

# ChargePoint Introduces Intelligent, Intuitive Tools to Improve EV Charger Management

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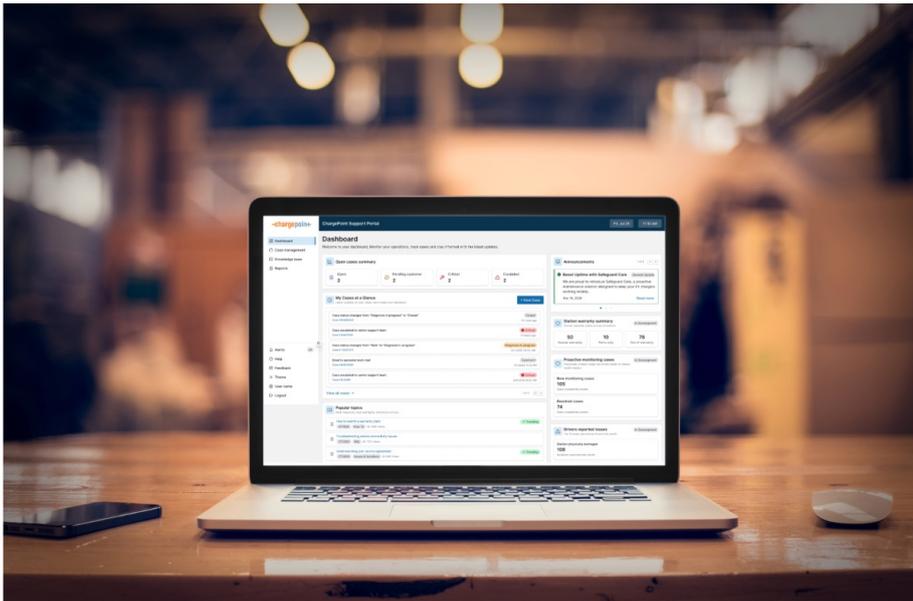


[ChargePoint](#), a global leader in electric vehicle (EV) charging solutions, has launched two new offerings: ChargePoint Premier Care and the ChargePoint Support Portal. These services will deliver a world-class customer experience for charging providers.

ChargePoint Premier Care offers personalised services with a dedicated expert committed to optimising your charging operations. The ChargePoint Support Portal is a self-service hub designed to give station owners the visibility, control, and knowledge to resolve issues more efficiently.

“Premier Care and Support Portal bookend ChargePoint’s charger management offerings,” said JD Singh, Chief Customer Experience Officer at ChargePoint. “Premier Care allows businesses to streamline operations with our industry-leading team, whereas the Support Portal makes operations easy and intuitive for those who prefer to fully manage their own charger base.”

Premier Care is a “white glove” service for customers with a large charger base or an intricate set of operational needs, effortlessly delivering operational efficiency. With this service, customers receive revenue optimisation consulting, proactive tracking, and near elimination of their internal workload. A dedicated ChargePoint expert will provide case management, support with charger configurations, produce detailed reporting and more.



Initially included with all ChargePoint Cloud Plan Subscriptions, the new Support Portal aims to simplify technical assistance by minimising process management and dependence on support queues. Key capabilities of the portal include:

- Comprehensive case management: Users can create and manage support cases and track parts or labour progress directly within the portal.
- Enhanced analytics: The Support Portal provides access to case analysis tools and downloadable custom reports.
- A robust knowledge database: Easy access to how-to guides and troubleshooting steps.

ChargePoint Premier Care and the ChargePoint Support Portal are now available, joining ChargePoint Assure and ChargePoint Safeguard Care in the company's portfolio of support solutions. Learn more about ChargePoint support services [HERE](#).