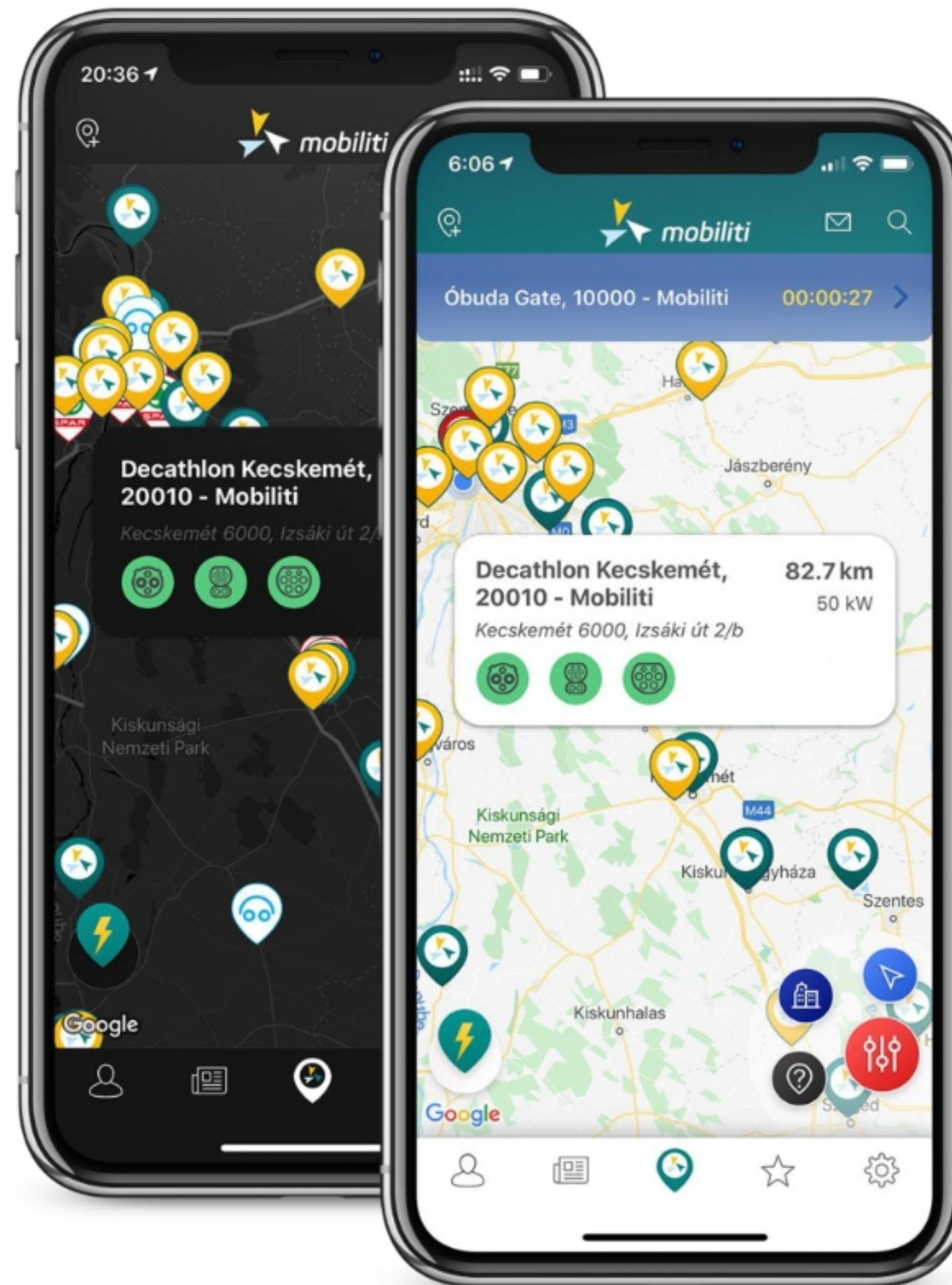# The Mobiliti

BUSINESS CASE

As an Electric Mobility Service Provider (eMSP)
Grape provides customized solutions for IT development needs

About the project

The purpose of the eMSP system is to provide a business solution that facilitates the process of charging electric vehicles (EV) from the National Energy Utilitiy Provider (NKM) by providing a user interface and facilitating communication between the eMSP and the Charge Point Operator(NKM Mobilitas) who are managing the charging stations across the country.

"The Mobiliti integrated e-charging solution includes the entire network of electric car charging stations in Hungary. It's database is detailed, up-to-date and constantly updated. It can be used without an internet connection after downloading the current database version. The community-based rating system allows users to share their station experiences immediately."

Tamás Binder - CTO @ Mobiliti

The Business Challenge

There were no existing local nor international provider on the market with integrated financial and invoicing solution to meet the strict criteria for the local regulations in related to payment, tax and invoicing.

Similar to the cash withdrawal such as the ATM network principle, NKM can provide EV charging services to their customers on the basis of contractual agreement with each and every different service provider, however a custom development was needed to enable a flawless end-user experience.
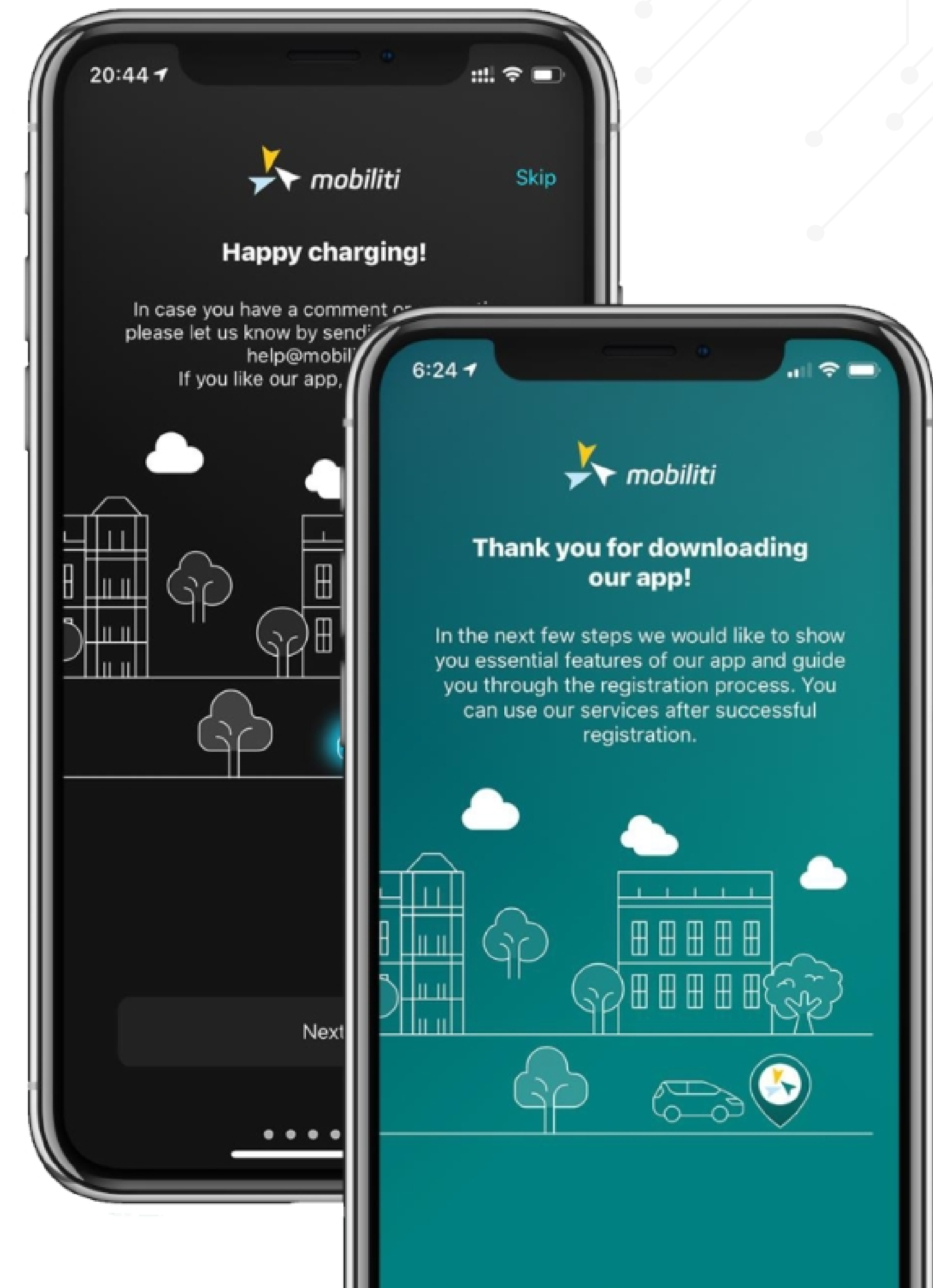
The Business Solution

eMobiliti system (Mobiliti) provides the ability to monitor charging processes and to conduct financial transactions and billing between participants.

The system backend includes user management (eg. billing or managing users' physical RFID order) in addition to managing charging processes (charging points, charging start, stop, etc.).

The web frontend of the system is the administration interface (which is only available to operators), the general user can access emobiliti services through the mobile application (Mobiliti) and users can start charging without logging in to the occasional charging web interface.

Fleet operators can create virtual keys, assign them to specific groups or even individuals for transparent invoicing and management purposes.
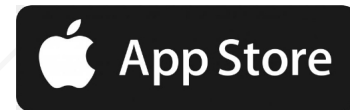
The Business Results

The custom-built solutions within the MobilitiApp enables the end-users to have a personalized experience compared to generic mobile applications, therefore it continuously increasing the customer loyalty.

The management can access live data enabling them to react real-time using their internal reporting systems. The push notifications, use of voucher's and promotional codes increased the **customer satisfaction by 68%** and opened additional business channels for the organization.

The Mobiliti solution is currently used across Hungary at over **600 Charging stations** with average review rate of 4,8* across App stores (iOS, Android) with more than **100k downloads**, and counting.
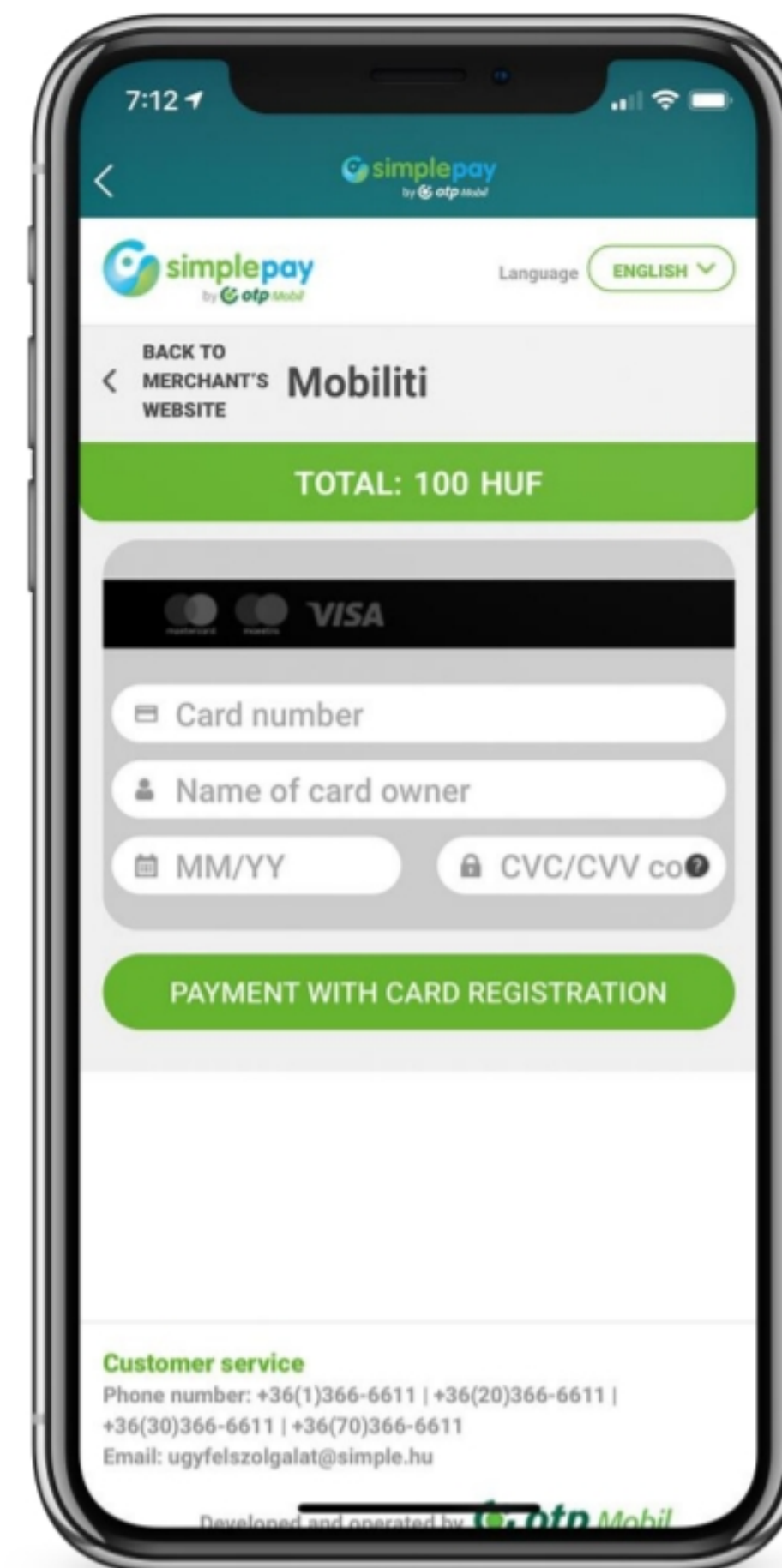
4,8 average rating across app stores

Integrated Payment & Invoicing

Our Dept management system allows tracking and notification of overdue payments due to any technical errors (99.96% successful payments). We offer complete monitoring for the successful and unsuccessful transactions including paid and free charging sessions. We support custom invoicing details based on local expectations. We can integrate almost any payment service provider (based on API documentations), some of these are already integrated. Contact us for more info about custom integrations.

Contact us!

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