

Charge Point Operators

Considerations for installation & maintenance partner

Charge Point Operators value uptime, availability, and accessibility of their network, and seek partners who add value and innovation. We have compiled as short overview of important considerations for CPOs when selecting an installation & maintenance partner.



When the same installation concept can be applied in multiple locations, CPOs achieve a rapid speed to market.

Considerations for installation

- > **Scalable, tailored solutions**
 - > Standardised packages are flexible enough to take into consideration the unique needs of each location
 - > An installation partner who can easily provide an installation package means that budgeting, planning, and installation can be carried out very quickly and scaled to other locations.
- > **Civil works**
 - > Installation partners should handle the civil works as well as the charger commissioning; this includes e.g. possible trenching, charger mounting groundwork, and permits, and of course the installation and commissioning of the charger itself.
- > **Medium & high voltage**
 - > An installation partner should be experienced and qualified to perform medium- and high-voltage electric works, as many CPOs seek to provide a range of charging alternatives in their changing stations.



Reach out to learn more:

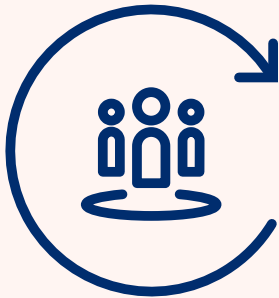
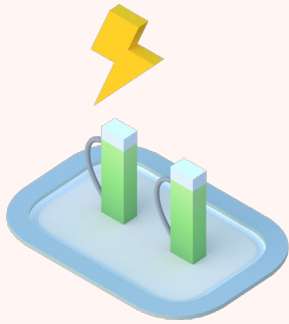


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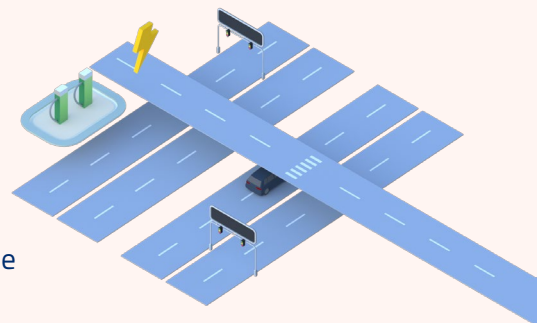
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Service & maintenance

- > **The right people in the right places**
 - > As your network grows, it is important that your maintenance partner is able to respond to needs throughout the entire country, preferably using local technicians who are familiar with the area and location.
 - > Many CPOs have cross-border networks; selecting a partner capable of international service delivery is important and enables easy sharing of best practices and knowhow.
- > **Certified repairs for equipment under warranty**
 - > Equipment manufacturers often require certification for technicians to be able to perform maintenance under warranty. By selecting a service and maintenance partner who is qualified to perform warranty repairs, CPOs can improve the efficiency and uptime of their network.
- > **Software applications**
 - > Network administration software and the applications needed to order and/or monitor service and maintenance workflows are critical for a CPO business.
 - > All network, service, and maintenance information available through our single Caverion SmartView interface. This provides transparency and improves efficiency for CPOs.



Remote services

- > **Remote centre**
 - > Having your chargers connected to a remote centre is absolutely essential to ensure the smooth operation of the network.
 - > 24/7 remote monitoring ensures short response times, and means that we can react even before any downtime occurs.
 - > Many alarms and alerts can be resolved by the remote centre without requiring a technician to be deployed. This improves work efficiency, and helps to lower the CO₂ footprint by reducing unnecessary travel.
- > **Any back-end**
 - > The remote centre should be able to monitor any network, regardless of the back-end in use by the CPO.



Caverion is a leading provider of EV charging installation, maintenance, and remote services for our CPO partners.

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