

Flexible Software for Charging Hosts

EV Connect Software+™ offers a comprehensive platform for managing your EV charging program, along with support services for easy issue management. This guide outlines how EV Connect Software+ can help ensure your charging program's success.

HIGH PERFORMANCE SMART CHARGING

EV Connect Software+ simplifies EV charger ownership by providing a dashboard for managing EV charging stations with the ability to easily set pricing and access, track usage and income, set power management guidelines, and drive utilization with Station Visibility Booster, EVoucher Coupons and roaming integrations. Included support services that find you solutions when issues may arise makes your overall charging ownership a breeze.

⬆️ Increase Station Use

Attract drivers with EVouchers for discounted charging and other offers. Display stations on Plugshare and Google to reach drivers where they're looking for a charge.

💰 Smart Pricing Control

Price by charge time, idle time, kWh, day of the week, time of day, flat rate, or a combination thereof - maximizing ROI. Set special pricing for approved drivers and groups.

💎 Premium Driver Experience

Driver reservations allow advance booking for charging sessions, with upcoming plug-and-charge functionality at select L3 stations. A 24/7 support call center aids drivers, enabling focus on daily tasks, while a top-rated iOS/Android app enhances user experience.

🩹 Station Support

Automated station health monitoring resolves 70% of issues remotely within 24 hours. For issues that can't be resolved remotely, dedicated support agents aid in problem resolution, while specialists diagnose issues, provide quotes, and schedule necessary work.



STATION MANAGEMENT	
Station Access Control	Allow specific driver user groups to access stations for specific periods of time.
Dashboard & Reporting	Monitor station usage and health statuses with reports featuring sustainability metrics, charging and parking time, kWh delivered, and more.
Configurable Station Pricing	Pricing options based on flat, tiered, idle, kWh-based fees, and discounted pricing for specific driver groups.

ENERGY MANAGEMENT	
Smart Power Management & Balancing	Set a static power limit on a station or station group to prevent expensive infrastructure upgrades or reduce demand costs. Limits can be 24/7 or scheduled.
Meter Data Reporting & Analytics	Dashboard to view, analyze and download charging load profile by location to understand factors driving the utility bill.

CUSTOMER SUPPORT	
Station Support Solution	When something happens with your stations, we'll diagnose the issue, find a contractor who can resolve it, provide you with a quote, then schedule the work to be done.
24/7 Driver Support	Our 24/7 expert support team proactively resolves issues in real time—starting sessions, resetting stations, and more—so problems are fixed fast without requiring your involvement.
Station Remote Technical Support	Remote troubleshooting and review of station performance, testing, and monitoring to ensure the station is online and working.
In-Dashboard Ticket Management	Transparent visibility for open service tickets.
Site Host Support Line	Get expert assistance with your account or EV Connect software from our dedicated Site Host Support team.

DRIVER EXPERIENCE	
Driver Mobile App	4+ star-rated, ADA-compliant, mobile app – used by over 650,000 drivers to find charging stations, initiate charging sessions, make payments, and receive support.
Station Visibility Booster	Chargers are visible to drivers using popular map navigation apps like Google Maps, Apple Maps, and Plugshare.
Roaming Integration	We enable your stations to be found and used by millions of drivers using apps like ChargePoint and Shell Recharge.
Reservations	Drivers can reserve a dedicated timeslot to charge their vehicle. You can configure reservation settings and review utilization and driver performance.
Bundled Payments	Save on fixed transaction fees and improve the driver experience by bundling all charging sessions into one monthly bill.
EVoucher Coupons & Discounts	EV Connect EVouchers enable you to incentivize driver actions with discounted charging, helping you attract drivers and optimize site performance.

FLEET MANAGEMENT	
Depot Dashboard	Dashboard to view real-time status information about each charger in your depot.
Scheduled Charging	Take advantage of off-peak overnight charging by delaying the time charging will start.
Fleet Alerts & Notification	Email/text-based alerts for on-time/late departure based on real time fleet charging activities.
Fleet Vehicle Management	Allow fleet managers to use RFIDs or VID to authenticate charging and track vehicle usage across network.
Electricity Cost Tracking	Estimate monthly utility costs for depot locations and fleet driver residences.