

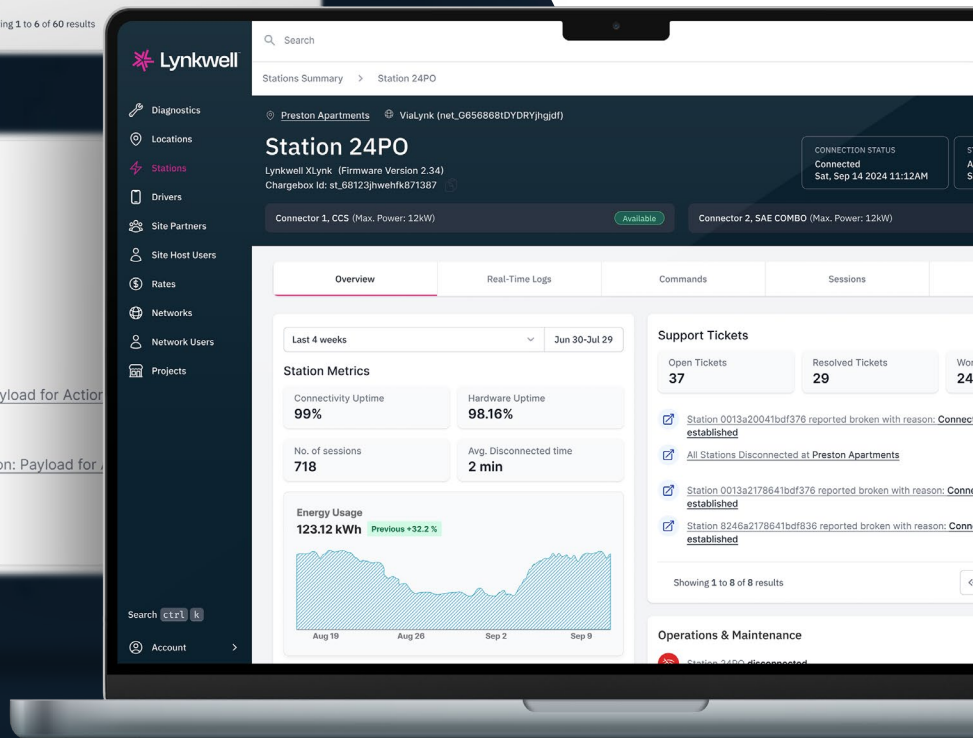
**Activity**

⚡ Connector 2: Charging started by <b>Matthew Gardner</b>	Sep 28 12:43:25 PM
👤 Connector 2: Session started by <b>Matthew Gardner</b>	Sep 28 12:43:25 PM
🔌 Connector 2: Vehicle plugged in	Sep 28 12:43:25 PM
👤 Connector 2: Session ended for <b>Bethany Clarke</b>	Sep 27 05:22:31 PM
⚡ Connector 2: Charging ended by <b>Bethany Clarke</b>	Sep 27 12:43:25 PM
🔍 Session (ID: se_78bkjH-HBKJ867) went to manual review	Sep 22 12:43:25 PM

Showing 1 to 6 of 60 results

**Operations & Maintenance**

- 🔌 **Station 24PO disconnected**
- 📶 **Station 24PO connected**
- ⚠️ **Station faulted. Vendor Error Code: 175.**
- ❗ **OCPP Error (Meter Values):** Format Violation: Payload for Action syntactically incorrect
- ❗ **OCPP Error (Status Notification):** Format Violation: Payload for syntactically incorrect
- 📶 **Station 24PO Connected**



# All-In-One EV Charging Management Platform

Performance driven software solutions for site hosts, fleet managers, network operators, OEMs, and utilities.



## Enabling the Power to Thrive

Lynkwell's comprehensive software solution allows customers of all types to have maximum confidence in the reliability of their stations, whether they manage them directly or by the Lynkwell team.

## The Lynkwell Difference

Go beyond just managing your stations to optimizing your resources with Lynkwell's comprehensive software solutions.

### Reach More Drivers

Our integrations with leading global roaming networks Hubeject and ChargeHub maximize the number of vehicles that can charge at your stations.

### Collect Revenue Easily

Seamless revenue collection via premier payment service integrations.

### Enjoy No Hidden Fees

Configuration, station connectivity, and data are included with your plan.

### Trust Our Security

Lynkwell complies with rigorous security standards, including being fully compliant with the Center for Internet Security AWS Foundations Benchmark, to ensure your data is secure from the moment drivers plug in.

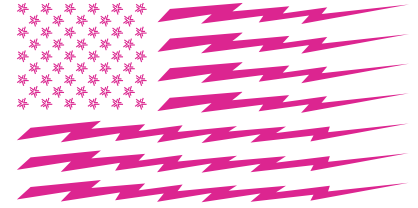
### Ensure Adaptability

Our software is Open Charge Alliance certified and hardware-agnostic to be compatible with all OCP-compliant chargers.

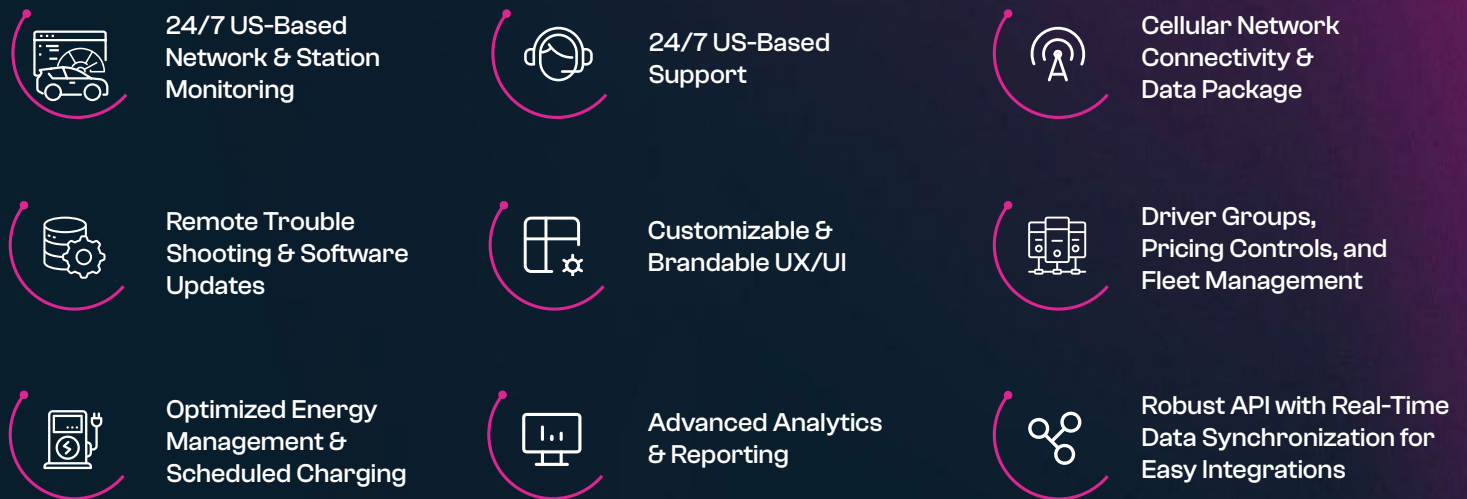
### Stay Connected

Lynkwell's system is cellular-network agnostic, powered by a single SIM card that connects ports to the top tier 1 global networks.

## Comprehensive Subscription Package from an All US-Based Team



### More than just a subscription – a complete solution

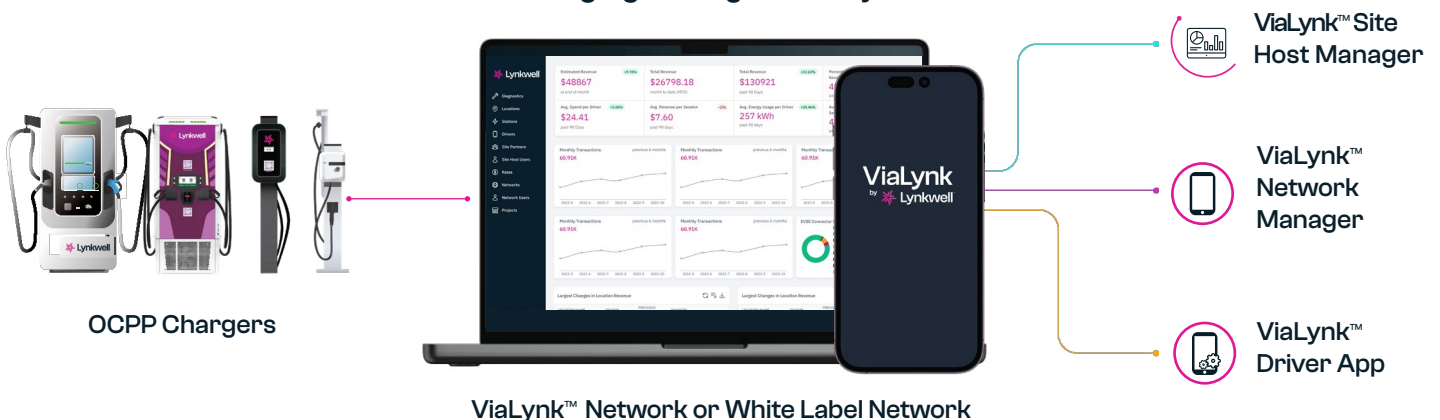


## Reliable Interconnectivity

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The Lynkwell platform supports integration with third-party systems via an API and can communicate with every EV charger in the business that use open communications protocol OCPP.

### EV Charging Management System



## More Features Than Any Other Platform



### Guest Charging

Provide a seamless, one-click charging experience—no app required. Drivers can pay instantly with Apple Pay or Google Pay.



### Roaming

ChargeHub users can access ViaLynk stations directly from the app, through roaming integrations with Hubject and Emobi.



### PlugShare & Google Maps Integrations

Integrate with platforms like Google Maps and PlugShare to publish near real-time updates of charging stations for easy discoverability.



### Driver Discount Groups

Empower site hosts with the ability to offer custom discounts to select EV drivers. Our easy-to-use mobile app allows drivers to add and use discounts.



### Open Hours

Easily control driver volume and access by setting weekly hours of operation for stations at a given location.



### RFID

Make starting a charge frictionless with RFID cards. Drivers can quickly start sessions by simply tapping their registered card.



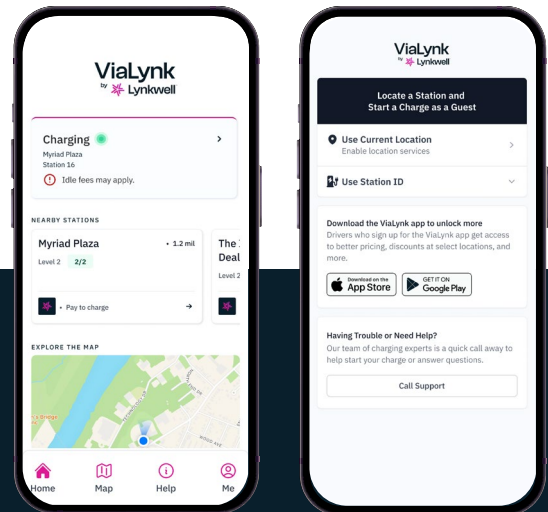
### Session Limits

Prevent excessive energy usage and save on operational costs by setting usage restrictions on stations by charging duration or total energy consumption.



### Private Charging

Keeps EV charging sites exclusive with complete control over who charges at their sites. Site hosts can easily limit access to selected drivers.



### Multiple Sites on a Single Dashboard

Manage locations effortlessly by viewing data for multiple locations or switch between different locations for a site-specific view.



### SOC on Sessions Page

Give site managers better visibility into vehicle battery levels by tracking the start and end state-of-charge for sessions.



### Fleet vs. Non-Fleet Views

Customized dashboards to ensure that each user type - fleet managers or commercial operators - see only the most relevant data for their needs.



### Sessions View for Fleets

See start and end state-of-charge, token type that initiated the charge, and add custom notes for better fleet management in the sessions view.



### Sessions for Non-fleets

Oversee critical financial information for commercial EV charging with a clear view of revenue earned and associated revenue channels.



### Revenue Source Breakdown

Get an insight into all incoming revenue, organized by channels and vendors for one or all locations.



### Time Filters on Sessions Page

Make data-driven operational decisions by viewing and analyzing past charging sessions data using the filters feature.



## Plug and Charge

With Plug and Charge, EV drivers simply plug in and charging begins automatically. No apps, no cards, no hassle.



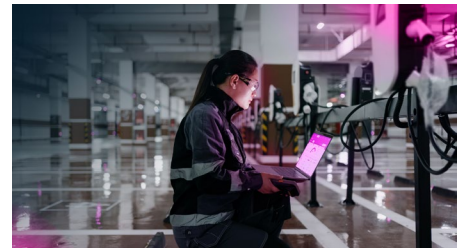
### For Drivers

Enjoy the most convenient and secure charging experience. Just plug in your vehicle and walk away. Your authentication, payment, and session start automatically.



### For Site Hosts

Deliver a premium charging experience that keeps drivers coming back. Reduce friction at the station and increase user satisfaction without additional costs.



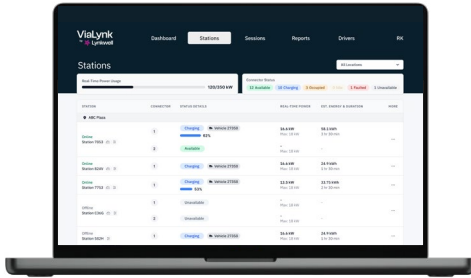
### For CPOs (Charge Point Operators)

Offer a premium driver experience and improve uptime. Eliminate payment errors, reduce support requests, and enable faster transactions.

Digital certificates enable a fast and secure authentication process to give drivers a safe charging experience.

# The ViaLink™ Suite of Solutions

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## ViaLink™ Site Host Manager

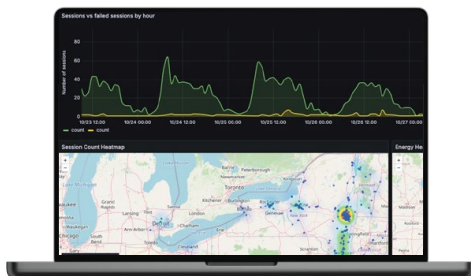
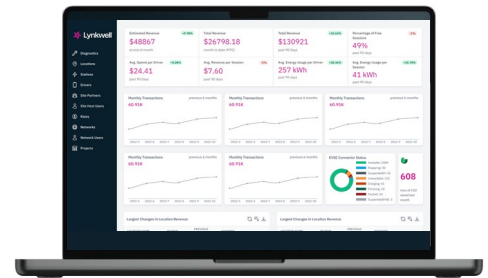
**Advanced network customization, analytics, and control**

- Real-time location status overview
- Historical utilization charts
- Real-time station status and utilization data
- Create private driver groups and discounts
- Export location, session, and energy usage reports

## ViaLink™ Network Manager

**Access core functionality for charging metrics and operations**

- Charging network dashboard
- Real-time station status information
- Real-time location-specific power usage
- Real-time communication log data
- Charger uptime and reliability metrics



## Lynkwell Command™

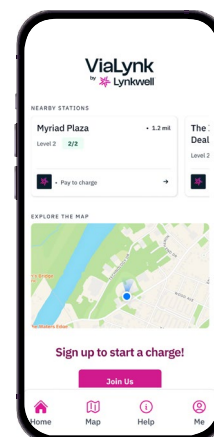
**Turn data into power with custom integrations, visualizations, and operations**

- API syncs all charging data in real time with existing operating systems
- Custom business intelligence dashboard real-time data with our pre-built metrics templates
- Actionable insights for optimized asset management

## ViaLink™ Driver App

**Preferred by drivers, our highly-rated app simplifies the charging experience**

- Fully branded charging app for Apple and Android operating systems
- Drivers can find nearby stations and check charger availability in real-time
- Contactless or remote payment options
- Access transaction history to track energy usage and cost
- Receive alerts about charging status
- Remote charging session start



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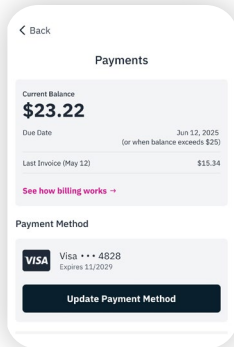
## Mobile App Features

### ViaLynk™ Driver App

The mobile app makes charging simple and easy for EV drivers. Drivers can find nearby stations while monitoring availability in real-time, make payments remotely, track energy usage and cost, and receive alerts about charging status.

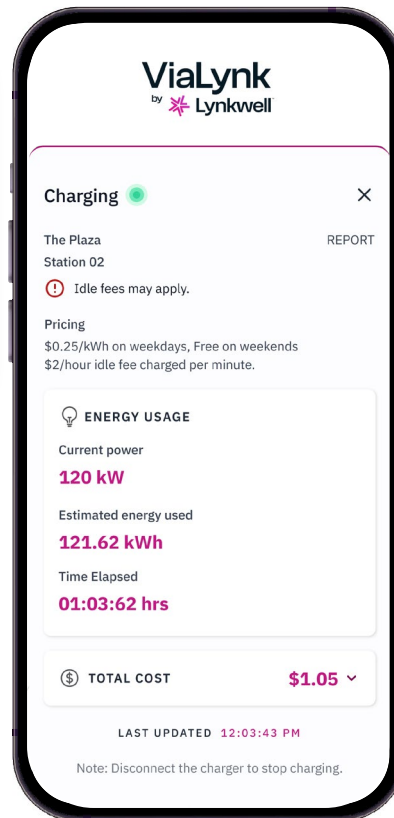
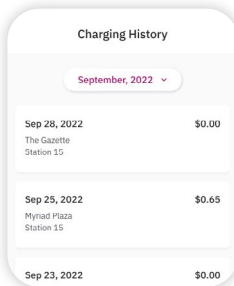
#### Contactless Payment

Manage payments remotely through the app.



#### Transaction History

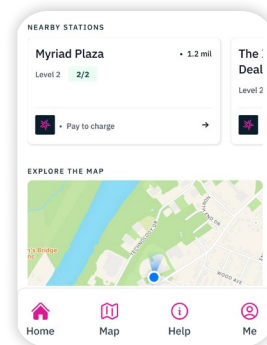
View your past charge sessions and payment history.



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#### Location Information

Find charging stations near you and check availability status.



“Easy to use! Love this app! It makes charging super simple.”

-Amanda P.



“Love this app! It makes charging super simple.”

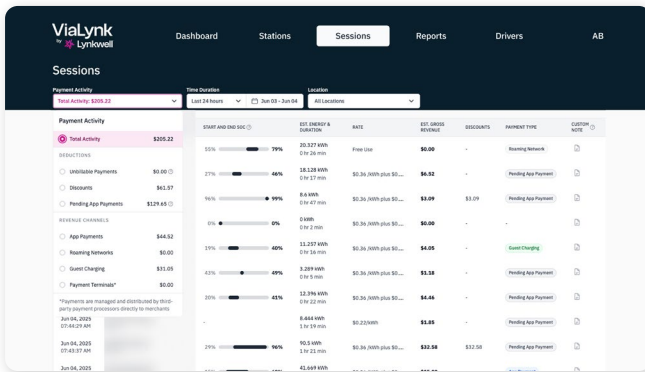
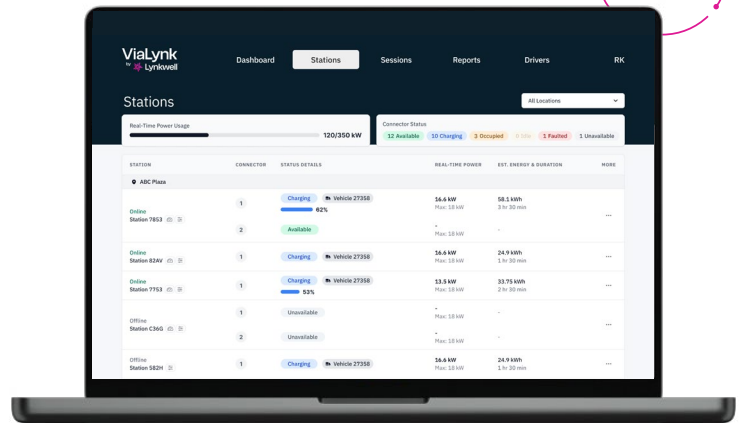


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## Charge Management for Site Hosts

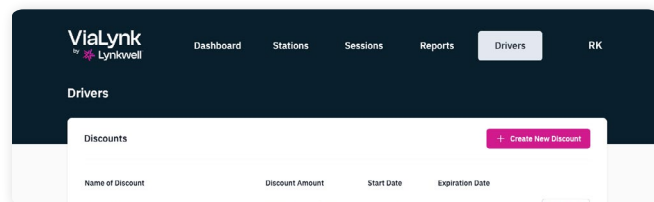
## ViaLynk™ Site Host Manager

- Advanced analytics and reporting
- 24/7 station and network monitoring
- Robust API with real time data synchronization for easy integrations



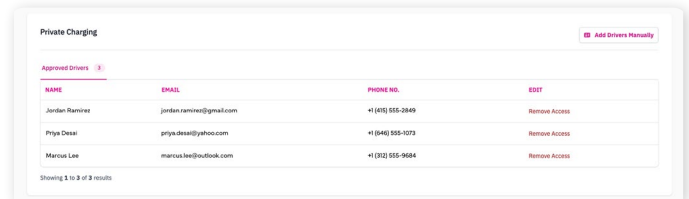
## Sessions

Track detailed charging session data, including time, duration, energy delivered, and start/end state of charge. Use filters to explore historical trends and review performance across one or multiple locations.



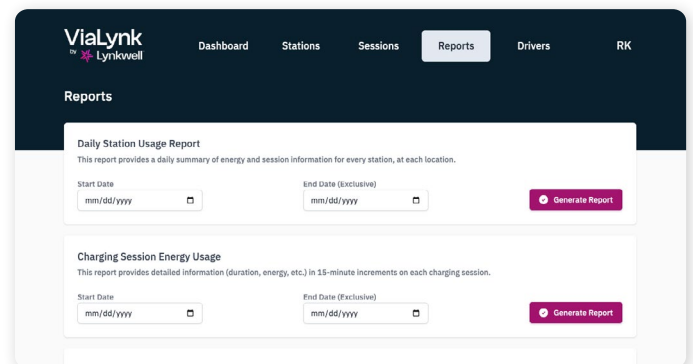
## Discounts

Create and manage incentive programs such as discounts to reward tenants, employees, or loyal users, or to attract new customers to your business.



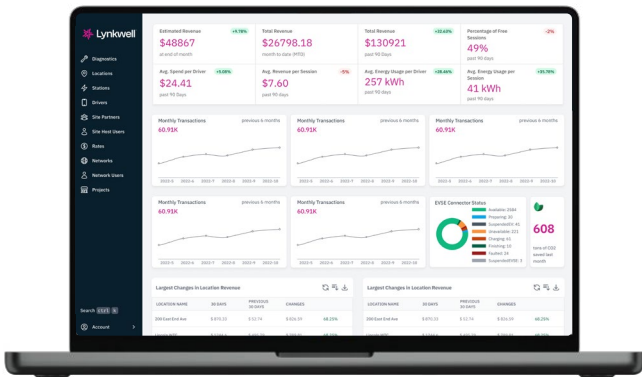
## Private Charging

Maintain full control over station access. Only authorized drivers will see your private stations in the mobile app and be able to initiate charging. Ideal for workplaces, fleets, and restricted-use environments.



## Reports

Quickly generate detailed reports for utility compliance, internal audits, or performance analysis. Multiple report types are available to match your needs.



## Station Management

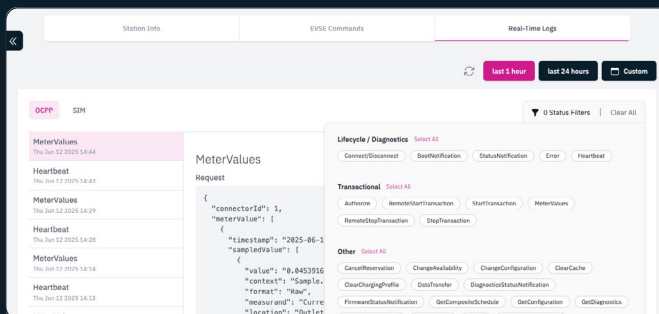
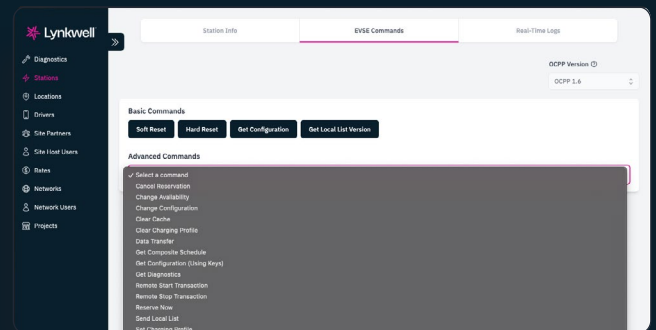
# ViaLynk™ Network Manager

With software integration, charging station operators can track energy consumption in realtime and adjust charging speeds to optimize energy usage. This helps to reduce energy costs and increase the sustainability of the charging network.

## Additional Customization Available for Site Hosts to Access, Monitor and Control

### OCPP Station Controls

Electric Vehicle Supply Equipment (EVSE) commands through OCPP 1.6 and 2.0.1 are a key feature of EV charging management software that enable charging station owners and operators to remotely control and manage charging stations.



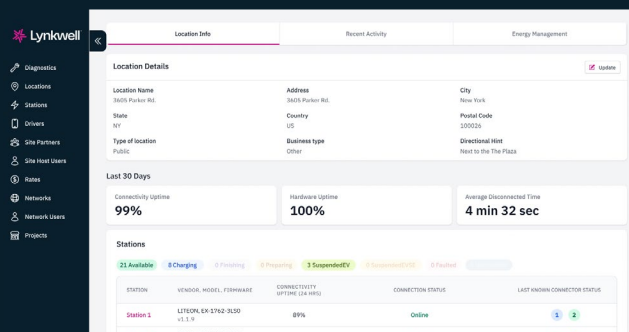
### Real-Time Logs

Allows charging station owners and operators to monitor and manage charging stations in real-time. Skip the noise with filters. Instantly access the station logs that matter most, without digging through endless entries. Troubleshooting just got faster and smarter.

## Additional Customization Available for Site Hosts to Access, Monitor and Control

## Location Overview

With instant visibility into what's working (and what's not), chargepoint operators (CPOs) can proactively monitor uptime, catch issues before they escalate, and deliver a seamless charging experience.

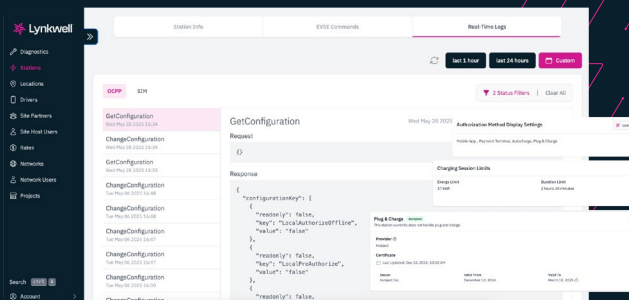


## Autocharge

Fleets use autocharge to streamline operations, reduce downtime, and ensure drivers can charge quickly without extra steps, making large-scale EV management more efficient.

## Station Configuration

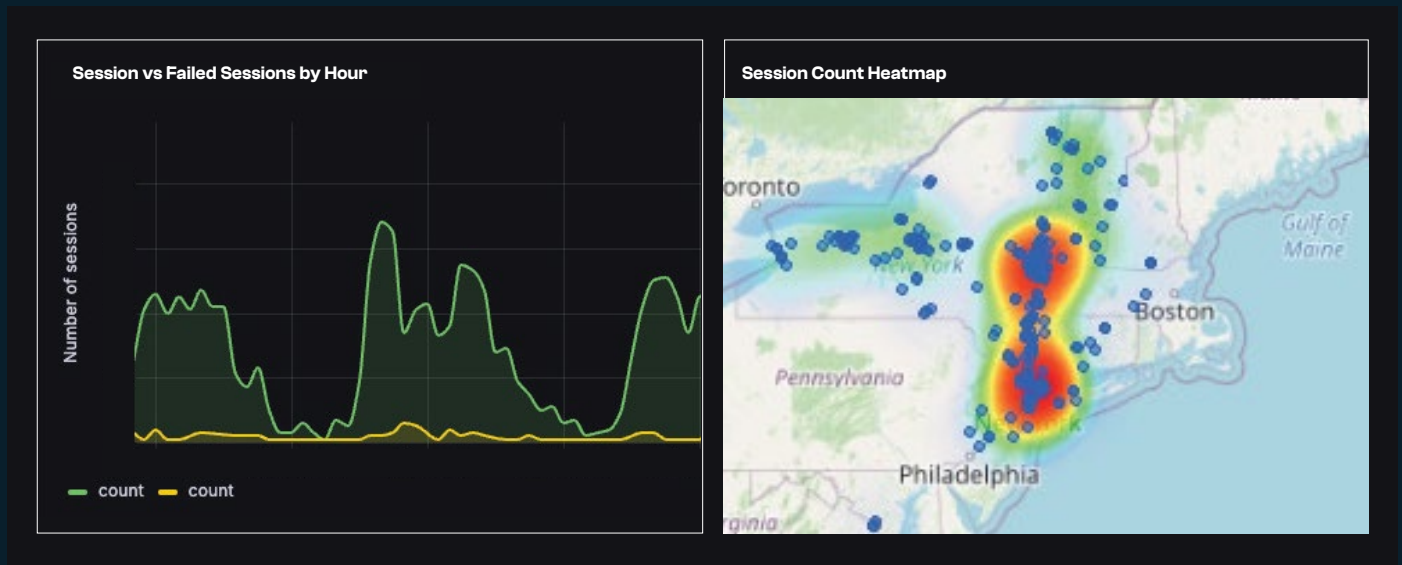
Networks can give site hosts full flexibility to configure their stations - set pricing, access controls, power limits, and more - all tailored to their unique operational needs and customer base.



## Business Intelligence Tool

**Lynkwell Command™**

Advanced business intelligence tool for in-depth insights and integrations with other core business management systems

**Have your data evolve with your business:****1**

Every EV charging business is a little different, Lynkwell Command allows you to prioritize the metrics that matter to your operations and see real-time insights into the performance of your chargers.

**2**

As your business evolves, so does the data that is important to you. Don't be locked in to a pre-built dashboard that only shows part of the picture. Integrate the Lynkwell Command connector with your internal data systems to align your charging operations with your business operations and get more actionable insights than with any other provider.

# Take Charge with Energy Management

Optimize power usage across your Level 2 and DC fast chargers. Our intelligent, cloud-based system dynamically allocates energy based on real-time requirements using OCPP (Open Charge Point Protocol) compliant charging profiles.



## How it impacts CPOs & site hosts

- Operational Efficiency:** Continuously monitors and assesses live energy demand to maximize the usage of existing infrastructure, significantly reducing capital expenditures (CAPEX).
- Cost Reduction:** Minimizes or eliminates the need for costly electrical infrastructure upgrades.
- Scalability:** Easily scales EV charging capabilities without substantial infrastructure changes.
- Sustainability:** Encourages broader adoption of electric vehicles by optimizing available energy and infrastructure.
- Advanced Safety Protocols:** Implements safety measures including energy reserves and NEC standard adherence to prevent electrical overload.

## Who Benefits Most?



### Multi-Unit Dwellings (Apartments, Condos)

- Efficiently support charging needs of many residents simultaneously without extensive infrastructure investment.
- Offer reliable charging amenities that increase property attractiveness.



### Municipalities/Workplace

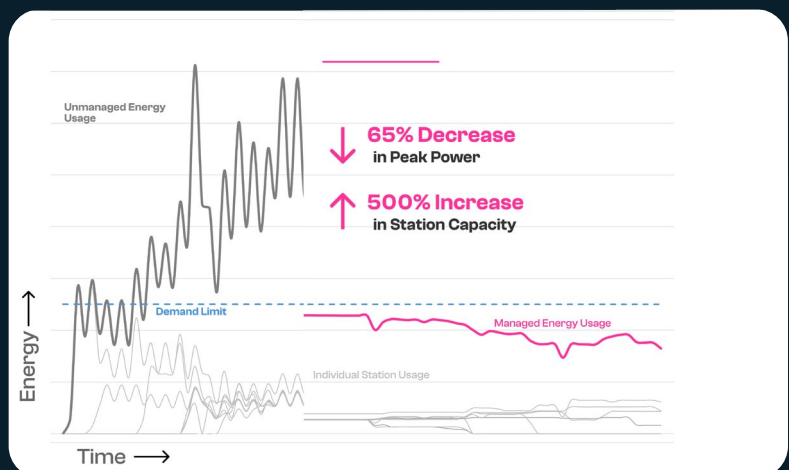
Facilitates public EV adoption with scalable, dependable infrastructure.



### Fleet Operators and CPOs

Optimized energy management and substantial cost savings.

Add up to 500% more stations to your site without infrastructure changes and reduce your demand by up to 65% with Lynkwell's adaptive energy management.



## Lynkwell's Software Solution Ecosystem



### Manage your revenue

- Payment Terminal Local Integration
- Payment Terminal Cloud Integration
- Monthly Subscription Payments
- Driver Discount Groups
- PCI-Compliant Revenue Management
- Advanced Pricing and Tariffs
- Payment Acceptance for all Major Credit Cards



### Manage your network

- Private Location Charging
- Partner and Utility Management
- Depot Partner Management
- Global Real-Time Search
- Detailed Reports and Analytics
- Bulk Charging Station and License Uploads
- Detailed Driver and Subscription Management
- Driver RFID Management
- Vehicle Tag Management



### Manage your integrations

- OCPP 1.6 and 2.0.1 Certified
- OCPI Network Roaming
- Hardware Agnostic Platform
- AutoCharge Support
- Hubject Roaming Integration
- ChargeHub Roaming Integration



### Manage your performance

- State-of-the-Art Charging Diagnostic Console
- Station, Location, and Network-Wide Uptime Reporting
- Advanced OCPP Command Console
- Over-the-Air Firmware Updates
- Network Agnostic SIM Provider
- Real Time SIM Communication Logs
- Real Time Charging Station Event Log
- Remote Monitoring and Alerts
- 100% AWS CIS Compliant Security
- OCPP Security Profile Support
- Interoperability Test Environment



### Manage your enterprise

- Robust REST API
- Self-Service API Key Management
- Developer Documentation Portal
- Advanced BI Tool Integration
- White-Labeled Charging Network
- White-Labeled Mobile App
- Customizable Email Communication
- Industry Leading Security
- Internet-Scale Infrastructure
- OCPP Security Profile Support
- Dynamic Load Balancing

## Proven Interoperability with Validated Catalog

Lynkwell's charger-agnostic management system seamlessly integrates with our curated, OCPP 1.6 and 2.0.1 validated hardware delivering solutions to suit any project.

### Total Hardware Solutions Through a Single Partner

Explore a comprehensive portfolio of hardware solutions, featuring select products from leading global OEMs alongside our own XLink™ charger.

**> 500 Products Our**  
catalog of industry  
leading solutions from  
around the world

**Validation Leading**  
OEMs trust Lynkwell to  
conduct 150 validation  
tests, ensuring their  
chargers' successful  
deployment

**Warranty**  
Comprehensive coverage  
that is underwritten by an  
A-rated  
insurance company



**Hardware  
agnostic software  
integrates with any  
OCPP-compliant  
charger**

## Support Services

### Live Support

Real-time station monitoring and automated alerts are standard for our network operations, allowing us to provide immediate support, including initiation of service responses and deployment of maintenance personnel. Additional and extended warranty support, including unit replacements, may be available, so ask how we can provide you with the ultimate level of protection.



## 3-Tiered Service Program

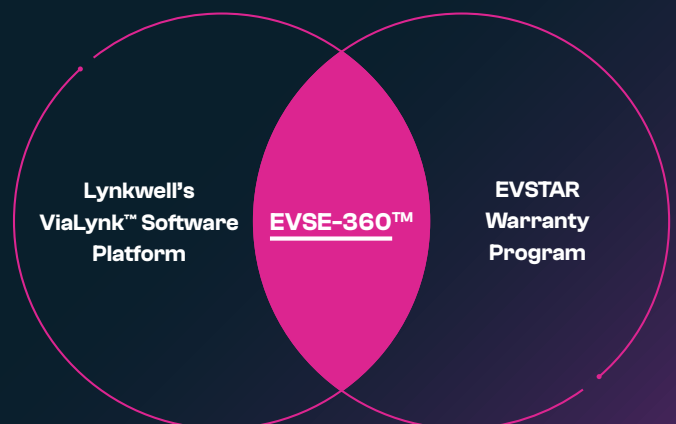
**Provides choice in extended coverage for site hosts and drivers**

- TIER 1** Phone support for drivers and site hosts.
- TIER 2** Advanced technical support on hardware and software.
- TIER 3** Offering various levels of site and warranty support.

## Lynkwell + EVSTAR = EVSE-360™

An Offering Unlike Any Other in the EV Charging Industry

EVSE-360™ is a software-driven solution backed by an A+ rated insurance company, offering comprehensive performance analytics and warranty protection that exceeds the limited scope of standard OEM warranties. Site hosts enjoy all the benefits associated with EV charging ownership while minimizing operational risks.







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 (833) 611-5965

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