Utilities & Power | Global

An EV charging operator recovered 9.4% network uptime within 90 days

A fast-growing EV charging network replaced spreadsheets, chat groups and paper checklists with charger PM plans, tracked spares and complete technician logs, ending silent downtime across its sites.



9.4%
recovery in overall network uptime within the first 90 days

35%
fewer repeated breakdowns through structured PM compliance

100%
technician accountability with logged service visits

AT A GLANCE

INDUSTRY
EV charging network

SITES
Urban and highway locations

EQUIPMENT
AC chargers, DC fast chargers, cabinets

PREVIOUSLY
Spreadsheets, chat groups, paper checklists

FEATURES USED
Maintenance | Work | Stores | Insight

01 The client

The client is a fast-growing operator of public and semi-public EV charging stations across urban and highway locations.

Its network includes AC chargers, DC fast chargers, charging cabinets, connectors, cooling systems and metering hardware. As the market grew, high uptime, quick fault repair and accurate technical records became essential to revenue and reputation.

02 The challenge

Running a spread-out charging network brought the same problems again and again. Chargers went down without anyone noticing, repairs waited for parts, and information was scattered across spreadsheets, chat groups and paper checklists.

- Missed preventive maintenance caused silent hardware downtime.
- Technician logs were inaccurate or incomplete, making root-cause analysis difficult.
- Poor tracking of spares and consumables delayed repairs.
- Stations marked OK on paper were out of service on site.
- No central view of charger health, service history or mean time to repair.

03 What they set up in Asset Infinity

The operator ran maintenance, spares and technician work for every charging site in Asset Infinity, with each charger recorded as an asset.

Maintenance

PM plans for every charger

Preventive plans built on manufacturer rules generate work for each charger, with mobile checklists that require every field. Overdue PM triggers reminders and escalation.

Work

Complete technician logs

Technicians record visits, repairs and diagnostics as they work, with time stamps, photos, voltage and temperature readings and a signature.

Stores

Spares on hand

Connectors, cables, control boards, contactors, fuses and cooling fans are tracked with low-stock reorder advice, and every part is traced to the charger and technician.

Insight

Charger health dashboard

One view shows charger status, faults, last maintenance, pending repairs and cumulative downtime, highlighting the critical chargers that need attention.

04 How it works day to day

Here is how a charging site stays up now.

SYSTEM

Raises charger PM

Each charger's preventive plan creates a work order when maintenance is due, with its checklist attached.

SYSTEM

Turns alerts into work

Alerts from the charger management system arrive through the API, so a faulty charger gets a work order instead of an OK on paper.

CLUSTER SUPERVISOR

Assigns the technician

The supervisor assigns the job, and the technician is notified on the mobile app.

TECHNICIAN

Works and records on site

The technician completes the checklist, enters voltage and temperature readings, adds photos and signs off. Required fields cannot be skipped.

STOREKEEPER

Keeps spares ready

Parts are issued against the work order. Reorder advice flags connectors, boards or fuses running low before a repair waits for them.

SYSTEM

Escalates what is late

Overdue PM and repairs trigger reminders and escalate to the supervisor.

OPERATIONS MANAGER

Watches network health

The dashboard shows status, faults, downtime and repair times by charger and cluster, pointing to the chargers most at risk.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Preventive maintenance	Cycles missed, silent downtime	Plans for every charger, with escalation
Technician logs	Inaccurate or incomplete	Time-stamped, with readings, photos and signature
Spares	Poorly tracked, repairs delayed	Low-stock advice and full traceability
Charger status	OK on paper, down on site	Status and faults in one dashboard
Information	Spreadsheets, chat groups, paper	One system for every site
Network uptime	Lost to avoidable outages	9.4% recovered in 90 days

06 How it rolled out

1

Phased by hub and city cluster. The system was deployed across charging hubs and city clusters in phases, with zero disruption to daily charging.

2

Charger management system connected. The existing charger management system was connected through the API so alerts reach the maintenance team.

3

Teams trained hands-on. Operators, technicians and regional teams were trained through hands-on sessions.

07 The results

- Faster repairs through better spare-part availability
- Accurate failure pattern insight that helped reduce mean time to repair
- Fewer surprise outages and a more reliable experience for EV drivers
- Better coordination between maintenance, inventory managers and cluster supervisors

08 Why it worked

Downtime made visible

Linking charger alerts to work orders meant a down charger could no longer sit unnoticed.

Logs that hold up

Required fields, readings and signatures made every visit accountable and gave engineers data to find causes.

Parts before the repair

Reorder advice kept spares in stock, so repairs did not wait for parts.

09 Looking ahead

By putting preventive maintenance, technician logs and spares in one system, the operator ended silent downtime and recovered 9.4% of network uptime in the first 90 days.

More uptime means more charging sessions and revenue. The same records give the operator a base that can grow with the network as new sites are added.

See it on your own assets

A 30-minute demo, set up for an EV charging network operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial