

## Harmonise EV Charging network expansion with Ambika



### 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



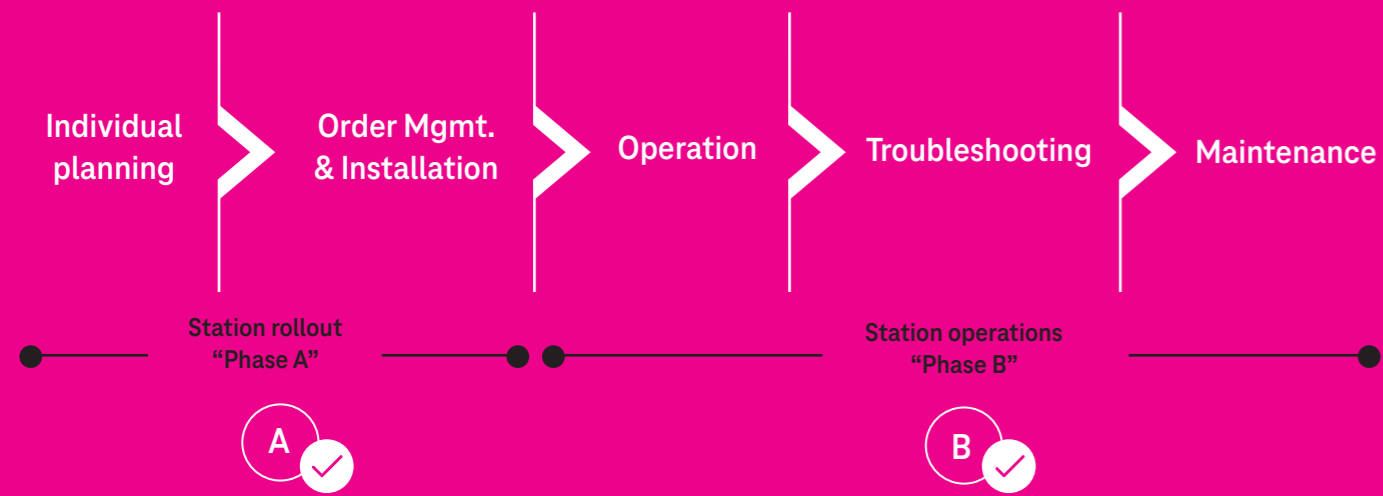
### Our USP

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)



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

## Ambika team is ready to collaborate!



**Alfred Vöhringer**  
Head of PreSales ServiceNow  
Alfred.Voehringer@t-systems.com  
+49 151 1673 1970



**Frank Setzkorn**  
Lead Advisory CSMS Ambika/SN  
Frank.Setzkorn@t-systems.com  
+49 170 6981 843



**Andreas Raschendorfer**  
Offering Manager  
Andreas.Raschendorfer@t-systems.com  
+49 160 90566860



**Mandar Vairagkar**  
Lead Advisory CSMS Ambika/SN  
Mandar.Vairagkar@t-systems.com  
+91 9850985872



**Johannes Freudenthaler**  
Head of Product & Strategy  
johannes.freudenthaler@enio.at  
+43 1 934 66 81 – 835



**Mathias Laubenstein**  
Head of Technics & ICT  
mathias.laubenstein@comfortcharge.de  
+49 228 181 653 07

# Ambika EV solution: Plug into the future!





## 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

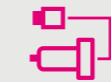
- Very fragmented IT landscape of the projects and high manual work on top
- Slow reaction time to changing tools & requirements
- Lack of overview due to missing end-to-end process knowledge from the station rollout to operations to service & field service management

EU has already committed to have **more than 1 million new public EV charging points** by 2030 and to revise the infrastructure deployment directive.

## EV Charging challenges and priorities



High demand for E-Vehicle Charger rollout due to significant increase of EVs



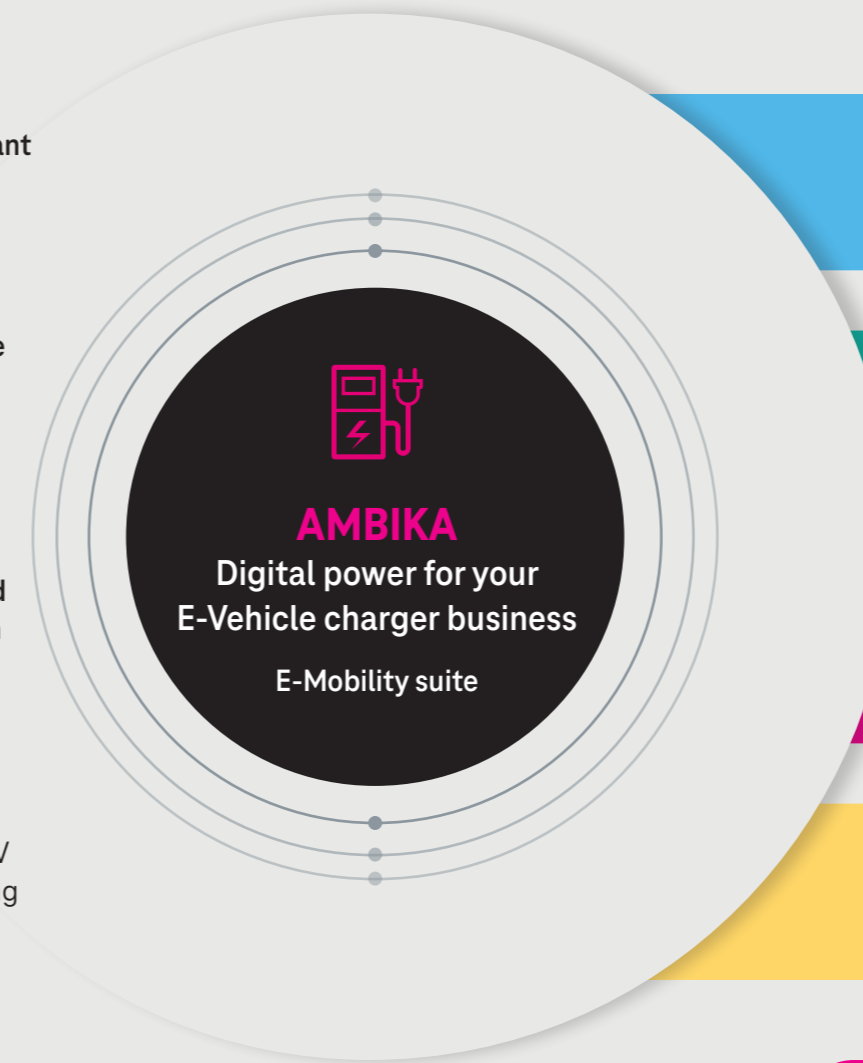
High demand for better service around the E-Vehicle Charger



High fragmentation of the used software-# with no integration



Highly manual effort in provisioning infrastructure & EV charging services from incoming orders and commissioning



### Cost savings potential

PRIORITY 1 EV Charger rollout **-50%**

EV Charger operations **-20%**

EV Charger troubleshooting **-30%**

EV Charger maintenance **-30%**

## Focus stakeholders



Charge point operators



Utilities / Grid operators



Real estate companies

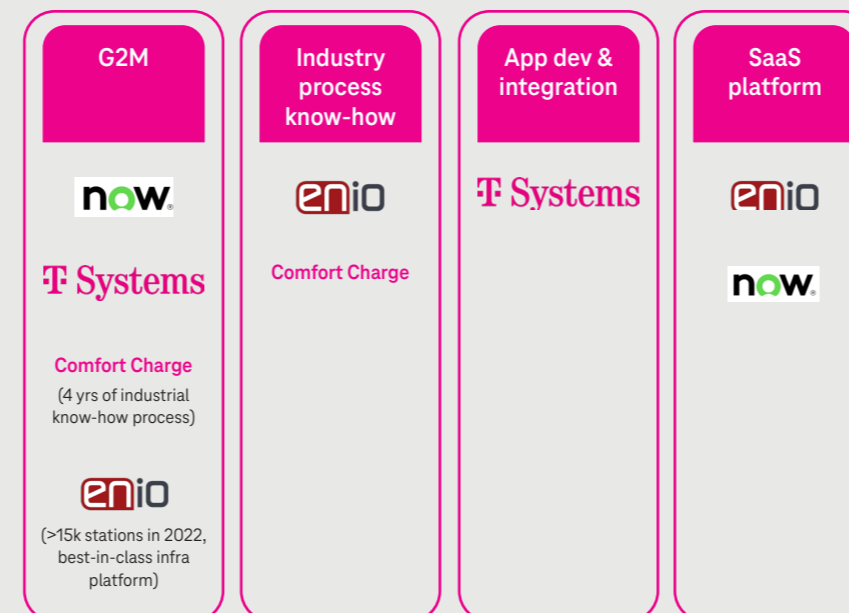


Fleet management & OEMs



Retailers / Hotels / Airports

## Value stack



## How is Ambika different?

It brings

- Speed
- Volume
- Competitiveness
- Transparency

## Customer experience

