

TCS HOBS™ Electric Vehicle (EV) Charging



The automobile industry stands at the threshold of a revolution as electric vehicles (EVs) are expected to outsell their fossil fuel counterparts by 2035. Their market share is predicted to reach 26% in Europe and 8% in the United States by 2030. The lower cost of ownership, growing customer expectations, declining battery costs, and improved range have led manufacturers to invest billions in developing new vehicles. However, the truth is that they are facing several challenges, such as scaling the EV charging ecosystem in a sustained manner and ensuring consistent customer experience.

TCS HOBS™ Electric Vehicle Charging aims to address these challenges by allowing ecosystem integration across car owners, charging station owners, and other partners. It facilitates touch-free operations at charging stations and provides personalized and enhanced customer experience. It also supports complex business models like B2C, B2B, and B2B2C.

Overview

Automobile manufacturers worldwide are battling several issues in setting up a robust EV charging ecosystem. lead to unnecessary delays and inefficiency. The lack of an optimal business and financial model is one of the biggest hurdles in the widespread adoption of EVs worldwide. Therefore, manufacturers need a good electric vehicle, and a solution that provides a customer-friendly charging experience.

TCS HOBS™ Electric Vehicle Charging is integrated with four important functions: product lifecycle management with a purpose-centric approach, customer lifecycle management, charging station management, and billing system management. All of these aspects make life easier for eMobility service providers, charge point operators, and end users. The offering allows:

- Seamless ecosystem adoption across station owners, charging stations, and car owners
- Efficient electric vehicle charging management by providing a zero-touch operation at charging stations
- Mass personalization for both fleet and consumers
- Real-time, on-demand charging with next-generation analytics

Our solution

TCS HOBS™ Electric Vehicle Charging comes with a wide range of capabilities, such as:

- **End-to-end management:** Provides product management, customer relationship management, and order management on one place instead of multiple disconnected systems.
- **Seamless ecosystem integration:** Ensures simple adoption and integration of new charging ecosystem with existing partners.
- **Ease of operations:** Enables seamless operations for charging management, customer management, and partner management teams.
- **Mass customization:** Allows mass personalization for consumer and fleet, make and type of the electric vehicle, location, and charging station.

It also offers out-of-the-box features such as:

- **Zero-touch experience:** Provides a completely unmanned zero-touch experience to end-users at charging stations.
- **Real-time charging:** Powered by next-generation analytics, the offering provides real-time status to users
- **Interactive user rating system:** Allows users to provide feedback and rate the services for further improvement.
- **On-demand inventory listing:** Helps users locate and use the services available to them in the nearby areas.

Benefits

The TCS HOBS™ Electric Vehicle Charging provides end-users with a seamless, simple, and standard charging experience when recharging their vehicle away from home or while on a journey. With this scalable, highly flexible, and customizable offering, automobile enterprises can achieve the following benefits:



Smooth customer onboarding: Avoid lengthy manual onboarding through automated processes and launch offerings faster with out-of-the-box components.



Improved data collection, end-user management: Enhance end-user experience and provide electric vehicle operators better access end-user data with an intuitive mobile application.



Efficient central charger management: Ensure remote charger management, reducing truck rolls by up to 70%, and fix more than 80% of issues remotely.



Reduced costs: Lower the total cost of ownership through intelligent charging and automation.



Higher productivity: Improve service level performance with advanced analytics and informed decision-making.

TCS Advantage

By partnering with TCS, automobile enterprises can leverage:



Proven expertise: TCS has decades of experience in the industry by having worked with industry leaders across the world.



Contextual knowledge: TCS has vast pool of certified subject matter experts with global experience who add value to our systems and help deliver strategic solutions to fulfill the varied requirements of different organizations.



Future-proof digital offering: Built on a responsive and adaptive design, TCS HOBS™ Electric Vehicle Charging provides an omnichannel experience to the user. Considering all aspects of security, integration, scalability, effortless upgrades, compliances, and performance, we have created a truly future-proof offering.



Implementation ownership: TCS has built an established practice for delivering digital transformation programs and assumes full ownership while implementing TCS HOBS™ Electric Vehicle Charging to ensure it delivers the expected results.

Awards and accolades



To know more

Visit the <https://www.tcs.com/what-we-do/products-platforms/tcs-hobs>

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