

# **HOW OUR PLUG AND PLAY PLATFORM ENABLES BUSINESSES TO SCALE IN E-MOBILITY**

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**ROAMLER &  
ESWE**

**ESWE**   
Versorgung



**PLUG & PLAY**



**ZERO IT HOURS  
INVESTED**



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***OUR BIGGEST GAIN SO  
FAR IS THAT WE HAVE AN  
ECONOMICALLY SCALABLE  
SOLUTION THAT IS  
FUTURE-PROOF.***

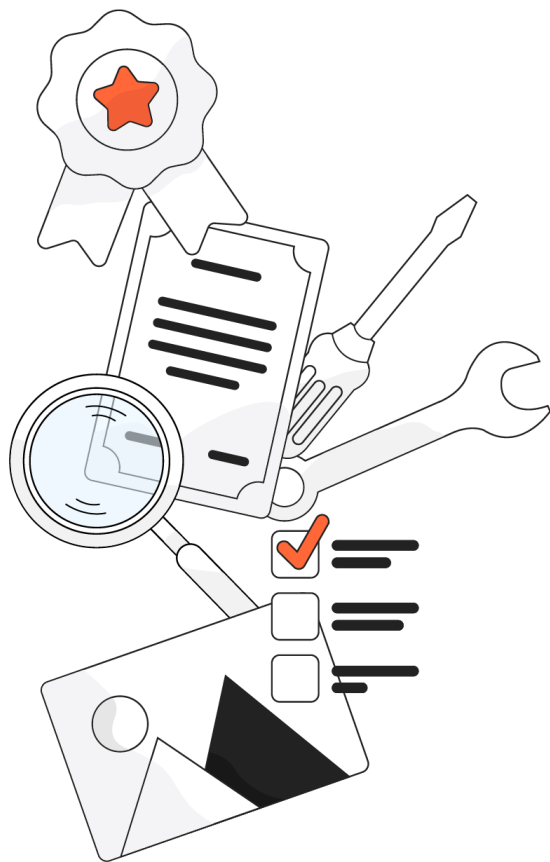
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*Marc Rappenecker*  
Department Manager  
Customer Solutions at ESWE



ESWE is an energy supplier, and driver of electromobility in Germany. The company, consisting of ca. 600 employees, offers diverse services in the energy sector.



ESWE operates a growing number of charging stations. **Annual inspection** at these stations is required by law and must be carried out by **trained electricians**. However, the growth of e-mobility at ESWE could not be managed with the current service partner, and a scalable alternative was being sought.

Roamler presented a solution to ESWE by taking away the responsibility for technical services and offering **end-to-end processing**. How does Roamler find the right electricians for this project? Through our platform, we gather tech businesses consisting of 1-4 employees, which can accept the outstanding orders within our app in just one click. Implementing a 'Plug & Play platform' means that after a set-up phase, other services can be integrated easily.

# CRITERIA & IMPLEMENTATION

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It is important to ESWE to have a digital way of working and legally compliant documentation of the annual inspections. Therefore, we made sure that ESWE can constantly overview the current state of the project progress and its documentation. Roughly, three processes were put into place:

- 1 **Data integration** of charging stations' data and Roamler's systems.
- 2 Electricians **retrieved job data** through Roamler's app.
- 3 Electricians **documented inspections** through Roamler's app.

The implementation took **7 weeks** in total, with a **20 hours** effort from ESWE, of which **0 hours** of IT effort from their side.





## CHALLENGES

During the pilot phase it became clear that for some locations, a detailed description of the testing procedure was needed. Thus, ESWE and Roamler invested several hours to fill the Plug & Play platform with guiding content. Resulting in an easy integration of new charging stations into the system, and electricians having access to extensive help in case of problems.

## RESULTS

With the completion of the pilot project, a Plug & Play platform is now in place, meaning that additional charging stations can be integrated within a week. In addition, other order types – such as the installation of wall boxes – can be integrated within a short time.



Marc Rappenecker –  
Department Manager  
Customer Solutions at ESWE

*“Our biggest benefit so far is that we have an economically scalable solution that is future-proof and with which you can grow reliably. It doesn't matter whether you have 100 stations or 100.000; the process and structure are always the same. Of course, this makes our own growth easier.”*



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***THE IMPLEMENTED  
PROCESS AND  
STRUCTURE MAKE YOUR  
BUSINESS GROWTH  
EASIER.***

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Marc Rappenecker -  
Department Manager  
Customer Solutions at ESWE





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