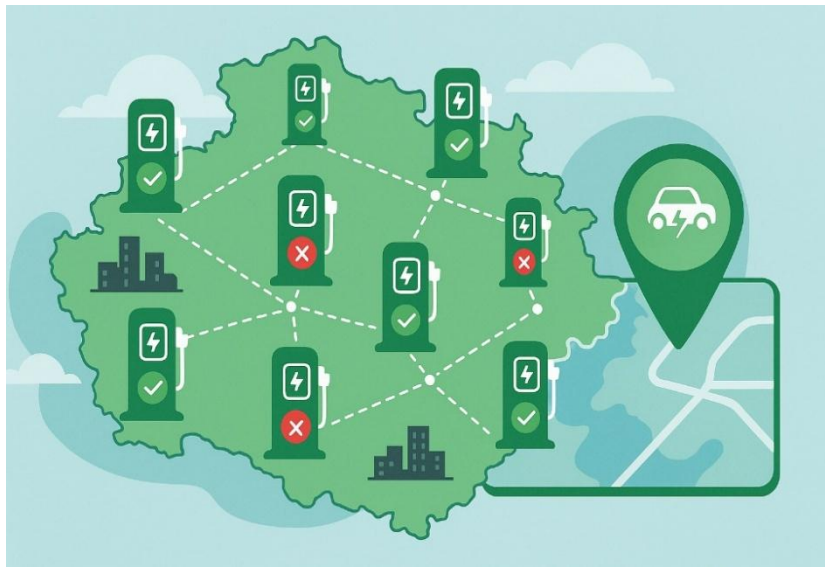




Electric Vehicle Charging Infrastructure Asset and Fault Management



The Nicander Asset Management System (NAMS) gives authorities clear, operational control of their charging infrastructure, enabling them to deliver reliable, accessible networks that support net zero and EV adoption objectives. By providing a single, authoritative view of assets, performance, and faults, NAMS improves charger availability, reduces downtime, and ensures investment is targeted where it delivers the greatest impact. Proven at national scale, NAMS enables evidence led planning, regulatory aligned reporting, and confident decision making across the full charging infrastructure lifecycle.

NAMS incorporates full asset registration, fault classification and lifecycle management, workforce management and asset integration capabilities to maximise the longevity of assets and provide a streamlined working solution.

NAMS is designed to support asset infrastructure from initial deployment to end of life, connecting stakeholders with a single source of truth for informed data-driven decisions and managing efficient operational processes across multiple and truly hierarchical asset classes.

NAMS supports authorities in meeting current and emerging regulatory requirements by providing structured, consistent reporting on charger availability, reliability, power output, and geographic coverage. Drawing on experience supporting AFIR aligned reporting at national level, NAMS enables authorities to benchmark performance, demonstrate compliance, and provide transparent assurance to stakeholders and the public.

Increasing Operational Efficiencies: Maintenance and inspection tasks can be managed using the mobile application or the web service. Interaction with the system is simplified through optimising yes/no and pass/fail answers, check boxes and multiple choice. Assets can be scanned or identified manually by the user. A single licence fee and 'bring your own device' lowers cost of ownership.

Maximising Asset Life and Value: Asset life is often extended if faults are fixed quickly meaning maximum value is obtained from asset. Total cost of ownership information also informs the most appropriate allocation of capital expenditure on new and replacement assets. All reporting can be automatically triggered.

Elevating Data: NAMS provides automated and configurable reporting, supported by advanced analytics and visualisation tools. This enables authorities to benchmark infrastructure against policy targets, understand total available power capacity, identify geographic and demand led gaps, and prioritise capital investment based on evidence rather than assumptions.

Plan New Deployments: NAMS enables authorities to visualise and analyse existing charging infrastructure at local, regional, and national levels. Using asset data, availability metrics, power capacity, and demand indicators, authorities can identify gaps in provision, prioritise locations for new chargers, and develop robust business cases for investment. This structured, data-driven approach supports engagement with CPOs and delivery partners, ensuring new infrastructure is deployed where it delivers maximum public value.

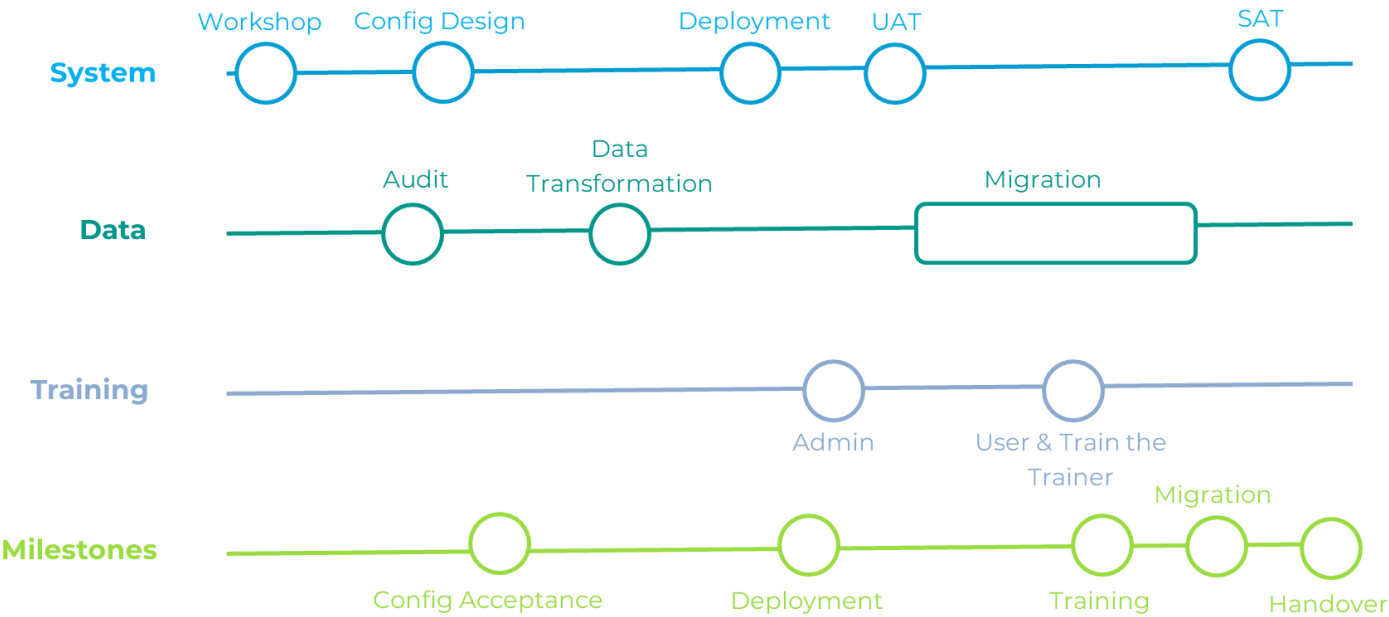


We have delivered NAMS across several diverse use cases and environments and during that time developed solutions to provide our customers with confidence and ensure ample opportunity to realise customer specific challenges.

We adopt a collaborative approach with our clients, beginning with a design consultation where we perform a deep dive into current operations, challenges, data sets and desire to develop a requirement specification. Combined with our experience this specification provides the insight and detail required to deliver a system.

We take regular opportunities to gain user feedback into the configuration as we prototype the user interface, ensuring we remain in line with expectations and realise every opportunity for improvement.

Data collection, transformation and import is performed alongside configuration to enable delivery efficiency.



After Sales Support

In today's fast-paced digital landscape, choosing the right cloud-hosted software is just the beginning. What sets us apart is our commitment to your success long after the implementation. Our after-sales support is not just a service; it's a partnership. Our dedicated Application Support Desk is ready to ensure your software operates flawlessly, evolves with your needs, and empowers your business to thrive in the digital age. We provide tailored support plans, 24/7 fault reporting, and proactive monitoring to prevent issues before they arise. With us, you're not just purchasing software; you're investing in peace of mind, continuous improvement, and a relationship that grows with your business.

Fault tickets, raised either by phone, email or our fault ticketing portal are assigned to an Application Support Representative who shall manage the ticket from inception to resolution, engaging with the software and product team as necessary and keeping the customer informed of progress. The support desk is managed by the Application Support Manager who takes responsibility for ensuring that each customer is managed according to their bespoke Service Agreement, producing a monthly report confirming performance against expectations and highlighting upcoming events.