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Infosys cobalt

INFOSYS REF-OR-M ChargeIT SOLUTION

The Infosys REF-OR-M ChargeIT solution is a pre-configured offering that helps EV Charge Point installers build close relationships with customers and manage the charging infrastructure efficiently. It offers solution components for efficient Installation/ maintenance of charge points with Field Service Management and Lead-to-Order Management, the end-to-end Customer 360 view & Asset 360 view that enables effective Sales and Service Request Management.

Pre-configured solution enabling faster deployment reduced TCO, enhanced experience and superior quality.

With the EV revolution underway, the electric vehicle charging network needs to keep up with the demand of the end customers while being on top of the technological advances and operational challenges. Although there is a boom in the EV space, there are still miles to go. In the EV charging space, poor lead prioritization, inconsistent user experience, high downtime due to technical issues, prolonged quote processes and poor stakeholder collaboration hinder organizations to maintain a sustainable business. To transform EV Charge Point installers' operations into a scalable EV charging infrastructure management system, Infosys provides the REF-OR-M ChargeIT solution to drive growth and improve customer satisfaction.

It addresses the key challenges in scalability, lead management, asset management, communication and follow ups, customer service and reporting.

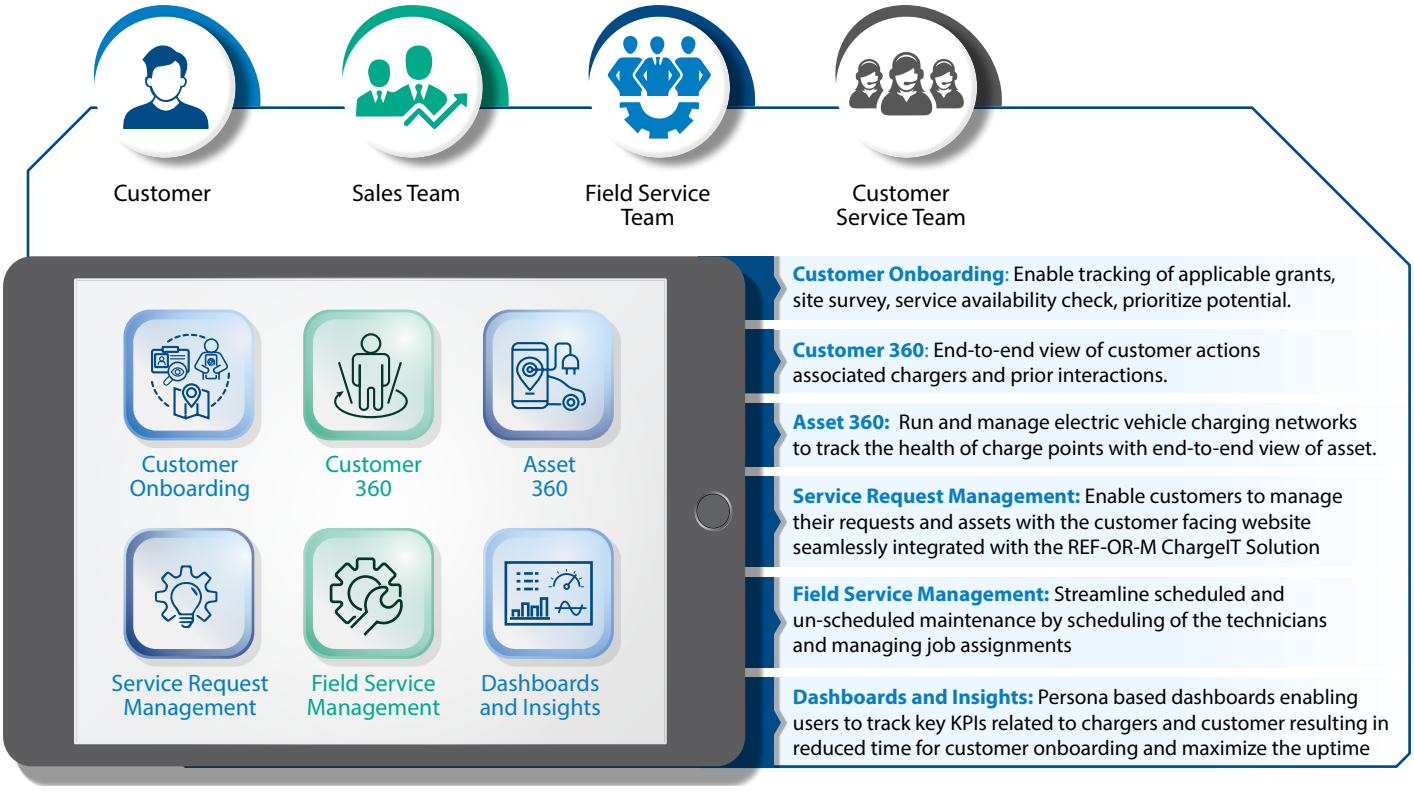
The Infosys REF-OR-M ChargeIT solution is built on the Microsoft stack and delivers a modern, connected, and efficient platform to manage the EV charging infrastructure.

About Infosys REF-OR-M ChargeIT Solution

The REF-OR-M ChargeIT Solution offers components for efficient Installation/ maintenance of charge points with Field Service Management, mobility app for technicians, Customer Self-service Portal for end customer, Customer 360 view, Asset 360 view, Lead-to-Order Management and Service Request Management for users enabling quick resolution of post installation queries, complaints along with access to information with Dashboards & Insights.

It also sends out automatic communication to customers when maintenance is due along with email templates for streamlined communication. Focused on improving end customer experience it allows them to conveniently manage their profiles, data enquiries and requests with intuitive easy to use power portals.

Here's a more detailed look into some of the key features and benefits of the platform:



Powered By

Mobility Apps and Power Portal | Dynamics 365 | Power Automate | Azure IOT Central | GenAI & CoPilot

Highly Scalable

Enterprise level scalability to handle expanding charging infrastructure and evolving industry standards

Easy Integration

Seamlessly integrate with existing tech stack ensuring interoperability with various systems

Unified 360 view

A complete view of customers and assets for management of customer requests and maintenance

Data Analytics and Reporting

Generates comprehensive reports for charge point operators to help them make data-driven decisions

Optimized Operational Costs

Seamlessly manage charge points, ensure optimal uptime, and provide smooth charging experiences to all users

Enhanced Experience

Intuitive user interface and end-to-end process optimization for managing charge points

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thrivin community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance come baked into every solution delivered.

For more information, contact askus@infosys.com

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