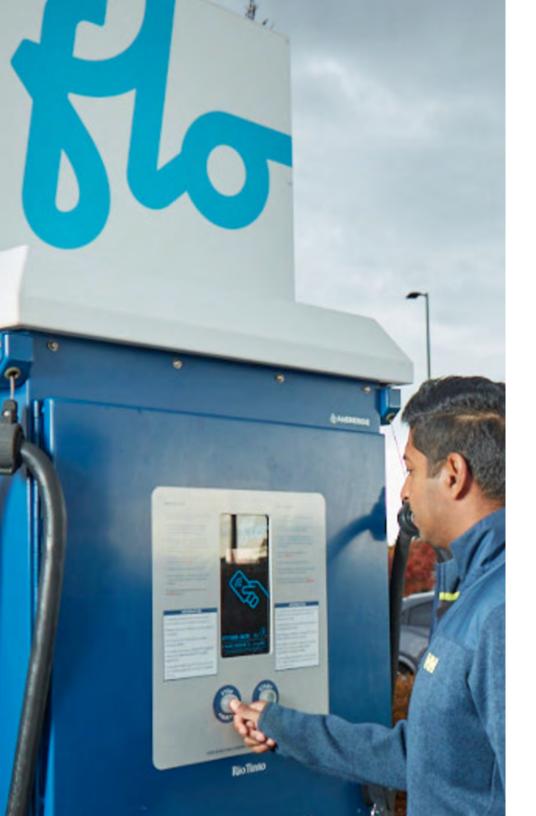# Global Management Services overview

FLO's Global Management Services (GMS) provide access to a range of features involved in day-to-day station management.

FLO's industry-leading support will ensure your stations stay up-to-date and visible to EV drivers. We will even take care of the billing and you'll be free to focus on your business.

GMS connects your stations to the FLO network and is essential to run a successful EV charging business.

Keeping your annual GMS subscription active ensures your stations stay online and visible for drivers and remote monitoring.

Unlock your station's full potential

Network Operations Centre
Proactive monitoring for maximum uptime

Trust the experts of FLO's Network Operations Centre (NOC) to take care of the frontline charging station management for you. FLO's experienced NOC is dedicated to caring for both site hosts and EV drivers. Our team of customer service and technical support representatives (real people) proactively monitor EV stations to ensure maximum uptime and are available 7-days a week, 7 am – 9 pm EST*

Proactive monitoring

Network connected EV chargers help to protect your investment by offering important insights into the health of your EV charging station. All networked charging stations send health and status updates through an equipment heartbeat, which is a continuous stream of information provided by the sensors inside the charging station. The FLO Network Operation Centre's proactive monitoring services helps to avoid potential downtime and solve issues faster, often before the site host or driver even knows there may be an issue.

EV driver mobile app

Let drivers know where you are. When your station is network-connected, it is visible to thousands of EV drivers. The FLO mobile app is available in both the Apple and Android app stores making it simple to manage their charging experience by activating and paying for the charging services. Station owners benefit from FLO's extensive membership together with many hundreds of thousands more EV drivers who we are connected via roaming agreements.

*holidays may affect hours of operation

Why GMS and the FLO network?

Station uptime

Optimize the performance of your EV charging stations, by connecting them to a charge point operator network. FLO's Global Management Services gives site administrators and the FLO Network Operations Centre (NOC) visibility to manage the communications between FLO's backend and the chargers. Our expert team will monitor the health of your chargers for you increasing the reliability of the station's performance. Proactive station monitoring will increase your potential revenue as well as increase the longevity of your station's lifespan.

Visibility

To make the most of your investment, it's important to drive traffic to your location. Give EV drivers the ability to easily find you through FLO's extensive network. EV drivers will be able to find you using the FLO mobile app or through third-party network operators and mobility platforms from vehicle OEMs and mapping aggregators making them easy to locate within most EV network apps.

Total cost of ownership

Protect your investment by ensuring software and firmware are automatically updated to accommodate the next generation of EVs. As more EV cars come to market, the stations must be compatible to avoid stranded assets because of outdated technology. Remote updates also reduce the total cost of ownership by reducingthe need for onsite technician intervention.

Owner's Web Portal
One stop station management

Site administrators are given access to the FLO Owner's Web Portal, which is a dashboard to manage, monitor, and configure EV charging stations. The Owner's Web Portal allows you to update charging station settings including EV driver access control and billing modes. You can also track the equipment heartbeat data with near real-time notifications on the status of a charging station and any anomalies reported during a charging event. A comprehensive report module is integrated with historical charging session activity data, so you always have up-to-date station status and insights to make adjustments if needed.

Access control

Site administrators can ensure authorized users are able to utilize the charging stations when they need them and prevent unauthorized access. Authenticate user credentials with FLO mobile app or make charging available at specific times of day. This may help with controlling charging at peak times and helps to manage demand.

Collect revenue

FLO's PCI-DSS compliant payment system enables station owners to collect revenue from EV drivers. Choose the pricing profile to suit your environment and revenue goals. Pricing may be adjusted based on time of day, session length, or kWh (energy transfer). FLO manages the entire billing process for you. If you have more complex pricing requirements, contact client.integration@flo.com to understand more about the custom setup options.

Data reporting

Optimize utilization and revenue by gleaning insights from detailed reports.

- **Usage sessions report**: total time a vehicle has been connected to a charging station.

- **Charging sessions report**: total time a vehicle has been drawing energy from a charging station.

- **Transactions report**: total revenue and tax collected through the charging station's session. Easily review reports online or export to an Excel file.

Secure data

Feel confident knowing FLO's network management applications are securely hosted by Microsoft Azure data centres which meet stringent cyber security and data privacy requirements. Data is hosted in the country of origin with separate data storage facilities for customers in the United States and Canada. FLO has implemented Microsoft Azure's suite of digital security products (B2C, Network Security Group, DDoS protection) to support the platform and all data is encrypted at rest using the AES-128/256 encryption formats and while on-flight protected with TLS 1.2 links.

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