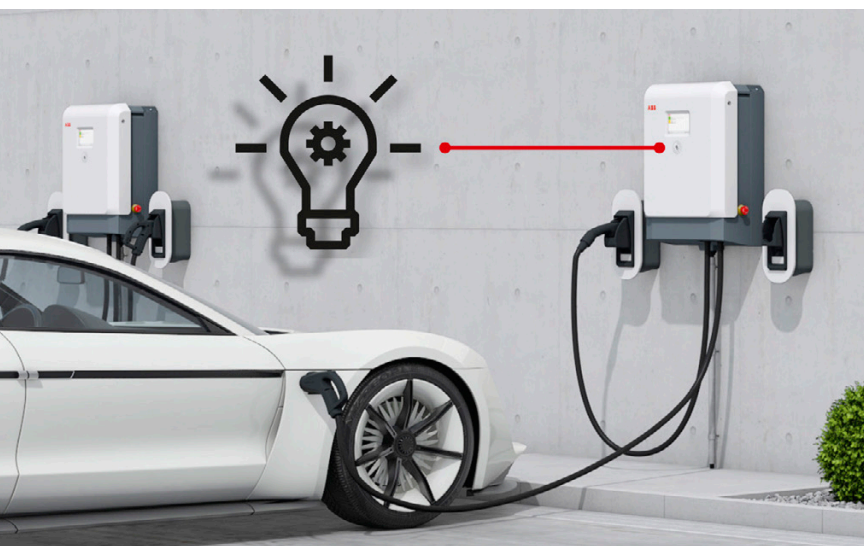# ABB E-mobility Connected Services for dealers
Enabling smart charging at every location

Charging systems provide the most value to their owner when they are connected, monitored and managed around the clock.

ABB E-mobility's Connected Services offers dealerships a smart, scalable means to secure and optimize the chargers at their facilities, whether used by customers or in support of service center operations.

A better customer experience
As more consumers and fleet operators choose electric vehicles, dealerships will need to ensure every customer vehicle is fully charged – whether they are purchasing new or visiting the dealer service facility. Additionally, dealers also need to track and manage these charging services in a simple and scalable way.

Our Connected Services architecture and deployment options will support every usage demand scenario, from single site chargers to hundreds of networked systems across the country.

ABB E-mobility has a decade of experience and thousands of intelligent fast chargers deployed across the globe – all supported by extensive R&D work with vehicle OEMs to ensure full compatibility with today's as well as future EVs.

Charger Connect
Baseline smart charging

+

Flexible tools and services
Connected Services tailored to every facility need

Reliable connectivity

Activation in ABB service tools

24/7 network uptime backed by NOC

Software/firmware updates

Web tools
Browser based tools for real-time charger access

| Status | Statistics | Settings | Access control | Advanced diagnostics |

or

OCPP Integration
Flexible, interoperable back-end integration

OCPP

Charger services
for remote, field and technical support

Remote services, troubleshooting, case support

SLA, warranty and parts services

Custom services commissioning, training, interop

—
Charger Connect is the basis of all ABB Connected Services. Easy-to-use web tools, OCPP integrations and lifecycle services deliver smart, scalable options for optimal customer service.

ABB E-mobility Web Tools
Configure and manage chargers in real-time

Key Web Tools Features

Status
The status functionality provides a map view with real-time charger status information. It is possible to look up charger status view outlet availability, charging progress, errors and more.

Statistics
Statistics offer usage insights such as number of sessions, energy delivered, state of charge at start and end of sessions and stop reasons. Statistics offer a quick glance on how the network is being used. Data can be exported for further processing.

Configuration
The configuration module allows for remotely configuring charger settings such as authorization on or off, setting maximum charge time, remote restarts and disabling or enabling chargers.

Access management
Access management is an easy way to manage charger access via RFID cards or PIN codes. The module can limit charger access for fleets, or private user community. Usage transactions can be exported for further analysis.

Cases and Notifications
The cases feature helps operators find quick answers, log cases for ABB network service support, and track resolutions. The notifications module allows operators to receive alerts when a charger reports a certain event.

Remote monitoring and advanced diagnostics
Real-time component level insights including the status and monitoring of hundreds of parameters such as cabinet temperature, humidity, software and hardware versions of each board.

Access to advanced settings and remote actions
The option to change parameters and configurations including rebooting individual boards.

Solution library and documentation
Access to a knowledge library containing solutions for the most common failure patterns reported by the charger. Using the error code, it is possible to get access to a related solution, troubleshooting guidelines, links to required documentation and if required to spare parts to fix the issue.

This extensive solution library incorporates a knowledgebase built up by ABB over the last decade while managing thousands of chargers around the world.

Charger Care training requirements
Charger Care is a very advanced tool offering vast possibilities to service engineers. The tool delivers its full benefit when service engineers are trained by ABB on servicing ABB chargers. Please contact ABB for more information on the training requirements to be certified on advanced web tools.
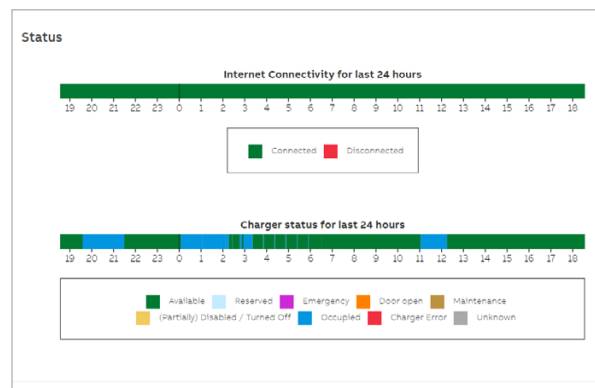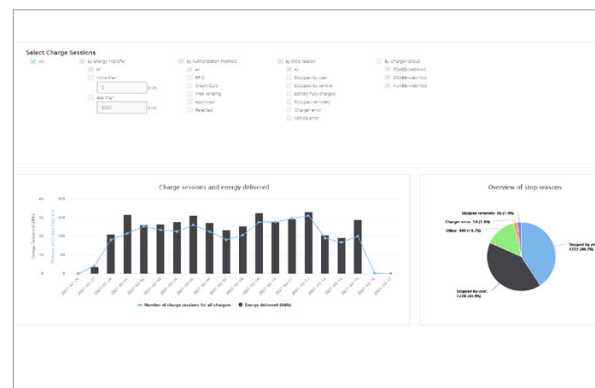
ABB E-mobility Web Tools
Easy-to-use tools that optimize charger ownership

ABB's browser-based web tools for online charger management provide dealer operations with real-time information, statistics and remote service capabilities as well as user authentication modes. These tools le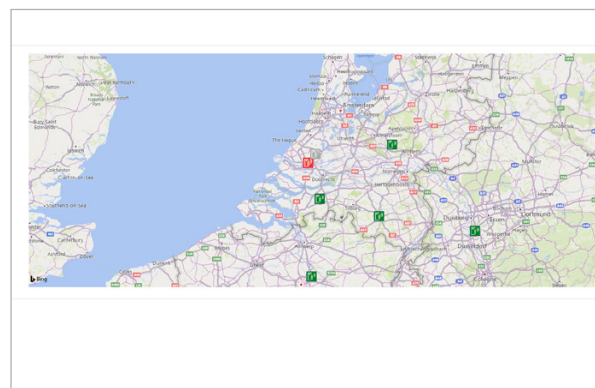verage historical data enriched with configuration features, case management and documentation. More advanced web tools enable component level remote repair activities, preventing costly site visits, reducing time to repair and minimizing operational costs.
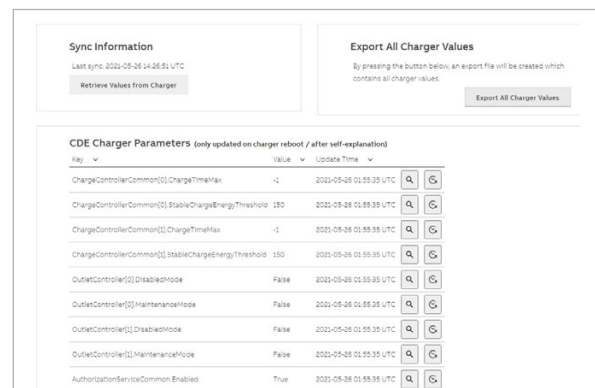

01

02

03

04

01 ABB E-mobility web tools can show real-time charger status and history at the charger site level, as well as status at the component level.

02 Session and fleet data can deliver graphs and charts for greater visual understanding of charging behavior and energy usage.

03 The mapping functionality in Driver Care shows locations all charging assets in a given region with all status possibilities across the network.

04 Advanced and component level monitoring and management allow greater insight into granular system data and management of many parameters.

ABB E-mobility services
From digital to lifecycle services

Network Integrations

OCPP Integrations

OCPP

The Open Charge Point Protocol (OCPP) includes a broad set of messages with a wide range of functionality for enterprise telematics and usage data, enabling a back-end system connection to process charging sessions, define usage models and handle data. OCPP extensions include energy management via Smart Charging Profiles.

Autocharge & ISO 15118

For CCS-compliant EVs, 'plug and charge' integration can eliminate manual authentication modes for vehicle-based charging. With an OCPP connection, Autocharge delivers automated access control and related data to all CCS-compliant vehicles. Moving forward, next generation vehicles will benefit from the robust ISO 15118 standard.

Lifecycle services

Remote services

ABB E-mobility's Charger Connect 24/7 network operation is the baseline for in-house software engineers. Our experts perform remote diagnostics and updates to thousands of systems globally, minimizing operational costs. We diagnoses more than 90% of cases remotely and solves 75% without any on-site intervention.

Parts and warranty services

Extended warranties coupled with a service plan support uptime and high asset utilization during and after the standard warranty period. Extended warranties offer fixed costs at an all-inclusive price. ABB can support spare parts programs at any scale so that components are always available to reduce planned and unplanned down time.

Training

Our team of experienced service and application engineers can conduct customized commissioning and service training programs for dealers who prefer to scale operational expertise from within their own organization or a third-party preferred services company. These programs can be tailored to content scope, location and size of training class.

Interoperability testing

The EV market is constantly evolving with new EV models and every new vehicle requires interoperability testing to ensure seamless charging systems across a fleet of EVs. Our technicians work closely with OEMs to ensure new vehicle models are tested and validated for ABB chargers at dealer sites.

ABB E-mobility Inc.
950 W Elliott Road, Suite 101
Tempe, AZ, 85284
United States
Phone: 800-435-7365
E-mail: US-evci@abb.com

ABB E-mobility Inc.
800 Hymus Boulevard
Saint-Laurent, QC H4S 0B5
Canada
Phone: 800-435-7365
E-mail: CA-evci@abb.com

emobility.abb.com