



A Material Producer's Guide to *Cloud Technology*.

Your operations centralized and always connected.



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What Does It Mean To Be *Cloud-Capable*?

Setting a New Pace

With the ability to connect an entire materials operation with cloud-focused technology, producers have activated an unprecedented burst of business clarity. For decades, everyday business practices — from managing inventory to completing payments — could be continuously interrupted as materials suppliers have had to operate across several disconnected systems. Jumping in and out of each one takes serious legwork. And when data doesn't match from system to system, backtracking becomes costly and cumbersome. Without a seamless data exchange to connect this industry's many moving parts, materials businesses have had to lean on long-time employees and their tribal knowledge, compromise with guesstimates, and accept limited control over speed and quality.

But with real-time data fed directly from production, QC, dispatch, trucking, and the back office, materials suppliers are tapping into cloud capabilities to make strategic business decisions. With greater flexibility, businesses are no longer limited by the constraints of on-premises systems. And with the assurance of a secure cloud environment and proper data management, critical business information can remain protected and out of the hands of bad actors. Navigating the intricacies of the heavy building materials industry without a full operational view has forced producers to work around uncertainty. Now, with end-to-end cloud connectivity, businesses can take control with comprehensive data visibility.

True Data Centralization

This is modern business connectivity. Free from age-old manual, multi-step processes, concrete, aggregate, and asphalt suppliers can simply get more done by centralizing their operations. While cloud technology has helped eliminate a lot — like closets full of on-premises servers and hardware, paper tickets, and customers waiting on hold — it's also created a whole new world of opportunities. Fuel is saved, time is kept, and customers stay informed with the help of clearer job updates and precise ETAs.

Between the wealth of advantages it offers, leveraging integrated cloud technology can transform a reactive business outlook into a proactive one. In this eBook, we explain how the benefits of cloud-based technology enhance the resilience and reliability of everyday operations across all materials businesses.

From production to payment, cloud-based systems unify every link in the materials supply chain, eliminating guesswork and unlocking new efficiencies.

A Snapshot of Operating from the *Cloud*.

Quick and Simple Setup

Out of the gates with implementation, cloud-native solutions hurdle past prolonged installation periods and don't require a closet full of hardware. Instead of dedicating their IT professionals to keep on-premises infrastructure up and running, ready mix, aggregate, and asphalt businesses are taking advantage of how cloud-native solutions run virtually on a single serverless platform (like those of Amazon Web Services (AWS)).

APIs and Modern Integration

Application Programming Interfaces (APIs) make integration with ERP, quality control, telematics, batching, and BI software all possible. Designing solutions as API-friendly has opened the door to synchronize all aspects of an operation. API-first frameworks are sure signs of seamless data sharing between one tool and another, keeping your business processes in sync and your whole team on the same page.

Inherently Unified Cybersecurity

Systems with tiered cybersecurity defenses have multiple barriers that stand in the way of attackers, if they successfully break through one, they still stand against the rest. Cloud security architectures are homogeneous, allowing for not only a unified tiered defense, but continuous logging and monitoring, too. And don't forget — routine infrastructure patching is most often entirely handled by a cloud provider so that customers can focus on their operations.

Available Anywhere, Anytime Online

Leveraging the most current web/mobile technology, businesses can expand to new markets and deploy globally in just minutes with secure, seamless access through Single Sign-On (SSO) capabilities. With almost immediate uptime, cloud technology's simple-to-start connectivity reinforces strong business-to-business collaboration.

Businesses are taking advantage of how cloud-native solutions run virtually on a single serverless platform.

Configured With Simplicity

Simple, intuitive user experiences have a direct impact on user confidence and satisfaction. With a unified cloud system, users don't need to navigate through disconnected systems and tools to access data. Tailored to each unique operation, clean and informative screens and dashboards present the agility and performance of cloud technology in a digestible, straight-forward way.

For any materials supplier to fully reap the rewards of centralizing their operation in the cloud, these are five core advantages you should expect from an ideal cloud experience.

What Exactly is *Cloud Computing*?

Cloud Today

There's quite a buzz around cloud technology, and rightfully so. In the cloud, businesses can expect scalability, security, easy access to new innovation, and streamlined user experiences. Today, it's common for applications to run in the cloud. However, depending on how an application was originally designed, the level at which it takes advantage of a cloud environment can vary. They come in an assortment of flavors, but we'll differentiate two cloud application models that are common within the heavy building materials industry. You may have heard their names: cloud-native and cloud-connected. You may have even heard them used interchangeably. Ultimately, a business's unique situation and strategic goals are what will guide a company in deciding how to merge and utilize the benefits of both approaches to meet their needs.

Cloud-Native

Cloud-native apps are designed to take full advantage of functioning in a cloud environment. Typically, cloud-native apps operate on microservices architectures, which are key in enabling all of an application's components to deploy and scale independently from one another. This flexibility drives business continuity.

As an example, let's consider a cloud-native truck tracking and fleet telematics system. Solutions like this transform the way we make deliveries with fleet telematics, driver performance, and truck health monitoring. As a cloud-native app with a microservices architecture, this solution's functions can be automatically deployed to meet a tick in demand without affecting the entire app. So, when messages between drivers and dispatchers surge, the messaging component can scale independently

without having to deploy another version of the entire app, which would ultimately interrupt and slow down the app's overall workflow.

Cloud-Connected

Cloud-connected apps, on the other hand, involve integrating existing on-premises applications with cloud services. It may even include a hybrid architecture, where some components run in the cloud, while others remain on-premises. This approach allows for a gradual transition to the cloud, enabling organizations to adopt cloud capabilities at their own pace. Companies that utilize cloud-connected tools have the flexibility to leverage cloud services for specific functionalities (data analytics, storage, etc.) while maintaining core systems on-premises.

One well-known advantage to cloud-connected systems — specifically in the heavy building materials industry — is the ability to function in challenging conditions, like spotty Internet connectivity or intermittent outages. By integrating technologies such as Programmable Logic Controllers (PLCs), these systems support local processing and control. This ensures that critical tasks and data capture continue uninterrupted, even during network disruptions, with seamless synchronization to cloud services once connectivity is restored.

94%

of enterprises find cloud security equal or better than on-prem¹

55%

companies already use cloud encryption tools to enhanced security²

60%

of C-suite executives cite security as a top benefit of cloud tech³

99%

uptime standard for cloud providers like Amazon Web Service⁴





Securing an Operation With the *Cloud*.

Secure Cloud Operations

With cloud-based control, businesses centralize more than just their operational data — cloud environments allow businesses to centralize their security policies, like password rules and encryption requirements too. Security events, threat alerts, and system logs from various devices and applications are all seen from a single pane with 24/7 availability. This overarching awareness helps in identifying vulnerabilities early without having to individually check each app and device, while also minimizing the time and resources needed to hold down a secure environment.

Cloud platforms use centralized identity services, like Identity and Access Management, to control who can access what. And instead of separate logins from everywhere, there is one place to manage user permissions and roles. By logging in through a trusted system, particularly with single sign-on (SSO) and multi-factor authentication (MFA), users can access a range of cloud services without having to re-authenticate. Meanwhile, cloud service providers support a wealth of enterprise-grade security features, like routine patching, firewalls and intrusion detection systems, data encryption, and multi-factor authentication.

Single Sign-On & Multi-Factor Authentication

With MFA, the chances of an unauthorized access breach are greatly reduced, even if a password is compromised. As passwords serve as a single factor to authorize access, MFA takes additional measures by requiring users to provide two or more independent credentials before access is granted to a system, app, or network. So, factors such as fingerprints, facial recognition, authentication apps, or hardware tokens, further ensure the right people access the right data at the right time. For materials businesses, managing critical security policies can be significantly

easier from the cloud compared to working with on-premises systems. In the case of MFA, admins can manage all users and authentication policies through a single web-based dashboard without requiring on-site access or manual updates. While MFA may require custom configuration to work with any existing legacy systems, cloud-based MFA cuts the operational overhead. In other words, businesses can expect security without complexity.

Another simplified security method is enacting SSO. Cutting out all that extra time spent repeatedly entering in credentials, SSO strengthens a business's security posture by centralizing authentication through a trusted identity provider (like Azure AD, Okta, or Google Workspace).

While it's possible to implement SSO with on-premises systems, cloud SSO solutions offer pre-built integrations, automatic user directory connectors, and ease scaling and availability, much like MFA.

Your Data Backed Up

What happens to your data in the case of a security incident? The stark reality materials businesses face is that it may not be a matter of if they are subject to an attack, outage, or accidental deletion, but when. Fortunately, data versioning and recovery options serve as a live safety net.

In short, cloud backup enables important data to live safely off-site so that even if your physical device fails, your data — or your customers' — isn't lost. Cloud technology supports prompt data recovery by continuously replicating and versioning your information across multiple, geographically dispersed data centers. With cloud service providers expanding

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Compared to those who leverage on-premises systems, materials businesses who partner with validated cloud technology providers can offload crucial security measures and responsibilities.

These measures include automatic updates, routine audits, certification compliance, and on-demand scalability.



their coverage in every region, operations can continue in the case of a single data center failure. Additionally, automated snapshots capture point-in-time copies of files and databases, making it easy to roll back to a safe state — one prior to a failure.

This is a major advantage to materials suppliers, as automatic cloud backup reduces the chance of human error, enables quick resumable operations, and removes the burden of any manual configuration.

Protected Business Agility

As seen in other on-the-go industries, teams that can securely work from anywhere — even with a personal device — maximize their systems' flexibility. Behind the scenes to this mobility are encrypted connections and secure access portals.

Encrypted connections such as Transport Layer Security (TLS) and VPNs (Virtual Private Networks) ensure that data sent between a user's device and the cloud is scrambled into unreadable code as it transfers. For businesses, this means protection against eavesdropping (intercepting live data) and man-in-the-middle attacks (where attackers try to hijack communication). Meanwhile, cloud systems use secure access portals as controlled access points into an environment. Here you'll find authentication requirements (including MFA), user-based permissions, activity monitoring, session timeouts, device checks, and even location-based restrictions.

Trusted Frameworks & Certifications

Cloud technology providers come in different shapes and sizes. As materials businesses consider a cloud technology partner, it's important to ask questions about any frameworks they follow or certifications they may hold. By doing so, you can gain a clear understanding of what to expect when a business-halting outage knocks on the door.

In this space, two cybersecurity frameworks cover extensive measures that further validate a tech provider's commitment to protecting customer data in the cloud while ensuring prompt business continuity — NIST's Cybersecurity Framework (CSF)

and SOC2 certification. NIST, the National Institute of Standards and Technology, defines industry-agnostic cybersecurity guidelines that specify how organizations can reduce cybersecurity risks to critical infrastructure. Throughout 108 subcategories, the framework covers a broad range of cybersecurity objectives while providing more specific guidance on creating robust cybersecurity strategies. NIST criteria are designed to be scalable (similar to the nature of cloud computing), making the framework itself quite malleable to an organization's specific requirements. Additionally, criteria particularly provided in Special Publication 800-53 lay out recommended information security requirements for protecting the confidentiality of controlled unclassified information.

Additionally, SOC 2 (Systems and Organization Controls) reports are particularly important for technology providers that handle sensitive data or provide compliance-related services. Established by the American Institute of Certified Public Accountants, SOC 2 lays out criteria for two types of assessments. While SOC2 Type 1 verifies that necessary security controls exist and are appropriately designed to meet standardized criteria, Type 2 assesses the operating effectiveness of those controls.

SOC 2 audits include rigorous examinations of the design and operating effectiveness of an organization's controls by an accredited Certified Public Accountant (CPA). The CPA will run tests, review evidence, and interview members of a tech provider before producing a final report, which provides their opinion on how an organization complies with selected Trust Services Criteria.

NIST guidelines and SOC 2 are both vendor-managed, meaning cloud technology providers are responsible for maintaining routine audits to ensure criteria are properly met. For many materials organizations operating with on-premises systems, however, meeting compliance would fall on them. Materials businesses, who are focused on maximizing their day-to-day operational efficiency may not have the bandwidth to fully meet critical security needs on their own.

The Internet of *Things*.

What is IoT and IIoT?

Embedded in industrial environments, IoT devices connect local sensors and systems to the cloud, enabling data to be shared, analyzed, and cohesively acted upon. The power of Industrial IoT (IIoT) lies not in the sensors themselves, but in their publishing valuable, real-time data collection, and empowering businesses to take intelligent action where processes happen — at the Edge.

These “things” span from smart thermostats and security systems to industrial devices like weigh scales and physical plants. In the heavy building materials industry, these devices interact with Operational Technology (OT) to monitor and control real-time processes like material flow and batch operations. Paired with Edge Computing, IoT enables faster decisions, local control, and resilience, even without full-time internet. For materials suppliers, this results in optimized operations, improved efficiency, and smarter, more connected job sites.

IoT and Security

As the industry transitions toward an IoT-enabled future, architectures are evolving. Unlike PCs that rely on user logins and credential-based access to cloud systems, Industrial IoT (IIoT) devices use cryptographic certificates to establish identity and trust. This shift reduces the security surface and supports zero-touch deployment models. In

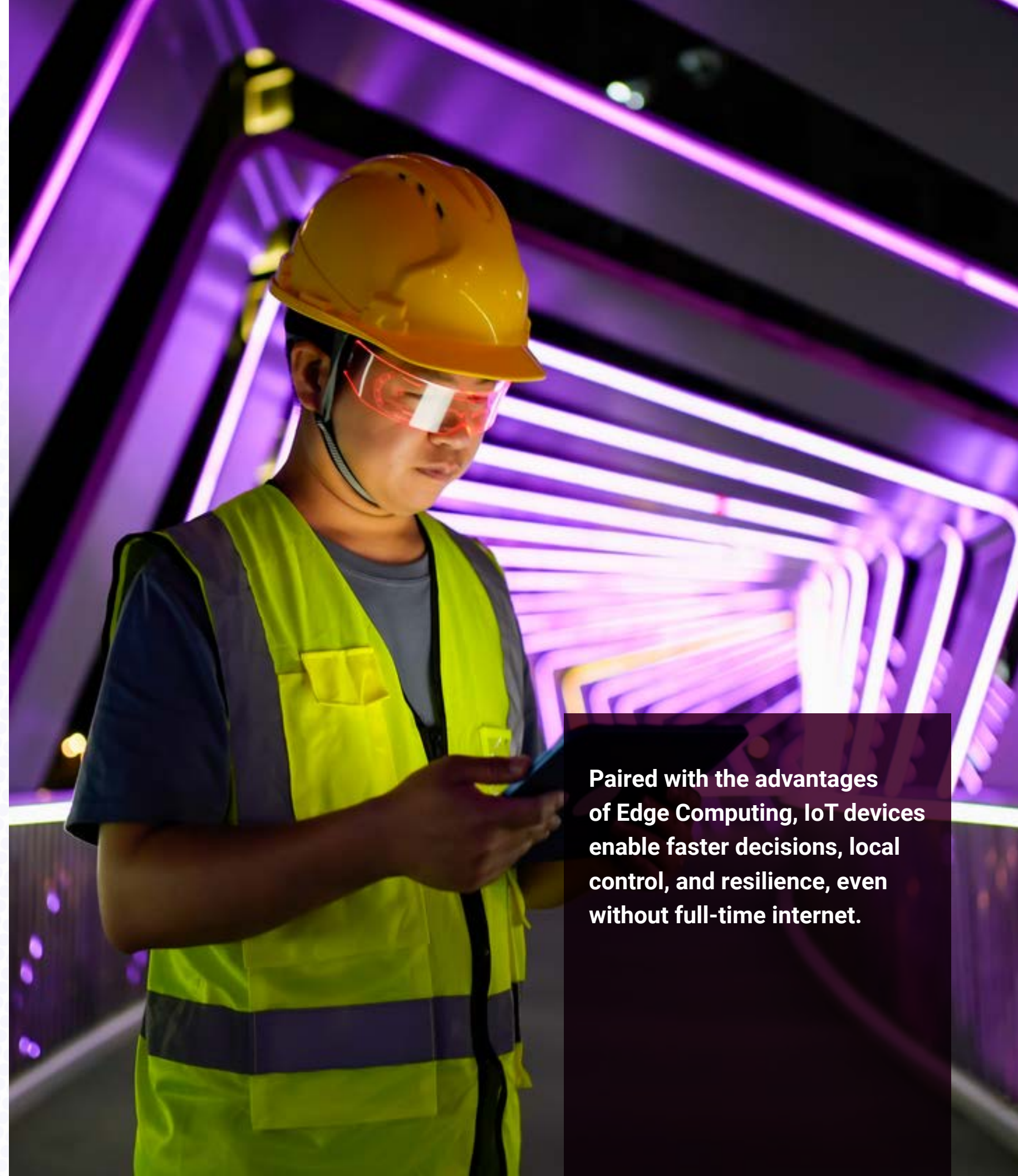
the event of device failure or a cyber incident, a certified IIoT device can be securely replaced without disrupting operations — helping ensure business continuity while simplifying IT overhead.

What is Edge Computing?

Edge Computing allows data to be processed locally, on or near the equipment that generates it, rather than relying solely on cloud servers. This reduces latency and ensures fast, reliable responses for time-sensitive operations. Instead of sending raw data upstream, Edge devices can filter, analyze, and publish only what’s relevant, easing bandwidth and improving efficiency.

This shift toward IoT accelerates operations while reducing reliance on manual, human input.

This shift toward IoT accelerates operations while reducing reliance on manual, human input. The result: more automated, reliable, and scalable workflows for aggregate, asphalt, and concrete producers. With the help of IoT devices, the industry will drastically reduce reliance on human-to-human and human-to-computer interactions and increase business velocity.



Paired with the advantages of Edge Computing, IoT devices enable faster decisions, local control, and resilience, even without full-time internet.

Supporting Modern Flexibility with an *API-First* Approach.

Behind the Scenes with Connectivity

Within a cloud platform's microservices architecture, all the separate components that make up an application share data via APIs (Applications Programming Interfaces). Because of this unifying exchange, APIs provide a pillar of flexibility in communication and application development.

Essentially champions of connected systems, APIs allow individual application modules to leverage their own languages and frameworks if needed. Multiple APIs can also be leveraged to request data from multiple systems at once. In fact, you may be receiving data because of APIs this very instant. It's how your ERP solutions, accounting packages, and business analytics software all share data with one another. It's how social media platforms handle communication between platform and remote endpoints.

By leveraging APIs, developers can interact with cloud resources using consistent methods, such as HTTP requests and RESTful protocols. Because of how widely adopted these methods are across platforms, applications built on one cloud platform can integrate with services from another. The results? Ultimately, customers can avoid vendor lock-in and operate with the solutions that best match their unique needs.

APIs in the Real World

At an organizational level, API integration ensures everyone is on the same page. Let's use a ready mix plant as an example. Through APIs, all the separate solutions operating via a connected cloud platform at that plant can not only synchronize with each other, but with third-party software like QuickBooks or SAP, too — including dispatch and batching systems, order management solutions, and beyond.

Ultimately, customers can avoid vendor lock-in and operate with the solutions that best match their unique needs.

At their core, APIs are practically the middlemen of apps and web services. Baking API compatibility into product designs has become a SaaS standard. As the role of software rapidly grows in concrete, asphalt, and aggregate operations, APIs will continue to find new use cases across the industry.

APIs are the backbone of cloud connectivity — enabling seamless integration, real-time data exchange, and the flexibility to build solutions that fit unique business needs.

Configuring the Ideal *User Experience.*

User-Centered Productivity

Cross-functional professionals are a major driving force of the heavy building materials industry. Many people wear many hats. But even for multitaskers, dispatchers, and order takers alike, sorting through a pile of data coated in layers of screens and dashboards to find what's relevant can slow anyone down. For many team members throughout an organization, jumping between different systems and combing for critical data could be blocking them from getting more done.

So, how can we get ahold of what matters quicker? With a unified, configurable cloud system. If you're this far into reading this eBook, you've probably noticed how centralization continues to be the focal point — whether we're talking about an organization's security posture or cloud computing resources. Well, we're not quite done yet.

While businesses reap the structural benefits of centralizing their systems, they're subsequently centralizing day-to-day workflows too. Context simplifies decision making. And when real-time supporting data from every corner of the business is within an arm's reach, teams can confidently react smarter and faster. Dispatchers, batch operators, drivers, and sales managers may all have unique job responsibilities, but that doesn't mean they can't be on the same page. With the cloud, teams across the organization can work in unison by leveraging the same live data — without tirelessly searching for it.

Industry Nuances Have Met Their Match

While working from a single unified cloud system keeps teammates operationally aligned, role-based configuration ensures that every team member has access to appropriate real-time tracking metrics,

right at their fingertips. Since cloud-based systems can access integrated datasets across departments or applications, this role-based experience becomes holistic — not just per tool — but across the entire user journey.

This is Modern Onboarding

A simple, intuitive user experience can eliminate a chore-like learning curve. As materials business try to adapt around an aging workforce as well as attract the next generation of talent and laborers from outside the industry, instilling confidence is critical. The sooner employees can grasp new tools at their disposal, the sooner they can make an impact in their organization. Time is one of a business's most precious commodities. So naturally, one of the biggest deterrents for materials businesses looking to implement new software is the time that it takes to get employees up to speed on a new system. Enhanced with smart color-coded statuses and other visual representations as well as online, self-paced learning tools, cloud platforms can provide teams with supportive context on every order. And with configurable widgets there's no need to swap between different modules.

Now is a thrilling opportunity for businesses to lead the charge with intuitive system workflows and attract future generations to the vital heavy building materials industry. As young professionals increasingly expect employers to champion and provide access to today's high-performing tools, they can turn to concrete, aggregate, and asphalt suppliers knowing these resources exist, just like in other fields.



A simple, intuitive user experience can eliminate a chore-like learning curve. With this intuition, users of all experience levels can quickly grasp a cloud solution's capabilities with a motivating, straight-forward onboarding experience.

Artificial Intelligence in the Heavy Building Materials Industry.

Smarter Decisions and Better Outcomes

Artificial Intelligence (AI) is reshaping the way heavy building materials businesses operate — from the quarry to the job site. Whether it's managing supply chains or forecasting material demand, AI is proving to be a valuable ally in streamlining operations, reducing waste, and enhancing productivity. AI capabilities can be understood through three key functional approaches: predictive, generative, and agentic. Predictive AI focuses on forecasting future outcomes based on historical and real-time data, such as anticipating material demand or equipment maintenance needs. Generative AI creates entirely new content, including reports, messages, optimized mix designs, and production plans. Agentic AI takes things further by acting autonomously to achieve specific goals with minimal human input, making real-time decisions in complex, dynamic environments. Adaptive AI, while not a standalone category, serves as an important underlying principle. It describes how these systems continuously learn and improve as they encounter new data and conditions. Together, these capabilities enable organizations to move from reactive workflows to proactive, intelligent operations.

What is Machine Learning and Why It Matters

Machine Learning (ML), a subset of Predictive AI, enables systems to learn from data without explicit programming. It's the engine that powers many AI capabilities, such as predicting outcomes or recognizing patterns in massive datasets. In the heavy building materials industry, this could mean predicting equipment failures before they happen, optimizing

dispatch schedules, or identifying inefficiencies across plants and job sites. ML becomes even more powerful in the cloud. With integrated storage, processing power, and AI tools, materials suppliers can start solving real problems — without the heavy burden of building out infrastructure. Cloud-enabled ML makes it easier to test, iterate, and deploy solutions that address day-to-day pain points in production, logistics, and customer service.

Real Industry Impact

According to McKinsey & Company, 55% of businesses globally use generative AI in at least one business function. For the heavy building materials industry, this is already translating into smarter pricing strategies, enhanced sustainability tracking, accelerated fulfillment, and improved customer communication. As more companies embrace AI, those that act early will likely gain a significant competitive edge — by operating more efficiently, responding faster to market shifts, and delivering better experiences across the value chain.

71%

of survey responders say their organizations regularly use gen AI in at least one business function, up from 65% in early 2024.

- The State of AI: How originations are rewriting to capture value ⁵

A Completely Unified *Cloud* Experience.

Command Cloud

Cloud technology can simplify workflows throughout every corner of a materials business — from inventory management to back-office processing. Within Command Cloud, each of these workflows is informed by the others, delivering a comprehensive approach to managing all heavy building materials, a cohesive user experience across business processes, and a centralized approach to data management and insights.

Modernized and Scalable

The goal of Command Cloud is to drive operational excellence and allow businesses to leverage AI-assisted, data-driven decision making. With Command Cloud, we're able to iterate with the most advanced technologies on the market today, like Machine Learning, Artificial Intelligence, and IIoT. The Command Cloud infrastructure is built for scale, allowing businesses to grow with ease and providing the flexibility for on-premise users to leverage cloud services for specific functionalities, like data analytics and storage.

Mobility and Reliability

Centralizing a materials operation with Command Cloud ensures that businesses can maintain their enhanced decision-making capabilities at any time from anywhere. No longer tethered to an on-premises system, Command Cloud users can expect a 99.99% uptime, 24/7 availability, and compatibility across all devices. After all, a mobile industry needs reliable, anytime-anywhere access to critical systems.

Intuitiveness for All

Recognizing the expectations of the next generation of workers, Command Cloud delivers a modern user experience and embedded built-in learning tools that provide immediate training on any feature or topic. Multi-channel support options are delivered directly in the platform, as well as multilingual support, creating an environment that helps users of all backgrounds and skill levels succeed.

IIoT in Action

With the help of IIoT devices, Command Cloud can greatly reduce the need for manual input and interactions and increase business velocity. Imagine a truck full of aggregate ready for delivery. As usual, it rolls onto a scale to be weighed and ticketed. Once the scale reads the weight of the truck however, the transformative Command Edge IIoT device collects data directly from the source. Then, with secure certificate-based authentication, the IIoT device publishes that data to Command Cloud.

This shift toward an IIoT-centric approach accelerates operations while reducing a business's reliance on manual input. The result: more automated, reliable, and scalable workflows for aggregate, asphalt, and concrete producers.

 Sales and Quoting

 Raw Materials

 Production

 Dispatch

 Fleet

 Office

Command Cloud

Powered by  Command Alkon

Open and Connected

Command Cloud is built to serve as the digital backbone of a connected, modern tech stack. With a powerful API catalog and a self-service developer portal, materials suppliers can easily connect third-party applications, automate data exchanges, and customize workflows to meet their unique business needs. These APIs provide secure, real-time access to data across Command Alkon systems, enabling seamless integrations with everything from ERP platforms to fleet telematics and accounting software. This open ecosystem is further strengthened by the Connected Partner Program, which fosters strategic alliances with technology providers across the heavy building materials value chain. Together, these capabilities empower companies to reduce silos, scale faster, and build a best-in-class operation — all with Command Cloud at the center.

Secure Every Operation

Command Cloud aligns with the NIST Cybersecurity Framework (CSF) and maintains SOC 2 certification for our cloud-focused products, reflecting our commitment to strong, industry-standard security practices. It also incorporates essential cloud-native safeguards such as multi-factor authentication, single sign-on, encryption, and role-based access controls

to help ensure data protection at every level. With these certifications and controls in place, we provide independent validation of our security posture while supporting uninterrupted business continuity for our customers.

Customer-Driven Innovation

With agile software development practices and multiple customer feedback channels in place, Command Cloud continues to evolve in response to industry challenges and real-world “Jobs To Be Done.” These inputs drive regular updates and innovation. Every customer partnership — from family-owned businesses to large enterprises — fuels our mission to deliver the right technologies to solve today's challenges and shape the future of heavy building materials operations.

Powered by Command Alkon

Command Cloud is a strategic technology investment backed by Command Alkon's financial stability, proven leadership, deep industry expertise, and skilled team. Our long-standing commitment to the heavy building materials industry and focus on business continuity ensure that your investment in Command Cloud is one you can rely on to support your success today and scale with your needs now and into the future.

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