Chargemap.com

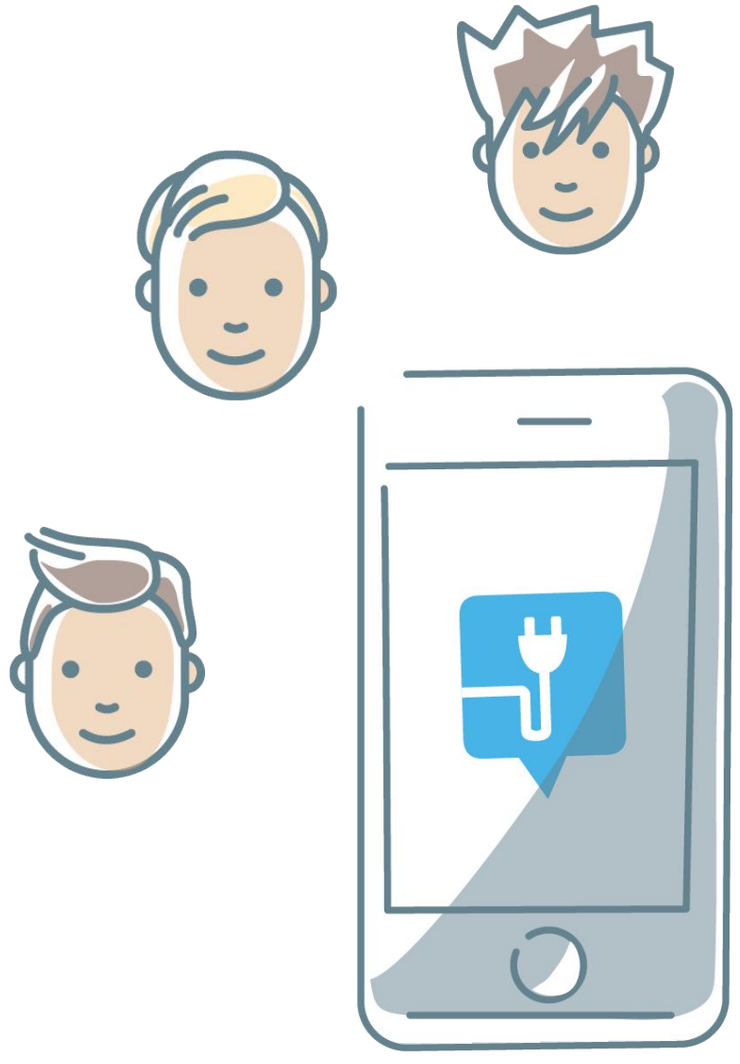
Numbers

- 115 000 registered users (+93% in 1 year)
- 125 000 pictures (+109% in 1 year)
- 44 000 charging pools (POI) (+52% in 1 year)
- 38 000 user contributions / month

More: https://chargemap.com/about/stats

ChargeMap

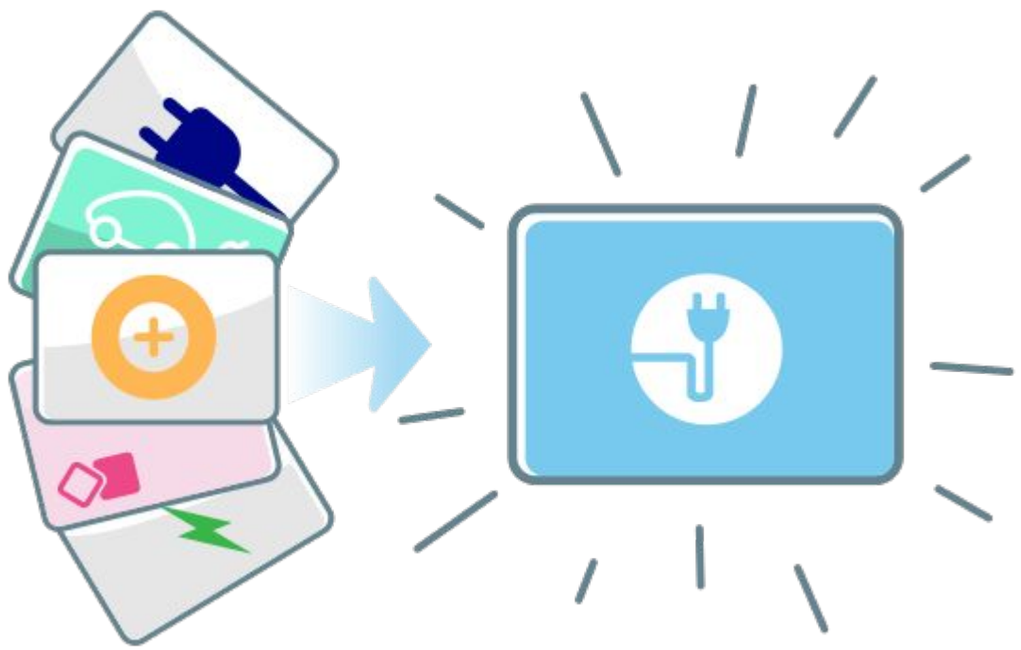
- Platform created in 2011, company in 2015
- We raised 500 K € + 650 K € in 2016
- We became an e-Mobility Service Provider
- The team grew up to 10 people



Chargemap

ChargeMap Pass

- Connected to GIREVE (e-Roaming platform)
- Connecting networks in direct (OCPI)
- Access to 40 networks in september 2017
- Custom software to handle phone calls



ChargeMap Pass

Our value proposition:

- Make charging easier for the driver
- Provide customers to the charging networks

E-roaming challenges

1. **Data exchanges**
2. **Pricing**
3. **User support**

E-roaming challenges

Data exchanges:

- Multiple networks, multiple platforms
- Data provided by networks are sometimes not relevant
- E-roaming platforms can be expensive
- It’s difficult to find the root cause of problems with multiple companies between the customer and the charging station

E-roaming challenges

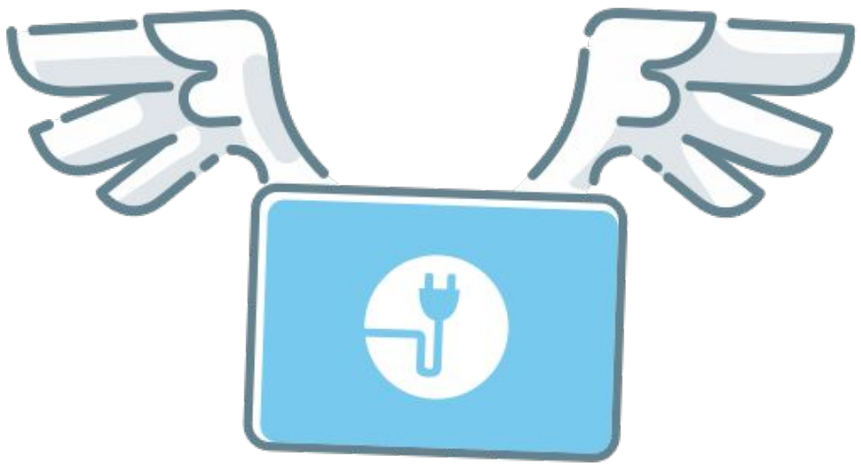
Pricing:

- Complex and no unified pricing for charges
- Few distribution margins
- Some networks are not totally opened to welcome customers from other providers...

E-roaming challenges

Customer support:

- Some networks don’t always have a 7/7 support team
- Multiple charging station types
- Training of the phone agents
- Languages

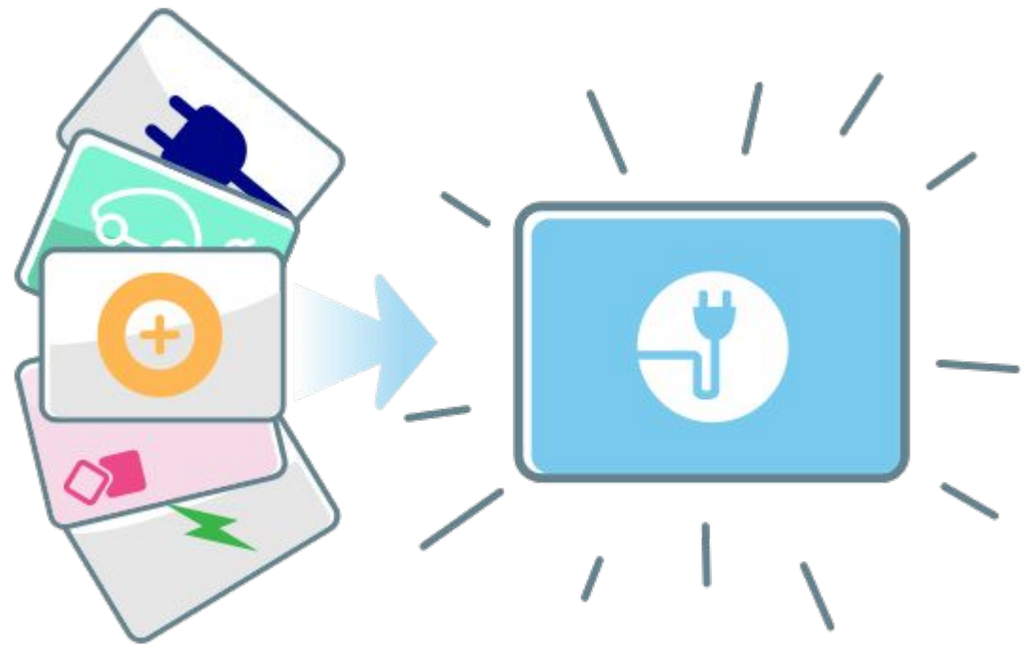


The main challenge:

Keep it simple.

ChargeMap's answer

- Work with the users to improve data
- Build in-house software to manage complexity
- Invest on customer support
- Provide innovative services
- Have a solution-oriented attitude



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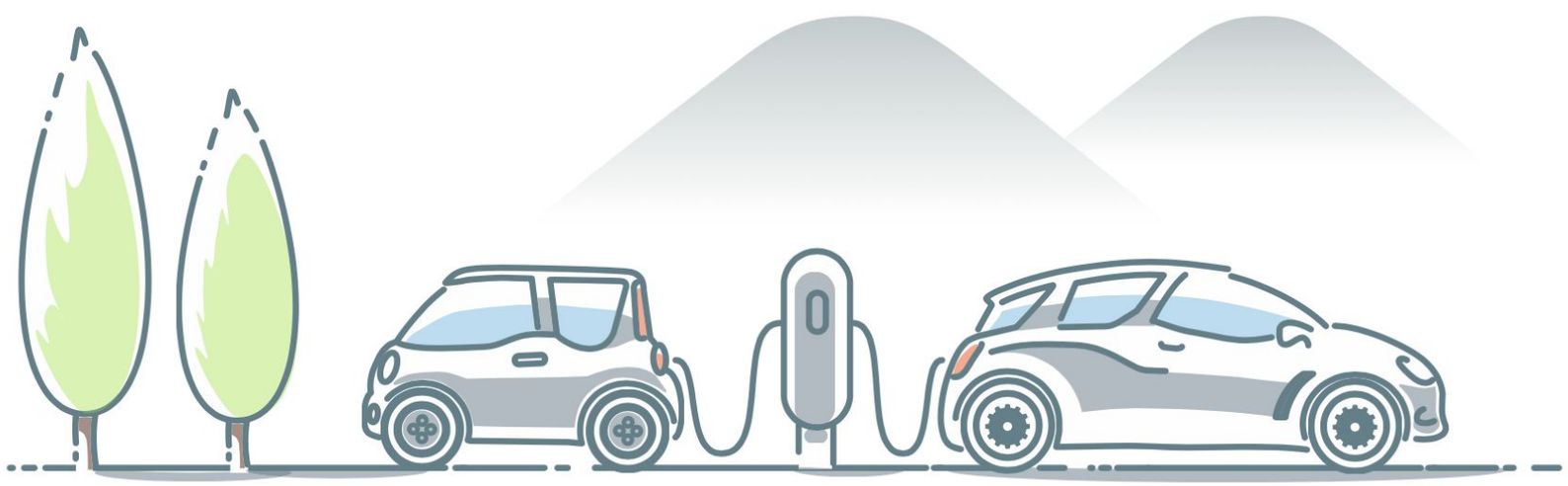
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