



Delivering Exceptional EV Experiences

With Smart eMobility Platform, Powered by AI/ML

Background and Objectives

A leading utility company in India recognized the pivotal role it could play in the nation's transition to eMobility. With the increasing need for sustainability, the utility is committed to spur electric vehicle (EV) adoption among diverse consumers nationwide. Building on its legacy as a pioneer in power and natural gas providers, the company is determined to be at the forefront of fueling India's ambitious EV goals and driving the energy and mobility transition.

In pursuit of this vision, the utility sought a dynamic cloud platform capable of addressing their customers' multifaceted charging management needs. They forged a strategic partnership with Smart eMobility to bring this vision to life.

The objectives they set out to achieve through this impactful partnership are as follows:

- Establish an advanced charging network for residential, commercial, and public EV needs.
- Develop integrated eMobility solutions spanning over multiple Indian cities.
- Enhance customer experience and streamline EV ownership using cloud-based software.

Platform Implemented

- The white labeled platform, powered by Smart eMobility
- Native mobile app (iOS and Android), Website platform

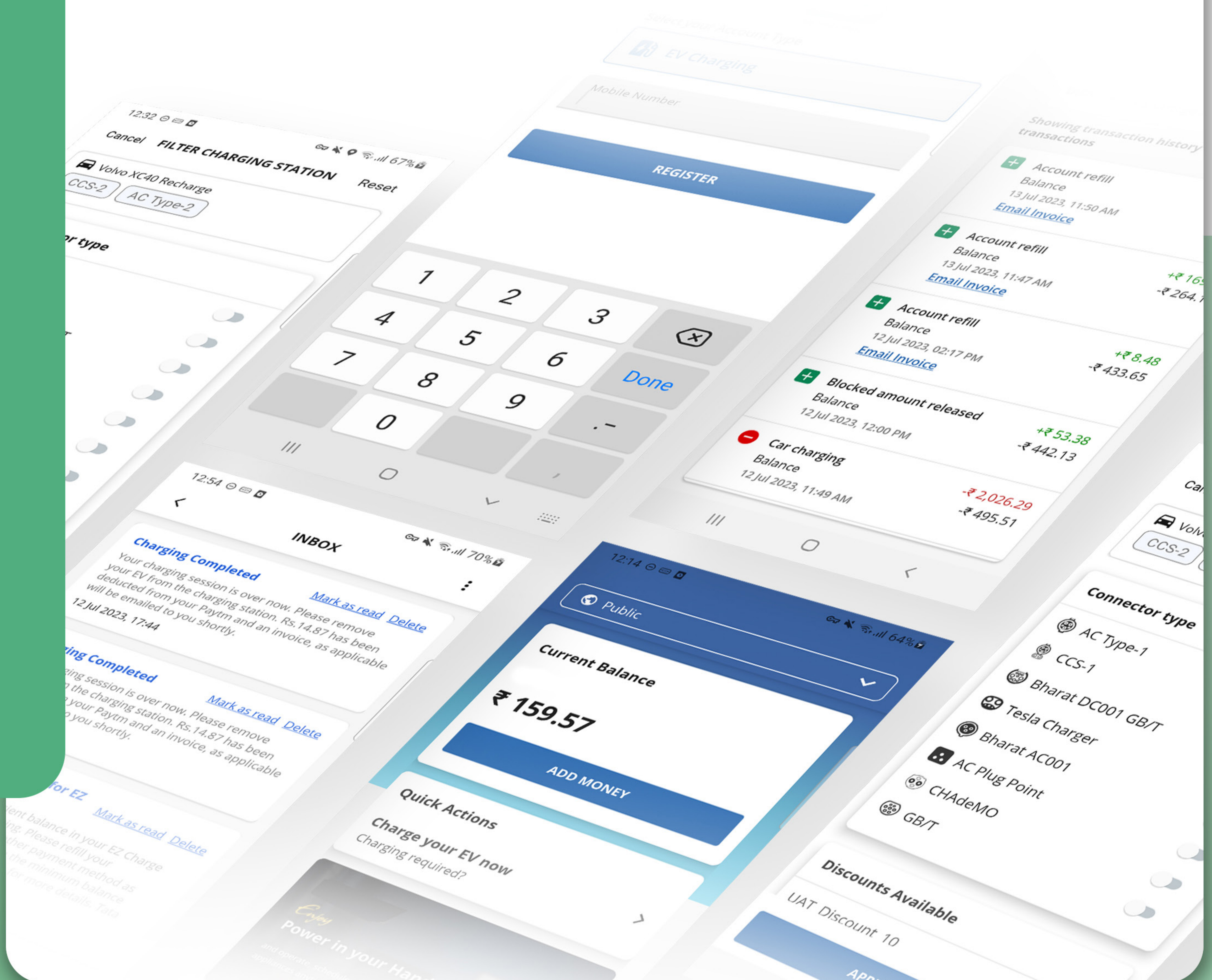
About Customer

- Pan India presence with their operations based in multiple locations in India
- At the forefront of driving innovative energy solutions and contributing to India's power sector growth

Delivering Exceptional EV Experiences with Smart eMobility

The utility adopted Smart eMobility's white-labeled, end-to-end platform to deliver a seamless EV customer experience and drive EV adoption. The utility introduced Smart eMobility's digital eMobility platform as their white labeled platform, powered by AI/ML technology. This platform encompasses a native mobile app available on iOS and Android and a user-friendly website. Notably, it's accessible from any device, making it convenient for a diverse range of users, including commercial enterprises, residential customers, and fleet operators.

The white labeled platform empowers customers with effortless EV charging management, ensuring a seamless charging experience. The platform encompasses a comprehensive journey, from swift registration and efficient charging management to secure payments and accessible support geared toward delivering exceptional customer experiences.



Key Features of the Platform:

Easy and Secure Login

Enable secure and secure login with password and OTP protection

Intuitive Dashboard

Intuitive interfaces for instant access to payment methods, balance, charging and usage insights

Discover Charging Stations

Enable users to locate charging stations, obtain directions, and scan QR codes for charging initiation

Charge Remotely

Empower customers to access charging details, tariffs, discounts, payment methods, charging status, and more

Book Slots

Allow users to schedule an advance booking for EV charging and setup payment method for pre-paid charging session

Manage EV

Ability to add and manage EV details for drivers to receive personalized plans and programs

Understand Usage

Empower customers to view charging summaries and usage overview

Payment Method

Provide multiple payment channels, including Paytm, debit/credit cards etc.

Notifications & Alerts

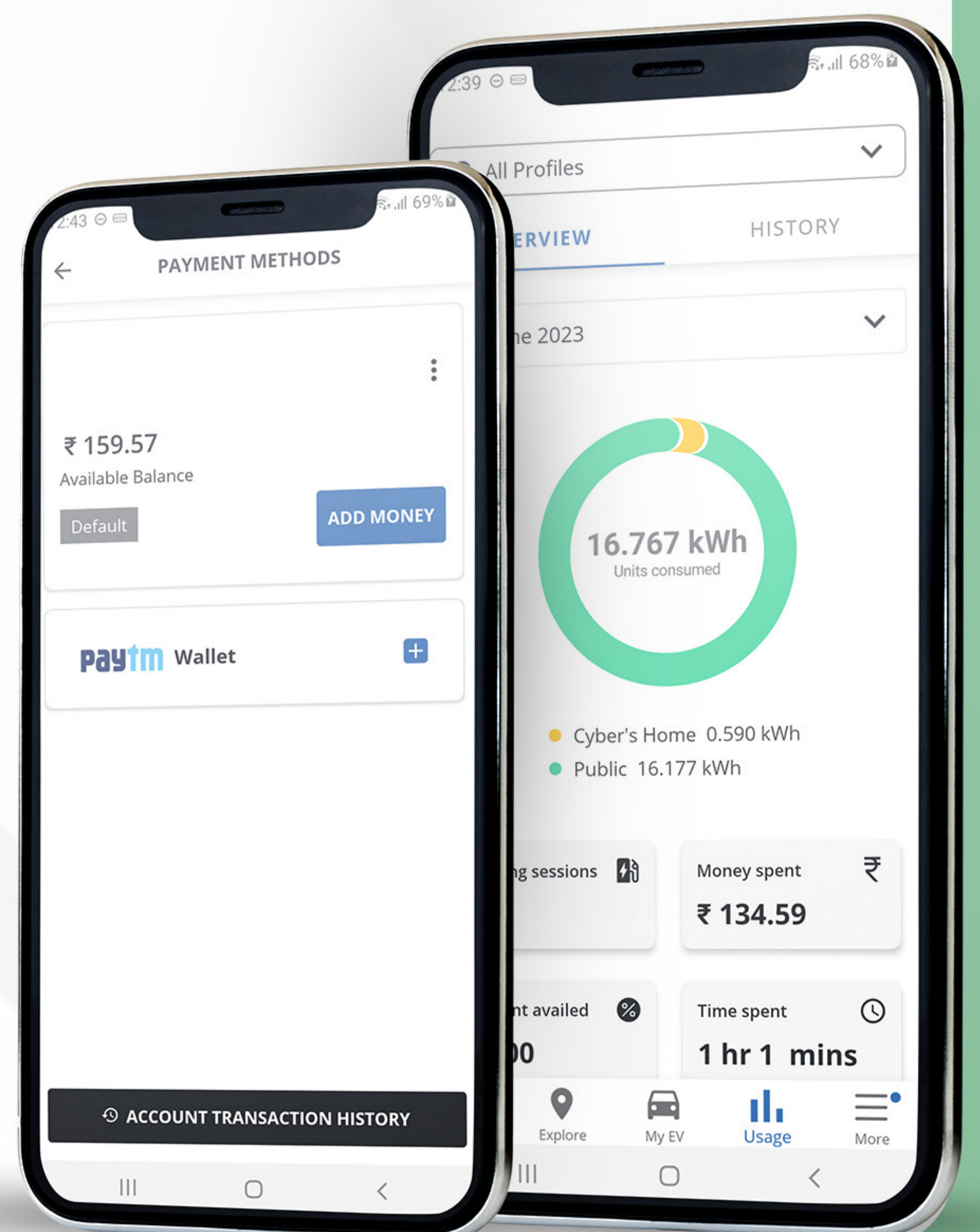
Enable real-time alerts and notifications to ensure multi-channel customer engagement

Set Up Preferred Locations

Allow users to add and manage preferred locations (at home, work, others) for easy navigation

Plan a Trip

Empower customers to choose trip source/destination, view charging stations en route, add route stops, and navigate to their destination



Value Delivered

- ✓ **The application gained a 5-star Rating for seamless customer experience**
- ✓ **Deployed an Advanced Self-service Platform for users**
- ✓ **The platform created Streamlined and Well-Defined User Journeys**
- ✓ **Users enjoy the Native Mobile App advantage**
- ✓ **The platform ensured an Easy and Simple EV User Experience**

About Smart eMobility

About Smart eMobility - At Smart eMobility, we stand as leaders in propelling the EV revolution with a mission to create an intelligent, interconnected ecosystem for clean energy and mobility. Our cutting-edge #1 PaaS platform, empowered by AI, ML, and IoT Analytics, connects energy providers, retailers, smart cities, charging station operators, corporations, and more directly to electric vehicle users. We offer end-to-end solutions, including hardware, software, and EV services, simplifying EV management, charging, customer experience, and battery storage. Our Software as a Service platform seamlessly integrates with AI/ML Analytics, fostering innovation. We aspire to revolutionize energy use, enhance customer experience, and promote sustainable, net-zero goals. By combining innovation, seamless connectivity, and a commitment to sustainability, Smart eMobility is not only at the forefront of change but also a driving force in shaping a greener, smarter, and more efficient future for all.