

ChargePoint as a Service

Flexible deployment options for EV charging

ChargePoint's subscription solution, ChargePoint as a Service[®], is an easy way for businesses to offer ChargePoint electric vehicle (EV) charging for a low operational expense.

Just as when you purchase ChargePoint's solution the traditional way, with ChargePoint as a Service, you have all the control over how you set up your solution, control access and pricing.

Comprehensive, ongoing support

Hardware, software, installation and set-up are included to get you up and running as quickly as possible. Ongoing support for businesses, drivers and stations means low overheads and high uptime.

The control you want, with less overhead

- + Future-proof against technical obsolescence
- + Low cost of entry
- + Predictable operation and maintenance costs
- + Conserve CapEx funds and use annual OpEx funds to pay for your charging infrastructure
- + Choose the term that works for you: 1, 3, or 5 years
- + Protect and get the most out of your investment: stations are always proactively monitored and never technically obsolete
- + Save time and money with minimal overheads and predictable operational expenses

Planning



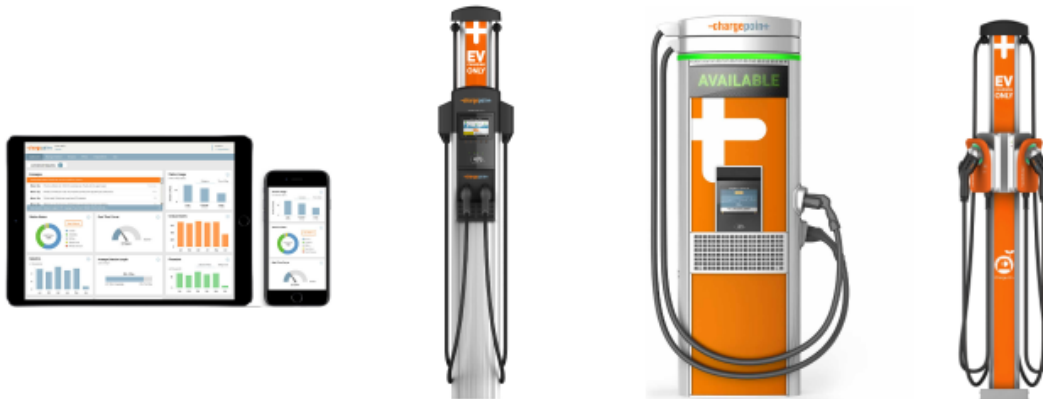
Installation



Monitoring



Available for the ChargePoint CT4000, CPE250, and CPF50



How CPaaS Subscription works in three steps

Hardware, software, installation and setup are included to get you up and running as quickly as possible. Ongoing support for businesses, drivers and stations means low overhead and high uptime.

1. You prepare the site, we take it from there

A great installation starts with good site prep. We make it easy: we provide all the information you need to make your site ready for installation, and ChargePoint can help with Make Ready for an added fee.

2. We install and set up the stations your way

ChargePoint as a Service is the only solution that includes free installation, which can amount to large savings. To get the most out of your solution, we also provide professional guidance and configure the stations exactly how you want. This includes setting up access control and handling payments.

3. We proactively monitor and maintain all

Your drivers associate their charging experience with your brand. Ensure them the best experience with proactive monitoring, which enables us to identify and fix issues remotely. We respond to all issues within one business day. ChargePoint certified technicians will be onsite to repair your station within one business day of receiving any required parts. Track your stations' utilization and performance with the reports and analytics that we send monthly.

Highlights

Feature		Description
Flexible terms of service		Multiple year options to fit any business model
During	Delivery, installation and set-up included	Once the site is ready, your work is done. ChargePoint takes care of delivery, installation and set-up to get you up and running as quickly as possible.
	Station installation and validation services	Ensures that your charging solutions are properly installed and validated.
	Activation and configuration	Ensures that you can meet your charging goals with help setting up smart features, including pricing, access controls, administration rights, advertisements and much more.
	Access control	Empowers station managers to specify who can plug in to their stations, and when.
Ongoing	Unlimited station configuration and policy changes	Our team makes unlimited station configuration and policy changes for you, meaning that our solution can easily adapt to support any changes to your business model over time.
	Software upgrades	All software upgrades are managed for you, ensuring the latest features are always available.
	Proactive 24/7 hardware monitoring and service dispatch	Ensures minimal downtime. Coverage includes parts and labor for repairs (including vandalism, abuse and accidents), so there are no unanticipated costs to worry about.
	Ongoing operator and driver support	24/7 driver support: Assists EV drivers with questions about charging. Station owner support: Supports station managers over the phone (5 a.m. – 6 p.m. PT) or via email.
	Charging data and analytics	Reports on key station metrics, including status, power and energy use, charging session details and more.
	Always-on supported hardware	Confidence against technical obsolescence. We will ensure that you are always on supported hardware, replacing if necessary.
	Features	Flex billing
	Waitlist	Lets drivers get in a queue to use ChargePoint stations.
	Power management	Manages available power at a circuit, panel or site level, so more charging stations can be installed without upgrading existing electrical facilities; also reduces electricity costs by managing the load.
	Valet services	Maximizes the number of vehicles you can charge in a day without increasing your number of ports. Optimized

		map proactively alerts valets to swap out fully charged vehicles for cars that need charging.
	Automatic station software updates	Downloads software upgrades over the air, so the latest features and performance enhancements are always available.
	98% annual uptime guarantee	Ensures that your stations stay up and running so drivers can charge at your site.
	One-business-day response time	Proactively responds to fix the stations, should there be any issues.



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