

# You have stations. Now what?

Once the stations are installed, your EV charging journey is just beginning. How will you ensure that your drivers are supported, your stations are accessible, and your operation runs smoothly?

EV Connect can help.



	Operate	Optimize
<b>Access</b>		
Station access control	✓	✓
iOS/Android mobile app for drivers	✓	✓
24/7 driver support via the app and phone	✓	✓
Live station status view on PlugShare	✓	✓
OCPP: Open & Flexible Standards Protocol	✓	✓
OCPI: Roaming Between Network Providers	✓	✓
Guest access		✓
Code of Conduct development		✓
Snitching (station misuse reporting)		✓
Access control by organizational hierarchy		✓
<b>Pricing</b>		
Charge price control	✓	✓
Pricing policy development and consultation		✓
Price benchmarking reports		✓
Consultation to improve station use and profitability		✓
<b>Performance</b>		
Dashboard view of station activity	✓	✓
Station health reports	✓	✓
Station use, performance, and sustainability reports	✓	✓
Personal station usage and transaction reports for drivers	✓	✓
In-dashboard trouble ticket management	✓	✓
Technical phone support		✓
Proactive station health monitoring		✓
Load balancing		✓
Custom, quarterly reports tracking charging KPIs		✓
Quarterly review with your Client Success Manager		✓

## **Station access control**

Allows you to limit charging access to specified driver groups, ensuring your stations are only used by those who you designate

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## **iOS/Android mobile app for drivers**

Provides drivers a mobile app to manage their interactions with your charging stations, including locating stations, initiating charges, making payments, and receiving support

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## **Live station status view on PlugShare**

Makes it easy for drivers to locate your stations by ensuring they display in PlugShare

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## **Guest access**

Allows you to provide specific drivers access to your stations for short, defined periods of time

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## **Code of Conduct development**

Helps you set clear expectations for good driver behavior with expert guidance from your Customer Success Manager

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## **Snitching (station misuse reporting)**

Encourages good driver behavior by allowing drivers to report station misuse by other drivers

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## **Access control by organizational hierarchy**

Allows you to manage a fleet of EV vehicles that may require charging in different locations at different times

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## **Charge price control**

Enables you to set flat rate or metered pricing for charging, allowing the possibility of generating revenue from your stations

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## **Pricing policy development and consultation**

Helps you ensure your prices are set to achieve your goals, like improving station use or increasing revenue

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## **Personal station usage and transaction reports for drivers**

Gives drivers a way to easily see their station use and payment history.

## **Annual health check call with Customer Success Manager**

Provides you with expert consultation for continued improvement and a chance to realign with your Customer Success Manager

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## **Station use, performance, and sustainability reports**

Provides an easy way to monitor overall station performance and gather data often needed to receive grants and rebates

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## **Dashboard view of station activity**

Enables you to quickly check your stations' uptime and health

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## **Price benchmarking reports**

Allows you to make more informed pricing decisions by comparing your charging rates to organizations similar to yours

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## **Consultation to improve station use and profitability**

Allows you to monitor your station's performance against your goals and receive consultation to continually improve

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## **In-dashboard trouble ticket management**

Provides a quick way to receive technical support and the ability to track issue resolution

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## **Proactive station health monitoring**

Takes the burden from you and your staff to check on station health by receiving a proactive alerts from your Customer Success Manager

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## **Load balancing**

Allows you to dynamically scale by not just balancing load on an individual station, but across your entire charging operation

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## **Custom, quarterly reports tracking charging KPIs**

Makes it easy for you to not only monitor the performance of your charging operation, but to share that information with your stakeholders