue per asset with better scheduling and tracking of assets
-  Reduce asset-related maintenance costs through proactive measures
-  Increase customer satisfaction by avoiding unplanned outages

### Key Capabilities

- Service Contract Management
- Asset Lifecycle Management
- Scheduling & Dispatch
- Work Order Management
- Native Mobile App
- Quoting & Invoicing
- Map & GPS Tracking
- Contractor & Vendor Management
- Connected Customer Portal
- Time Management
- Reporting & Analytics
- 3rd Party Integration Adapters

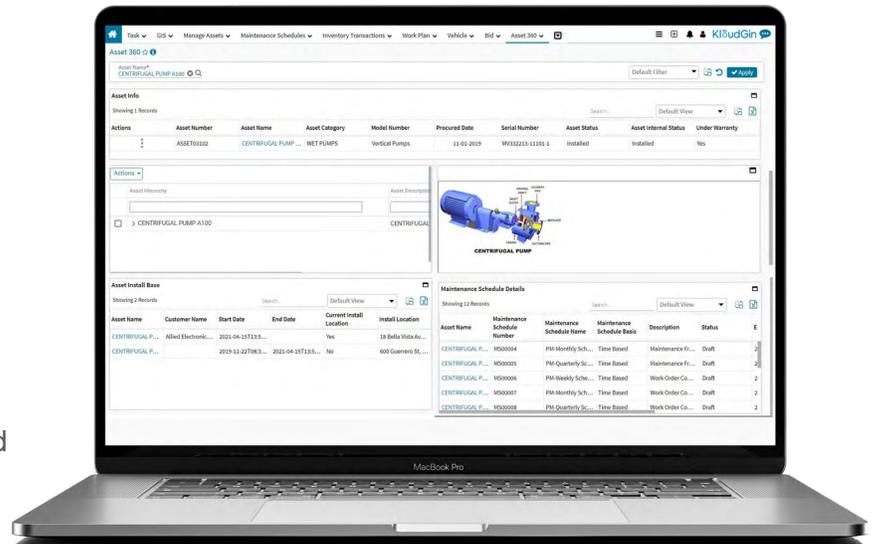
KloudGin provides the industry's only combined, single-cloud solution that manages and interconnects all asset management, work management and mobile work execution processes.

- No costly integrations to maintain between separate and siloed systems
- Synchronization of system data to mobile is automated
- Extending solution functionality to mobile is easy

The result? Reduced complexity, lower IT support costs and the lowest total cost of ownership for an end-to-end solution.

## Asset Management and Work Management

KloudGin asset management provides complete control of all assets with a full history that stays connected to the equipment, regardless of its location. KloudGin work management provides structure for creating work orders, both manually and based on IoT sensors, enabling cost controls and proper record maintenance of all work performed on assets.



## Service Contract-to-Bill Automation

Automate asset and work scheduling based on one-off service contracts, such as fabrication, assembly, equipment delivery and installation, or recurring contracts for break/fix or preventive maintenance. Create pro-forma invoices for completed work orders with labor and inventory to be billed to the customer. Billing integration enables synchronized information exchange to your accounting system for no-touch AR updates.

## Asset Tracking, Management and Maintenance

### Streamline and reduce maintenance costs

Track the entire lifecycle of assets from procurement and fabrication through rental, service and sales. Maintain costs, warranty information, and maintenance records. Prevent downtime with AI/ML based predictive maintenance.

Track rented assets and return dates to plan asset availability, automate notifications for rental extension reminders, and digitize inspection checklists.

## Maximize Sales and Service Revenue

Track maintenance schedules of customer assets. Automate creation of service work orders. Use automated notifications to proactively offer maintenance and on-time service to customers, boosting service revenue.

## Monitor Asset Condition with Real-Time Data

Gathering asset condition information from IoT sensors, KloudGin uses AI to predict when issues can be expected to occur, allowing equipment to be taken out of service for repair or replacement before failure. With availability of real-time predictive data, users have a reliable view of asset health to make strategic decisions to fix or replace certain assets or parts. Employing proactive measures results in lower maintenance costs, safer maintenance practices and fewer equipment failures.

## Field Mobility – Fast to Implement, Easy to Learn

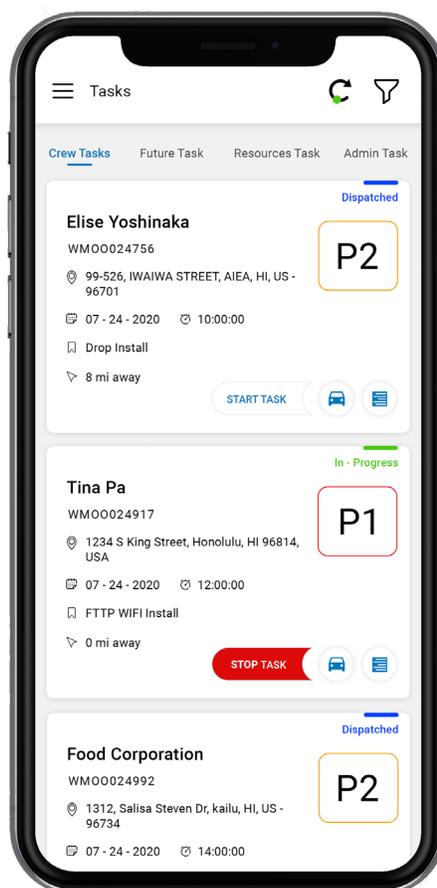
KloudGin's native mobile app is easy for technicians to adopt, learn and use. Taking advantage of the features and functionality built into the operating system of the mobile device means it runs faster, is more secure, and has a familiar look and feel. The mobile app delivers information to the field team when and where they need it – even when offline. They get access to customer and account details, as well as schedules, directions, work order instructions, steps, and manuals. Field data is captured in real time along with pictures and notes to substantially reduce job times and improve quality and customer satisfaction.

## Track and Manage Technician Activities in Real Time

With KloudGin, field technicians and crews, operations teams, supervisors, contractors, and customers – everyone in the ecosystem – has real-time visibility to all service activities whether pending, in progress or completed. For dispatchers, the KloudGin Dispatch Center displays the work order schedule with technician location and details and allows the dispatcher to monitor work in progress.

## Third-Party Contractor and Vendor Activities

As the strategic use of field service contractors grows, it's crucial they have access to the information required for each job. KloudGin's Connected Contractor mobile app provides access to view customer data, job details, asset history, and task lists. 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 times.

## GIS Capabilities Streamline Field Operations

Using geofencing technology to detect when a mobile device enters a particular area, KloudGin can automate the opening and closing of work orders based on when the technician arrives on site, eliminating additional steps. For safety and auditing purposes, geofencing also captures heartbeat locations of the technician. Use geotagged pictures with automatic date/time stamps and annotations to document issues occurring at the time the photo was taken.

## Enhanced Safety and Compliance

To further elevate technician safety, KloudGin integrates with multiple weather applications such as AccuWeather to easily track temperature, wind speed, humidity and other weather conditions. KloudGin also helps with the digital completion of regulatory forms reducing risk of lost paperwork and fine assessments.

If manufacturer recall notices are issued, customers can be automatically notified and service addressed when all assets are easily tracked.



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