



THE RACE IS ON

Build the EV charging services
of the future with Capgemini



73%

of energy and utilities respondents expect new energy models such as EV charging to be their mainstream business within the next five years.

Capgemini Research Institute: Remodeling the future: how energy transition is driving new models in energy and utilities

DESIGNING THE NEW EV CHARGING INFRASTRUCTURE

Electric vehicle charging stations will soon be as ubiquitous as today's gas stations. How soon? The value of the global EV charging market in 2030 has been estimated at [over \\$150 billion](#). Global electric vehicle charging point sales are projected to grow [from 2 million units in 2022 to 14 million](#) units by 2027. Global electric vehicle annual sales doubled in 2021, reaching [over 6 million](#).

We'll all be the customers. EV technology is now common among the major car manufacturers –many even speak of “phasing out” the combustion engine altogether. The shift towards electric vehicles is fully underway, and that opens up a new world of opportunities for charging services.

Now is the time to build market share in the race for EV charging stations.

We've already seen the first phase of EV charging. But so far, not many have learned how to deploy and manage these stations efficiently and on a massive scale. A number of organizations have taken the challenge, and before long this window of opportunity will close. But for now it's still anyone's race.

Are you ready to become a provider? Learn how your organization can gain the edge in the EV charging services business of the future with Capgemini's end-to-end capabilities.

Capgemini's EV charging services - real and future-proof.

WE WILL ALL BE THE CUSTOMER

The EV charging landscape of the future will be characterized by diversity, choice and personalization.



ANNA TRAVELS FROM TRIESTE TO BUDAPEST TWICE A WEEK.

She knows in advance where she can charge her car, and how long it will take. Anna spends that time having lunch or

taking care of errands, saving hours every week. Her favorite charging station is connected to a pharmacy, laundromat and an excellent sandwich bar.



JOHN RUNS A LAST-MILE DELIVERY COMPANY.

His fleet has 50 smaller trucks and some electric bikes, which he charges at the distribution center during the night

when rates are low. John has visibility into all aspects of his fleet: all costs, charging, users and routes, and he consistently finds new ways to optimize.



CARL COMMUTES 30 MINUTES TO WORK EVERY DAY.

He rarely uses the car for longer distances. Carl tracks his consumption and optimizes his route each day. He

charges his car at home or at work when energy is cheapest. Carl watches the money he's saved adding up over time.

In the near future we will all be the customers of EV charging stations. How we use them, and what we value most will be as diverse as the cars we drive.

EV charging stations are associated with sustainability and cleanliness, which enables to easily combine high-end stores, restaurants and cafes along with high-tech charging to improve customer experience.

EV charging businesses are bursting with potential for differentiation and corollary services.

- There's potential for cross promotion and reward programs
- There's potential for new forms of customer loyalty
- There's a near certainty that people will build EV charging into their daily habits
- Charging takes time and drivers expect to use that time productively.

All of this potential rests on one assumption:

To attract customers and keep them, EV charging services need to be efficient, powered by data, and seamlessly coordinated end to end.

CAPGEMINI'S END-TO-END EV CHARGING CAPABILITIES

Capgemini's high-level perspective – gained through decades of experience operating in the smart grid transformation space – enables us to connect the multiple pieces of a successful EV charging strategy.

With emerging technologies like EV charging, we believe there's little to no value in taking a piecemeal approach. Capgemini offers a solution tailored to meet your unique business strategy and requirements. We will take you from conceptualization to the finish line, and beyond – helping you build an agile solution that continues evolving.










Our value proposition:

- EV charging station management and operations
- Leading-edge customer experience process management
- Evolving business models that go beyond charging

We bring:

- **Business process & customer experience**, including a comprehensive, adaptable roadmap and a clear vision of what your customers will be expecting, and how you can differentiate your offer to create exceptional customer journeys.
- **Analytics**, providing you with AIML-based data tools to build more efficiencies into EV charging operations and provide your customers with more meaningful insights and functionalities
- **System integration**, because standalone solutions won't last. Serious players are finding ways to integrate their solutions into existing energy and data networks.
- **Infrastructure and security**, so that your systems are never compromised. Period.
- **Partner ecosystem**, because the right partnerships are crucial to building lasting success
- **Delivery and operations**, so that you can focus your attention on innovation and optimization, while knowing that your core operations are running smoothly.

We enable our services through our Next-Gen Energy Services Platform, which includes

 Charging station management	 Customer experience app	 Field and asset management
<p>Provision, monitor and operate EV charging infrastructure</p> <ul style="list-style-type: none"> • Real time dashboards and user history • Grouping and tenant management • Energy management and load balancing • Self healing health-check and resolution • Remote troubleshooting • Operational support processes • OCPP, OCPI, IOT 	<p>Enable EV users with seamless charging processes</p> <ul style="list-style-type: none"> • Find charging station and reserve • Smart charging with real-time status • Provide optimal route planning • Seamless user authentication-RFID/QR • Anonymous charging for non app users • Automated payment and billing 	<p>EV charger rollout and field services processes</p> <ul style="list-style-type: none"> • Workorder management • Workforce management • Asset and logistics management • Rollout and installation planning • SLA management • End of life management
<ul style="list-style-type: none">  Residential, commercial, fleet and fast charging  AIML analytics 	<ul style="list-style-type: none">  Scalable, future proof and adaptive architecture  Smart charging and energy flexibility 	<ul style="list-style-type: none">  Easy path to on board and migrate chargers portfolio  Payments

EV CHARGING IS STILL IN ITS INFANCY

TOMORROW

- EV charging services will be built around customers' convenience.
- They will be robust, scalable solutions.
- Supply chains will be systematized, with predictable delivery and pricing.
- Reliable players will be known, and working with them will provide a major competitive advantage.

Organizations entering the EV charging space need a reliable, evolvable solution that can last for decades. Capgemini brings the experience, platform and expertise to make it happen.

Are you ready for the next generation EV charging business? Reach out to us:

connect.next-gen.in@capgemini.com





About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 325,000 team members more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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