

EV Charging: What's Possible Now

Who will support your operational integrity
in the face of continually emerging opportunities?



The emergence of electric vehicle technology promises a more energy-positive future. With that promise comes a growing consumer demand and governmental support for a nationwide infrastructure of quick-charging EV hubs.

The rush to fund, engineer, and deploy quick charging EV stations adds a host of complex challenges to maintaining network operational integrity. Plugging in, charging up, and driving away is no simple proposition.

SOLUTIONS FOR
Providers / Deployers / OEMs

Fortress Solutions has the experience and engineering capabilities critical to supporting, maintaining, and repairing EV stations. We provide Day 2 Operational Services that allow our customers to extend service offerings beyond sale, allowing them to focus on critical day-to-day activities of their business.

Fortress Solutions is ready, with the unparalleled depth of engineering expertise and focused logistical agility to ensure the promise of EV technology is an ongoing reality. **We have it covered so you can move forward.**



Expand what's possible

The expertise to transform your digital future.

fortsol.com/ev-charging-services

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FORTRESS
SOLUTIONS

Ensuring Your Operational Integrity from Day 2 and Beyond.

With an unparalleled depth of engineering expertise and focused logistical agility, Fortress Solutions launches, services, and monitors complex product and service offerings across a range of legacy and emerging technology sectors.

Deployment

- Shipping, Import & Export Logistics
- Pre-Installation storage, assembly, pick/pack/ship
- Critical spares storage (centralized or localized)
- RMA management and logistics

Support

- Field part replacement
- Typical charging infrastructure under the support services:
 - Charge Box Dispensers
 - Batteries
 - Enclosures, Environmental, Grid Power
 - Networking & Network Connectivity
- Charge Point installation inspection and acceptance
- Field repair, retrofits, hardware upgrades, & replacements
- Dispatch to Fortress technicians, electricians, & HVAC as necessary
- Warranty services and assurance
- Routine maintenance
- Microgrid management
- Software upgrades and patches
- Help Desk & Call Center for end Customer/charge point user
- Tier 1-3 technical remote support services
 - Tier-1: US Call Center and basic support
 - Tier-2: Product and network service knowledge
 - Tier-3: Product Experts
 - Tier-4: Escalation to equipment supplier or service provider

Monitor

NETWORK OPERATIONS CENTER (NOC)
Base of operations to oversee, monitor, & manage the network of EV charging stations. Centrally located in Dallas, TX

- Remote monitoring of equipment, power, connectivity, & environment status
- Customer portal that provides real-time and historical views of system performance
- Proactive investigation into potential issues through the Fortress charge station analytics engine
- Single pane of glass view to Charging System operation to view performance and monitor alarms
- Rapid response to system alarms & anomalies
- Real-time Key Performance Indicator (KPI) reporting
- Online CRM w/ ticket generation by phone, portal, email, CRM/API integration, & NOC



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