POD POINT

EV charging   E-mobility

Smart meters   Retail

Ecosystem   Blog   Docs

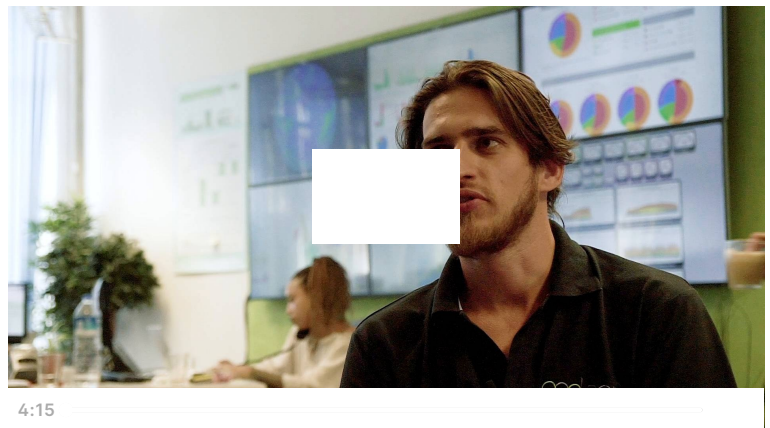BOOK A DEMO   LOGIN

Contact

pod POINT

UK Rapid charging network
Industry: EV charging / e-mobility
Location: London, England
Founded: 2009
Size: 50 - 100 employees

HELPING THE UK'S LARGEST INDEPENDENT NETWORK OF CHARGING POINTS ACHIEVE 99% UPTIME

With over 40,000 charge points constantly beaming back information, POD Point started to realise how important and difficult it was to get an overview of what was going on across their device estate and were struggling to extract the insight they needed from their Excel spreadsheets in order to make critical business decisions.

Why DevicePilot?

The company had a lot of data analysis tools but none of them were able to give them the visualisation they were looking for. They looked into building their own tool but realised what DevicePilot offered was unique. They also appreciated the hands on and proactive support they received from the DevicePilot team.

How are they using DevicePilot today?

POD Point now have multiple dashboards, with one focussed on the key management KPIs such as uptime, displayed up on their main bank of dashboards in the middle of the office amongst other key screens showing the availability of their network and the state of the electrical grid. Other dashboards are more focussed on troubleshooting within the network assurance team.

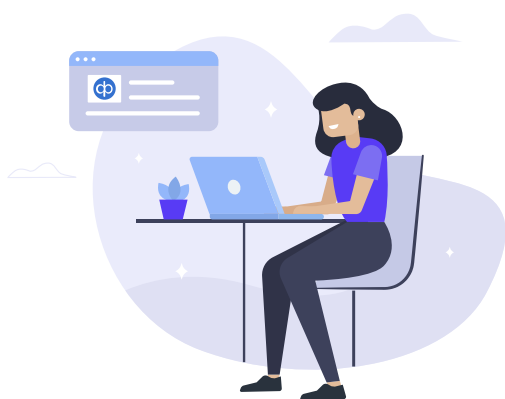**Helping the sales team upsell their customers to additional devices**

Using DevicePilot, the Sales team were able to look at the utilisation of charge points at a customer's sites. With the data clearly visualised, they realised that the charge points were at 100% utilisation on a daily basis. This equipped them with the information they needed to convince the customer to add more charge

points to a specific site.

From *reactive* to *proactive* customer support

The network assurance team are able to spot and analyse any issues proactively and directly trigger a site visit if needed, all before their customer spots anything is wrong.

"We are totally data-driven
have with DevicePilot – have

Ready to get started? Talk to our experts

We're here to help! Just fill in the form below and a member of our time will get back to you shortly.

Enter your name

Enter your last name

Enter your email*

Enter your phone number

SUBMIT

DEVICEPILOT

DevicePilot Service Monitoring for connected devices provides a single pane of glass for Product, Operations and Customer Support teams, driving up customer satisfaction and growth, while reducing operational costs.

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Capterra

SOURCEFORGE
★★★★★
USER REVIEWS

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SUBMIT

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Despite these uncertain times, we're still here to chat. Have any questions?