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)

Comfort Charge enio now

Overview – Ambika EV Charging Station Mgmt. Sys. (CSMS)

Individual planning > Order Mgmt. & Installation > Operation > Troubleshooting > Maintenance

Station rollout "Phase A" — A

Station operations "Phase B" — B

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

Ambika team is ready to collaborate!

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Ambika EV solution: Plug into the future!

T-Systems now enio 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

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

AMBIKA
Digital power for your E-Vehicle charger business
E-Mobility suite

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

G2M	Industry process know-how	App dev & integration	SaaS platform
now.	enio	T Systems	enio
T Systems	Comfort Charge		now.
Comfort Charge (4 yrs of industrial know-how process)			
enio (>15k stations in 2022, best-in-class infra platform)			

How is Ambika different?

It brings

- Speed
- Volume
- Competitiveness
- Transparency

Customer experience

- IoT & 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