



SOLNET

SERVICE DEFINITION DOCUMENT

EV Charge Point Management System

EV Charge Point Management System
Back Office Services, Servicing and Operational Support

Provider
Solnet Consultants Limited

1. Service Overview

The Solnet EV Charge Point Management Platform is a secure, scalable back office service designed to enable public sector bodies and commercial clients to remotely manage, operate, and maintain electric vehicle charging infrastructure across single or multiple sites.

The platform provides the core operational, commercial, and compliance functionality required to support public, workplace, fleet, residential, and destination charging use cases. It enables charging services to be delivered reliably, transparently, and in line with UK public sector expectations.

The service supports the following key functions

- Charging of users at point of use, including registered users and guest users
- Tariff configuration and real time tariff updates
- Monitoring of electricity consumption and charger utilisation
- Remote control and reset of charge points
- Real time and historic usage and kWh data visibility

The platform is actively deployed across multiple UK authorities, education estates, fleet operators, and commercial environments, supporting hundreds of sites and thousands of charging sessions each month. Solnet has extensive experience implementing, configuring, and operating this solution for diverse charging environments.

2. Platform Architecture

The Solnet EV platform is designed with flexibility, resilience, and accessibility at its core. It comprises two integrated components

The EV Driver Interface

The Administrative Charge Point Management System

This modular architecture ensures a consistent user experience for drivers, while providing full operational control and reporting capability to asset owners and administrators.

3. EV Driver Interface

The EV Driver interface is available through multiple access routes to ensure universal accessibility

Native mobile application available via Android Play Store

Native mobile application available via Apple iOS App Store

Web based application accessible via any modern web browser without installation

Users can initiate a charging session by scanning a QR code located on the charger or by entering a unique charger identifier if a camera is not available. This ensures accessibility for all user types.

Payment options include

Pay as you go charging

Registered user accounts with stored payment methods

Guest checkout without account creation

Support for Apple Pay and Google Pay

Integration with contactless payment terminals where required

Payment processing is secure and compliant with UK financial and data protection requirements.

4. Driver Support and Helpdesk Services

Solnet provides full first line support for EV drivers at point of use. This includes support for Starting and stopping charging sessions

Account registration and payment queries

General usage guidance

Support is available via a 24 hour, 365 days per year helpline and email support service. During standard working hours, support is provided by directly contracted Solnet personnel. Out of hours support is delivered by UK based support partners operating to defined service standards.

All driver interactions are logged for service quality monitoring and operational improvement.

5. Administrative Platform and CPMS

The administrative platform provides full Charge Point Management System functionality and is compliant with Open Charge Point Protocol standards.

The system currently operates on OCPP 1.6 and is fully capable of supporting OCPP 2.0 hardware as client estates evolve. This ensures long term interoperability and avoids vendor lock in.

The platform allows the client to

- Operate mixed charger brands across their estate
- Add new chargers at any time without platform change
- Manage chargers from different manufacturers through a single interface

Core CPMS functions include

- Remote start and stop of charging sessions
- Soft and hard resets
- Connector unlocks
- Firmware updates
- Cache clearing
- Disabling or enabling charge points instantly
- Remote commissioning support

This functionality ensures maximum charger availability and rapid issue resolution.

6. Fault Management and Monitoring

The Solnet platform includes a comprehensive fault management system designed to minimise downtime.

Each charge point can be assigned custom notes to support operational management and engineering response, including site specific information or access details.

Automated fault detection and notification is enabled across the network. Notifications can be directed to

- Client administrators
- Solnet service teams
- Client maintenance teams or appointed service providers

Where faults permit, remote remediation is undertaken immediately through the platform. This includes click to resolve actions such as resets and configuration updates.

If faults persist, the charge point can be placed into a maintenance queue with fault codes visible to engineers in advance of site attendance. This enables correct parts and tools to be deployed first time.

Offline status notifications are also generated when chargers lose connectivity or power. These events are tracked separately from fault conditions and are monitored until resolved.

7. Support Ticketing and Escalation

All reported issues generate a service ticket, including those caused by user error. This approach enables trend analysis and identification of site level issues such as inadequate signage or access problems.

First line issues resolved during a support call are logged and closed automatically. Issues requiring further investigation are escalated to second line technical support.

Second line support includes

- Remote diagnostics
- Configuration changes
- Firmware deployment
- Manufacturer liaison
- Coordination with onsite maintenance teams

Where hardware failure is identified, Solnet works collaboratively with the client, installer, and manufacturer to restore service as quickly as possible.

If Solnet is determined to be at fault, appropriate customer refunds are issued. Refunds are also provided where users are unable to initiate a charge due to system or hardware issues.

8. Reporting and Data Visibility

The platform provides real time and historic visibility of all charge point activity.

Administrators can view

- Live charger status per socket
- Charging sessions in progress
- Energy consumption
- Revenue and cost data

Charge point states include

- Available
- Charging
- Suspended by vehicle
- Suspended by charger
- Faulted
- Offline

Reports can be generated on demand across individual chargers, sites, users, or the entire estate. Reports include uptime statistics, fault history, transaction data, and utilisation metrics.

Automated monthly reports can be issued by email and include full transaction listings suitable for OZEV reporting, financial reconciliation, and carbon reporting.

9. User Roles and Access Control

The platform supports granular role based access control.

User roles include

- View only users
- Engineering users with remote maintenance privileges
- Administrative users with full configuration and tariff control

Permissions are tightly managed to ensure operational security and compliance.

10. Load Management and Advanced Features

Solnet provides an in house dynamic load management solution capable of prioritising chargers and vehicles based on operational need. This is particularly relevant for fleet and critical service vehicles.

The system supports charger prioritisation, user prioritisation, and site capacity management to prevent network overload.

11. Use Case Coverage

The platform supports all common EV charging scenarios

Fleet charging

Workplace charging

Residential charging

Public charging

Destination charging

Charging stations can be categorised by use case, allowing administrators to analyse usage patterns and optimise operations.

12. Financial Settlement

Revenue generated through charging activity is reconciled monthly. Payments to clients are made at the end of each month, net of agreed transaction and processing fees.

The platform supports multiple billing scenarios including fleet vehicles, fuel card integration where applicable, and segregated user groups.

13. Data Protection and Compliance

All data is managed in accordance with UK GDPR requirements. The platform is designed with security, audit ability, and resilience in mind and is suitable for public sector deployment.