To operate an intelligent EV charging station a connection to the CSMS (backend) is mandatory.

**Ambika EV solution: Plug into the future!**

**Offering**
- Ready-to-use end-to-end EV charging station management system
- Covering the station rollout phase in digitalization of critical processes connecting different stakeholders
- Ensuring connected and care-free station operations phase through service management concept
- Introducing state of art workflow automation to speed up critical processes & increase client satisfaction

**Approach**
- End-to-end consultancy and automated service delivery with seamless integration by T-Systems
- Leveraging ServiceNow platform of platforms
- Integration into EV charging infrastructure platform via OCPP, e.g. enio’s ETSWeb
- Field service management for troubleshooting and maintenance

**Our USP**
- T-Systems as your prime contractor with extensive partner ecosystem with global deep know-how
  - Global presence & delivery capability
  - T-Systems as ServiceNow elite partner since 2014 with 96% cust. satisfactions
  - Major partners: ComfortCharge (4 years in the market, industrial know-how process), enio (operating 15k connected stations in 2022, best-in-class EV charging infra platform)

**Overview – Ambika EV Charging Station Mgmt. Sys. (CSMS)**
- Individual planning
- Order Mgmt. & Installation
- Operation
- Troubleshooting
- Maintenance

- Station rollout “Phase A”
- Station operations “Phase B”

**Ambika team is ready to collaborate!**

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**Comfort Charge**

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Situation in the EV Charger software market

- Monolithic backend approaches
- Incompatible hardware operating system approaches
- Open protocols with poor documentation and open degrees of freedom in implementation
- No overarching solution approaches in software to run processes, backend and hardware in an interoperable system

Customer scenario

- Needs to coordinate with many involved parties (private & government) in stations & wallbox rollout
- Encounters a multitude of different IT landscapes at involved stakeholders
- Has investment risk due to rapid changing partner and technology ecosystem
- Wants to expand rapidly with rollouts of EV charging stations (and wallboxes)

Pain points

- Very fragmented IT landscape of the projects and high manual work on top
- Slow reaction time to changing tools & requirements
- Lack of overview due to missing end-to-end process knowledge from the station rollout to operations to service & field service management

Value stack

- Industry process know-how
- App-dev & integration
- SaaS platform

EV Charging challenges and priorities

- High demand for E-Vehicle Charger rollout due to significant increase of EVs
- High demand for better service around the E-Vehicle Charger
- High fragmentation of the used software-IT with no integration
- Highly manual effort in provisioning infrastructure & EV charging services from incoming orders and commissioning

How is Ambika different?

- It brings Speed, Volume, Competitiveness, Transparency

Focus stakeholders

- Charge point operators
- Utilities / Grid operators
- Real estate companies
- Fleet management & OEMs
- Retailers / Hotels / Airports

Customer experience

- IT & tech providers
- Financial providers
- Energy providers
- Field service technicians
- EV charger providers
- Insurance partners
- Material disposal
- Remote maintenance
- Entertainment & facility
- Logistics players
- Spare part suppliers
- EV charger training