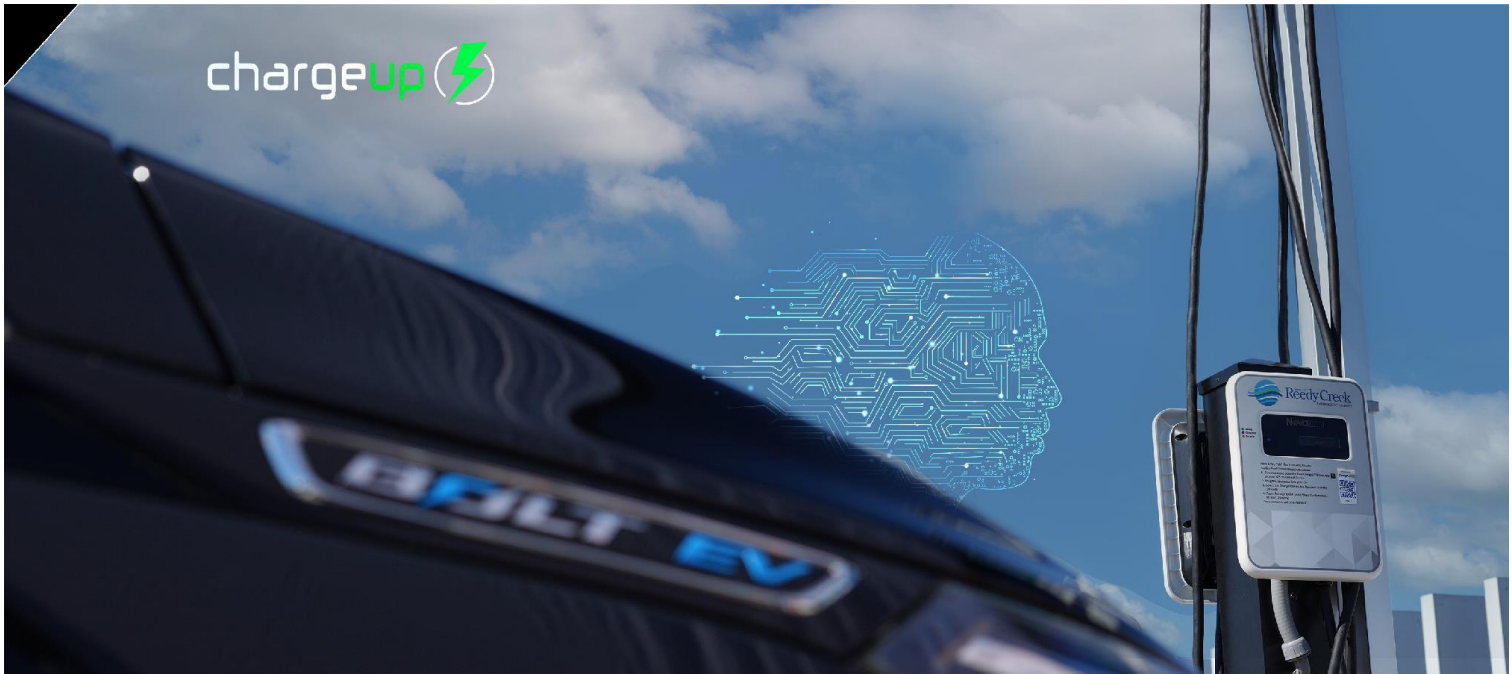


# NovaBOT™ Overview

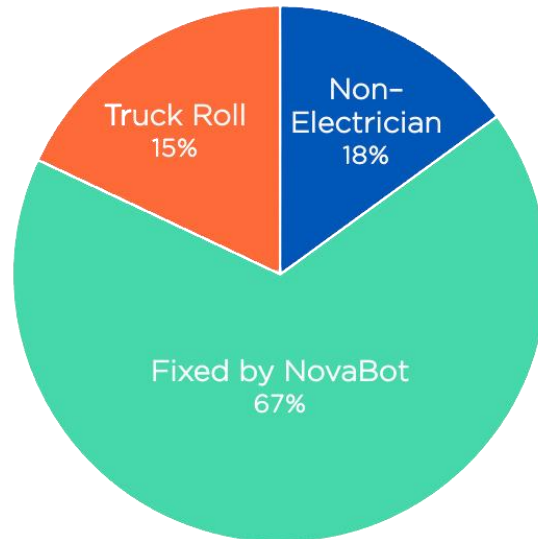


## Ensuring Uptime

# NovaBOT Proactive Maintenance Monitoring

At NovaCHARGE we believe in creating successful ROI for all station (charger) owners. With 15+ years of experience in deploying EV charging hardware and software for marquee brands, we know how to build a seamless charging experience for EV drivers while creating proven value for station owners. A significant component of ensuring an excellent customer experience and maintaining optimal uptime to drive ROI is proactively addressing issues on the charging network that could potentially impact the charging experience. NovaCHARGE's AI-driven solution to this challenge is NovaBOT™ proactive maintenance monitoring.

All chargers on NovaCHARGE's ChargeUP network can benefit from NovaBOT's continuous charger monitoring. During normal operation, the AI-driven NovaBOT regularly monitors deployed charger health and identifies potential charger health issues, automatically creating service tickets as necessary. Optionally, NovaBOT can be employed to automatically respond to identified charger issues and initiate charger self-healing. NovaBOT-enabled systems can reduce or eliminate the need for costly truck rolls by detecting, and in many cases solving, potential issues before they can impact the charging experience.



NovaBOT solves roughly 67% of all support tickets and approximately 95% of all the tickets it creates on its own. When NovaBOT identifies that human intervention is required, it automatically creates high-priority service tickets to begin the support process. This drastically reduces the amount of human effort required to keep a charging network in top condition and ensures maximum uptime for all chargers. In most cases, potential issues are detected and corrected before any drivers experience issues at the affected charger, resulting in a seamless charging experience for our customers, and driving brand value and loyalty for the charger owner.

Interested in learning more about NovaBOT?  
Let's Talk.



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