



Service Monitoring and Management

for EV CPOs



Driving excellence in EV charging since 2017

Proven Benefits

Protect revenue: Retain customers by achieving uptime and availability: 95%, 97%, even to 99% and beyond. Win competitive contracts by committing to tough SLAs - confident you can deliver.

Reduce costs: Empower your customer support and operations teams to manage your estate as it grows exponentially, with a tool which builds effective business processes and automation. No need to waste the time of software developers or data analysts.

Enable growth: DevicePilot sweeps away two obstacles to growth - it rescues your team from firefighting, and continuously improves and scales with no effort.

Features

Incident Management: Detect and analyse service issues, not just trivial faults but the pernicious issues which can pervade your estate over time e.g. “unreliability over the past week” or “site availability in the past day”. Triage root cause. Prioritise based on business goals. Proactively raise CRM tickets to be the “first to know” about issues. Drive to resolution.

Performance Management: Build Key Performance Indicators (KPI) metrics to measure usage and service performance in all the dimensions you and your customers care about: by EVSE, by site, by customer, by location, by hardware vendor etc. etc.. Spot trends. Close the loop to ensure that interventions actually improve performance.

Automation: Use DevicePilot to build business processes to identify, flag and resolve issues. Powerful automation drives notification and actions in your existing business tools, synchronising them with your charging estate.

Integrates all your business tools, easily and seamlessly: your CPMS, CMS (e.g. Salesforce), ticketing and messaging. Stream live data from multiple sources and automate actions in 300+ business tools.

Pricing

DevicePilot is priced as an annual fee plus monthly fee based on number of live EVSEs.

Contact

To explore how we can help, visit <https://www.devicepilot.com/contact>

