

Chargepoint.OPERATION

YOUR E-CHARGING STATIONS IN THE BEST HANDS

We ensure the optimal operation of your charging infrastructure: From the 24/7 monitoring, through the troubleshooting via remote maintenance, and up to the installation of updates. In short, we make sure that your charging network is stable and your customers are satisfied – while you can concentrate on your core business.



YOU SAVE

PERSONNEL COSTS

No running wage costs, holiday replacements, personnel acquisition



ONGOING TRAINING COSTS

trust in the know-how



INFRASTRUCTURE COSTS

No additional workstations, computer equipment



ADMINISTRATION EXPENSES

for the coordination of a 24/7 monitoring team



YOU GAIN



STABILITY & SECURITY
for your charging network



CUSTOMER SATISFACTION
thanks to high availability



TIME
to focus on your core business





SCOPE OF SERVICES

- Monitoring and checking of data connection (stability/data volume)
- Remote troubleshooting of charging station in the event of errors
- Automated troubleshooting using pre-defined processes
- 24/7 monitoring of charging station through the 2nd level support of has.to.be gmbh
- Implementation of firmware updates via remote maintenance
- Conducting of initial diagnostics for problems at your charging station

CUSTOMER INFORMATION

Only available in conjunction with the use of be.ENERGISED - the operating solution for your charging infrastructure.

OPTIONAL CONFIGURATION

E-mobility experts at has-to-be assume responsibility for the configuration of your charging station:

- Information about your charging station
- Geolocation – location address
- Opening hours
- Parking situation
- Number of charging points
- Identification options (RFID cards, App, ...)
- Definition of connector types, plug types, damaged cables output power in kWh
- Price per charging point (KWh and time-based, combined prices)
- Publication information for station-finders and platforms



CALL NOW FOR YOUR PERSONALISED OFFER!

We're always available personally.
Just e-mail us or give us a call.
We look forward to hearing from you!

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