



# Sifinity Fleet Product Data Sheet

LAST UPDATE DEZEMBER 2024

VERSION 1.2

**SIEMENS**

# Sifinity Fleet

## Service Data Sheet

### 1. General Product Description

**Sifinity Fleet** is a managed charging service for your EV fleet, providing a single driver app for charging at work, in public locations, or at home. The service includes payment processing, billing, and reimbursement solutions for home charging.

**Sifinity Fleet Basic** is the starter package, while **Sifinity Fleet Advanced** and **Sifinity Fleet Premium** are higher-tier packages designed to cater to specific needs for various use cases. Additionally, the **Sifinity Fleet Public** and **Sifinity Fleet Home** packages can be added on top of the Advanced and Premium packages. This document outlines the technical scope and features available with each package.

**Sifinity Fleet Basic** provides a comprehensive set of functionalities to facilitate complimentary charging at work (**Charge@Work**). This service is compatible with OCPP1.6J-compliant chargers. It includes a **Charger and Driver Web Portal** for managing chargers, drivers, user groups, and access permissions. Additionally, the package includes the **Sifinity Charge App**, which offers drivers convenient access to the charging infrastructure, though it does not support payment and billing functionalities. Furthermore, the package offers remote services, facility and fleet manager tools, driver onboarding support, contract management options, and a driver approval function, all as integral components of **Sifinity Fleet Basic**.

**Sifinity Fleet Advanced** builds upon the features of Sifinity Fleet Basic by incorporating payment options for charging. This encompasses features such as cost-center billing based on driver reports, charging of pool cars via RFID cards, reservation and smart queuing, fully automated billing and invoicing, guest charging via QR codes, and price group management. Payment capabilities are country-dependent; please check with your local Siemens sales representative for details. If billing is required, the chargers must comply with both local payment regulations and OCPP1.6J compatibility.

**Sifinity Fleet Premium** builds upon the features of Sifinity Fleet Advanced and offers enhanced capabilities to maximize revenue. This includes integration with pool cars and vehicle onboarding, Single Sign-On (SSO) for drivers, inbound roaming capabilities and scheduling, access to a partner API for seamless integration, and dynamic load management.

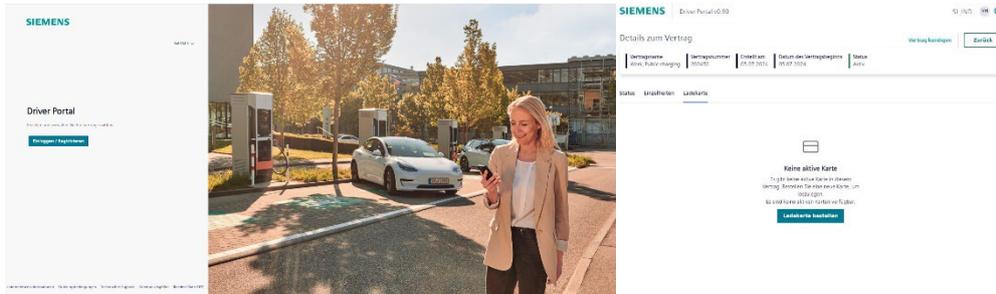
**Sifinity Fleet Home** enables automatic reimbursement of energy costs by the employer for home charging with any OCPP 1.6J-compliant charger. Additionally, Siemens VersiCharge chargers, available for the home package, can be conveniently ordered through Siemens.

**Sifinity Fleet Public** provides access to an extensive roaming network across Europe, facilitating seamless payment at over 500,000 chargers.

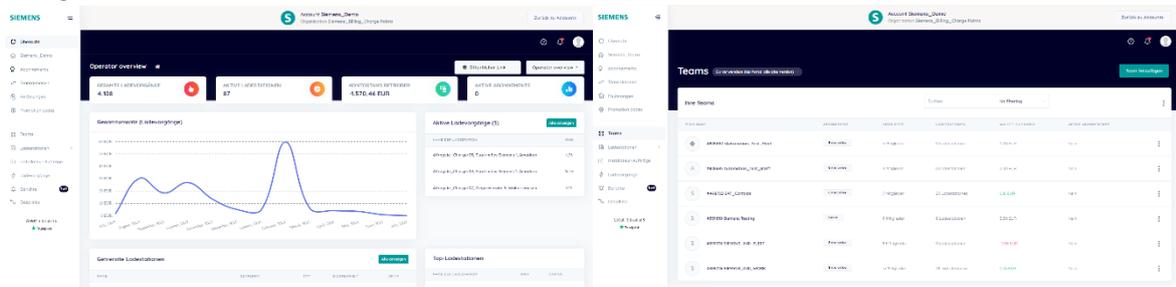
## 2. Product Samples

The software solution includes the "Driver Portal" for contract management, the user-friendly "Sifinity Charge" app for drivers, and the "Charger Portal" for managing chargers.

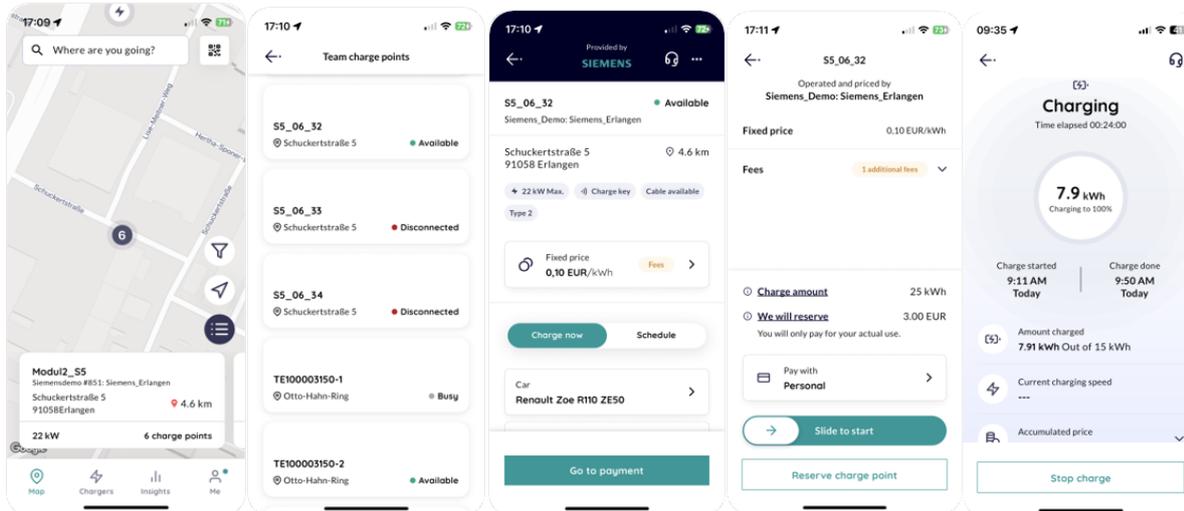
### Driver Portal



### Charger Portal



### Sifinity Charge



### 3. Product Packages

An overview of available packages:

|                          | Basic<br>Charger and driver management   | Advanced<br>Paid charging  | Premium<br>Maximization of revenue and capabilities   |
|--------------------------|--|--|---|
| <b>Work</b>              | Management of workplace charging points, access control, proactive monitoring, static load management, firmware updates*<br>Monthly subscription fee per charger   | Everything in Basic + charger reservation, smart queuing, pricing options, payment management, invoicing, ad hoc charging, member cost group setup<br>Monthly subscription fee per charger<br>Monthly subscription fee per transaction | Everything in Advanced + managing access to public (share with roaming partners) for different times and different kWh pricing, API access<br>Monthly subscription fee per charger<br>Monthly subscription fee per transaction                |
| <b>Driver management</b> | Web portals for driver management, onboarding, contract approval, self-care services, fleet manager functionalities, charge key options, approval workflows, mobile app for drivers<br>Monthly subscription fee per driver | Everything in Basic + cost center reports, driver reports, charger reports, Intercompany billing reports, fleet manager support, pool cars onboarding<br>Monthly subscription fee per driver   | Everything in Advanced + integration of customer's Single Sign-On solution, API access, car integration for fleet vehicles (selected brands/models), application of charge profiles for fleet vehicles<br>Monthly subscription fee per driver |
| <b>Charging options</b>  | Home**<br>Manage home charge points, automatic reimbursement, Invite family members to charge without reimbursement, remote support, firmware updates*<br>Monthly subscription fee per driver                              | Public**<br>Get access to charge at public stations, manage public charging, functionality to pay with team wallet, use Charge Keys or mobile app, select and start/stop charging sessions<br>Free                                     |   |

\*Siemens Hardware only    \*\*Can only be combined with advanced and premium

**SIEMENS**

#### Prerequisites

##### Onboarding of Chargers

- **OCPPv1.6-JSON Connection:** To enable communication between the charger and the Sifinity Fleet service, establish an OCPPv1.6-JSON connection.
- **Charge Point Assignment:** Post-installation, the charger must be assigned to your customer account. Siemens handles this after the charger is online.
- **Integration Tests:** Integration tests may be required before onboarding to ensure compatibility. Siemens chargers may also need testing before firmware updates.

##### Charging Infrastructure

You will be solely responsible for the reliability, performance, or interoperability of the hardware, for uploading your data to the service and other related infrastructure (e.g., power distribution systems, distributed energy systems, EVs).

Furthermore:

1. The charger must be performed, assessed, and approved by a qualified installer.
2. The charger must be commissioned & connected to the internet be able to connect to Secure WebSocket (wss) and using http basic authentication scheme with sufficient bandwidth.
3. The latest firmware version should be installed on the charger.
4. The charger must comply with all applicable laws (e.g. in case of charging sessions with financial transaction the charge must compliance with calibration law in Germany).
5. The charger must be maintained regularly.

##### Internet Connection

There will be a functional internet connection. The bandwidth of your internet connection will determine your experience of the service and its performance.

##### Web Browser

An HTML5 capable internet browser is required (e.g. Google Chrome or Microsoft Edge) for the Driver Portal and Charger Portal. The recommended screen resolution is 1024x768 or higher. Viewing on Mobile internet devices is not supported.

**Software for Viewing Reports Offline** To view the reports provided by the service offline software to read .csv files (i.e., Microsoft Excel or similar) or .pdf files (i.e., Acrobat Reader or similar) is required.

**Charge Point Interoperability** Sifinity Fleet currently supports 400+ types of chargers. Due to the different communication protocol implementations of each manufacturer, the quality of the software integration might be different. An indicator can be found here: <https://monta.com/uk/supported-charge-points/>. Some functionalities, e.g. load management, depend on the hardware model. Chargers by Siemens are always fully supported. For other manufacturers, an integration test must be done for each firmware release.

## 3.1 Onboarding Package

**General** A one-time onboarding package is required to configure the software system to meet your specific needs.

**Driver Portal**

- Setup depending on the chosen package allowing company car and if applicable private car drivers to order a charging contract: Standard onboarding package contains up to a maximum of 8 entities "Driver Portal Accounts"; additional entities need to be ordered at your Siemens sales representative.
- Fleet managers will be assigned roles to approve or decline driver contract requests and to download reports.
- If applicable, vehicle coordinators will be assigned roles to order charging cards for pool cars.

**Charger Portal**

- Configuration of the appropriate team structure based on your use case (e.g., fleet, staff, work) and, if applicable, "nested teams."
- The standard onboarding package includes up to 8 entities. Additional entities can be ordered through your Siemens sales representative.
- Onboarding of chargers into the right team.
- Configuration of financial structure and billing information.

## 3.2 Charge Keys

**General** Charge Keys provide a simple and secure method for authenticating and managing EV charging sessions. Suitable for use at work, public, and home chargers, these cards offer effortless access with a quick tap.  
**Fleet Drivers:** Charge keys allow fleet drivers to charge their vehicles at designated chargers, with the costs automatically billed to the company account.  
**Private Drivers:** Private drivers can use the charge key for personal charging, with expenses allocated to their private account.

## 3.3 QR-Sticker

**General** The high-quality adhesive stickers, designed for outdoor use, are resistant to weather, UV exposure, and wear, and feature Siemens branding. QR stickers for EV charging offer a versatile and user-friendly solution for accessing and managing chargers at work.  
**Guest Charging:** Guests can easily initiate charging sessions at their own expense without needing to register through the Driver Portal. Registered users can also scan the QR code to quickly access the charge point.  
**Technology Support:** The stickers support QR code scanning via a smartphone camera or NFC (Near Field Communication).  
**Setup:** The stickers must be linked to the specific Charge Point via the app and securely attached to the Charge Point

### 3.4 Sifinity Fleet Basic

|   |   |
|---|---|
| <b>Monta Services</b>   | <ul style="list-style-type: none"> <li>• Provision of information services and access technology to the charging infrastructure for electric and plug-in hybrid vehicles.</li> <li>• Charging your electric vehicle at your workplace between you and your employer ("Work charging") without payment options.</li> <li>• Overview of your charging sessions and transactions.</li> <li>• Ordering of charging cards via the app for employees ("Sifinity Charge shop") on private costs.</li> </ul>  |
| <b>Driver Portal</b><br>Enabling services for your customers  | <p>Different Driver portal functionalities can be enabled for building tenants.</p> <p>A specific Fleet Manager Role will be assigned to you for the contract management &amp; approval tool for different user groups and use cases.</p> <p>Ordering of RFID cards from company car drivers on company costs.</p>  |
| <b>Charger Portal</b><br>Enabling services for your customers | <p>A specific Facility Manager Role can be assigned, which includes the following functionalities:</p> <ul style="list-style-type: none"> <li>- Dashboard</li> <li>- Overview Transactions and Charging Sessions</li> <li>- Overview Charge Points and Performance</li> </ul>   |
| <b>Charging Sessions</b>                                      | <p>Certain individual charging transactions (events) are reported.</p> <p>Example of information displayed:</p> <ol style="list-style-type: none"> <li>Displays the distribution of charging sessions across the team for a specified period, such as the percentage of sessions successfully completed without errors over a given week, day, or month.</li> <li>Visualizes (a) the amount of energy charged and (b) the number of charging sessions across various periods (daily, weekly, monthly, yearly).</li> <li>Provides a detailed list of charging sessions within the selected period, including information such as start/stop times and energy delivered.</li> </ol> <p>Charging session data can also be exported to a CSV file for a specified period.</p> |
| <b>Remote Control</b>   | <p>For the control of your charge point, the following remote actions might be performed:</p> <ol style="list-style-type: none"> <li>Reboot</li> <li>Start charge</li> <li>Stop charge</li> <li>Force stop all charges</li> <li>Unlock</li> <li>Set inactive</li> <li>Set maintenance</li> <li>Self-check</li> </ol>  |
| <b>Static Load Management</b>                                 | <p>Maximum power can be limited per charge point location.</p>  |
| <b>User Notifications</b>                                     | <p>Notification system for user to send notifications of events (errors etc.) via push notification.</p>  |
| <b>Supported Languages</b>                                    | <p>The UI language used in the Service may be configured. The supported languages are English and German.</p>   |
| <b>Responsibility of Correct Data and Data Privacy</b>        | <p>The fleet manager needs to validate data (driver and contract data) and approve the onboarding of a driver. The fleet manager is responsible for offboarding a driver as soon as there is a necessity for it. Data inconsistency cost is with customer related to above (e.g. offboarding is not done).</p> <p>You are accountable to check data privacy issues internally.</p>  |
| <b>Driver-Hotline and Support</b>                             | <p>Hotline and e-mail support for Work-Driver during 8:00 -17:00 CEST Monday to Friday covering:</p> <ul style="list-style-type: none"> <li>- Answering and solving issues regarding Contract Management &amp; Company car RFID Cards</li> <li>- Solving Software issues related to Sifinity Fleet</li> <li>- Passing Hardware issues to the related CPOs if there is an agreement (no public CPOs)</li> <li>- Issues with public CPO need to be clarified with the referring CPO</li> </ul>  |

### 3.5 Sifinity Fleet Advanced

|   |   |
|---|---|
| <b>Reports for Cost-Center Billing</b>      | Tracking of "virtual costs" per cost center and charging session per driver.<br>No financial flow through Siemens systems.<br>Tracked costs will be shown in reports and can be used for cost-center billing<br><b>These bill-to-cost centers will be available as standard self-service data download only.</b>  |
| <b>Reporting</b>                            | Different reports will be provided via self-service in the driver portal <ul style="list-style-type: none"> <li>- <b>Charger Report:</b> Provides a comprehensive overview of charger details, including consumption metrics.</li> <li>- <b>Invoice Report:</b> Summarizes subscription types and associated charges.</li> <li>- <b>Driver Report:</b> Offers insights into fleet drivers and their billing information.</li> </ul>   |
| <b>Guest Charging via QR Sticker</b>        | Sifinity Fleet QR Sticker for charge @ work can be ordered via Siemens<br>Responsibility for attaching the QR Sticker and linking it with Sifinity Fleet system is with customer<br>QR Sticker can be used for ad-hoc charging e.g. guests that have not an active contract in the driver portal (if activate) or for easy access for drivers with existing contract  |
| <b>Charging for Pool Cars via RFID card</b> | Sifinity Fleet allows seamless charging of electric pool cars. By utilizing an RFID card, users can easily initiate and manage charging sessions for the vehicles. The RFID card enables quick and secure authentication, allowing users to perform transactions and monitor the progress of their charging sessions effortlessly.  |
| <b>Automated Billing and Invoicing</b>      | Sifinity Fleet offers an automated billing and invoicing system for electric vehicle drivers. This feature eliminates the need for manual billing processes by generating and sending invoices automatically based on the driver's charging activity. By streamlining the billing process, Sifinity Fleet ensures accurate and timely invoicing, providing drivers with a convenient and transparent payment experience.  |
| <b>Price Group Management</b>               | With Sifinity Fleet, users have the flexibility to customize their pricing structure for electric vehicle charging. The platform allows for the following actions: <ul style="list-style-type: none"> <li>• Select the type of Price Group: Users can choose from predefined price groups or create their own, based on factors vehicle type, or charger location.</li> <li>• Select the type of pricing: Users can specify whether they want to charge based on kWh (kilowatt-hour), time-based rates, or a combination of both.</li> <li>• Apply an Hourly tariff (optional): If desired, users can set an hourly tariff to account for peak and off-peak charging periods, optimizing cost efficiency for both the fleet and the driver.</li> <li>• Create additional charging fees (optional): Users can define any additional fees, such as service charges or transaction fees, that may apply to the charging session.</li> <li>• Apply the Price Group: Once the pricing parameters are set, users can apply the chosen Price Group to a specific vehicle or group of vehicles within the fleet. This ensures consistent and accurate pricing for each charging session.</li> </ul> |

### 3.6 Sifinity Fleet Premium

|  |  |
|--|--|
| <b>General</b>                             | The package Sifinity Fleet Premium includes all functions provided by the package Sifinity Fleet Advanced.   |
| <b>Monta Services</b>                      | <ul style="list-style-type: none"> <li>• Pushing Chargers into roaming network e.g. hsubject (inbound roaming)</li> <li>• The accessibility (public/private) can be scheduled and a price group for multiple defined timeslots on a defined day of the week can be set.</li> </ul>   |
| <b>Car Integration and Charge Profiles</b> | With Sifinity Fleet, users can easily integrate and add cars to their driver accounts. This integration allows for the customization of charging profiles to meet specific requirements. Users can set parameters such as fallback start state of charge (SOC) percentage and vehicle maximum battery override percentage, ensuring optimal charging management tailored to their needs. |
| <b>Single Sign-On (SSO) for Drivers</b>    | Single Sign-On (SSO) for drivers is a secure authentication method that allows drivers to access multiple systems with a single set of login credentials. Integration tests are necessary to ensure seamless and reliable integration of the SSO system into the customer's existing infrastructure, ensuring smooth user experience and data integrity.                                 |
| <b>Inbound Roaming Capabilities</b>        | Inbound Roaming capabilities enable chargers to be made accessible to a broader range of users by allowing the charge points to be listed on multiple third-party roaming platforms. This feature ensures that EV drivers from different networks can easily locate, access, and use the charger, significantly increasing the station's visibility, utilization, and potential revenue. |

|                                       |  |
|---------------------------------------|--|
| <b>Scheduling for Inbound Roaming</b> | The scheduling for inbound roaming feature allows charge point operators to control the availability of their chargers on third-party roaming networks based on specific time schedules. This enables operators to make their charge points accessible for roaming during designated time periods, such as outside of working hours or during off-peak times, helping to optimize usage and maximize revenue.  |
| <b>Sifinity Fleet APIs</b>            | <p>The service allows direct integration with external systems via our Charger Portal API. The APIs available are e.g.</p> <ol style="list-style-type: none"> <li>Charger Status API provides the availability status for chargers and connectors as well as the charger connectivity status.</li> <li>Transactions API provides charging transaction details for a selected period.</li> <li>Session reports API provides session report information for legacy Siemens HPC chargers.</li> </ol>  |
| <b>Dynamic Load Management</b>        | Dynamic Load Management (DLM) is an advanced feature designed to optimize the distribution of electrical load across multiple chargers, ensuring efficient and balanced energy usage. This feature is essential for preventing overloads, maximizing charging speed, and enhancing the overall performance of electric vehicle (EV) chargers. DLM is particularly crucial in environments with limited power capacity or varying energy demands. Setting up DLM may require additional customized project costs and additional hardware. |

### 3.7 Sifinity Fleet Home

|                       |  |
|-----------------------|--|
| <b>General</b>        | The package Sifinity Fleet Home can be combined with the package Sifinity Fleet Advanced and Premium.  |
| <b>Monta Services</b> | <p>Settlement of home reimbursement services between your employers, provide that you have an applicable agreement with your employer ("Home Reimbursement Services").</p> <p>The ability for you to configure and connect a new charge point that shall be used for "Home Reimbursement Services".</p> <p>Automatic scheduling of charging based on electricity prices and emissions data to optimize cost, environmental impact, and renewable energy usage ("Smart Charging")</p> <p>The ability to give access to other users to a private charge point at home.</p> |
| <b>Smart Charging</b> | Smart Home Charging optimizes EV charging by automatically adjusting to your preferences. It ensures cost-efficient, safe and sustainable charging by integrating with renewable energy sources. This feature provides a seamless, cost-effective, and eco-friendly charging experience tailored to your home's needs.   |

### 3.8 Sifinity Fleet Public

|                       |   |
|-----------------------|---|
| <b>General</b>        | The package Sifinity Fleet Public can be combined with the package Sifinity Fleet Advanced and Premium.   |
| <b>Scope</b>          | <p>The following countries are currently enabled for public charging with the Fleet Wallet (on company costs) Belgium, United Kingdom, Italy, Spain, France, Netherlands, Norway, Switzerland, Sweden, Denmark, Germany, Austria, Ireland.</p> <p>In all other countries where charge points are connected to the Sifinity Charge App the personal wallet can be used to pay the charging session. In case of fleet drivers the reimbursement of these costs via travel reimbursement is necessary.</p> |
| <b>Monta Services</b> | <p>Services for the use of a public network of chargers in order to charge your electric vehicle. In addition, Monta offers to settle the charging fees with your employer if you have a corresponding agreement ("Public Charging").</p> <p>Multiple Payment Options: Support for credit/debit cards, mobile payments, and subscription models.</p>  |

## 4. Additional Services

### 4.1 Customization and Consulting Services

**General** Our customization and consulting services are designed to tailor our solutions to meet your specific business needs. Whether you are looking to adapt the product to your workflow or optimize performance, our team of experts is here to help.

---

### 4.2 Onboarding of Charge Points

**General** The onboarding of charge points involves a streamlined process to integrate and activate chargers into the charger portal. This ensures that newly installed charge points are added by Siemens to the backend.

---

### 4.3 Offboarding of Charge Points

**General** Charge point offboarding is the process of removing chargers from your account in the charger portal, in case of deinstallation/decommissioning of charge points.

---

#### Disclaimer

The described functionalities might be incomplete, inaccurate, or subject to change in future, since Sifinity Fleet is updated constantly. Please be aware that software underlies constant change, which cannot be reflected in a static document.

Many functionalities rely on the charger's capabilities and its communication protocol implementation. In case functionality related to a charger is not implemented or not usable from Sifinity Fleet, it will not be available as expected.

