

reev Partner Portal Debuts at Power2Drive: Smarter Maintenance for Seamless Charging Infrastructure Operations

Built for full-service providers, hardware vendors and electricians to make maintenance easy, cut support costs, and keep charging infrastructure running smoothly

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[reev](#), the leading energy and charging platform for the semi-public sector, is unveiling the **reev Partner Portal** at Power2Drive Europe, strategically expanding its product portfolio. The new solution enables full-service providers, hardware vendors and electricians to efficiently monitor and service charging infrastructure operated via the **reev Platform**. It reduces operating costs by avoiding unnecessary on-site visits, accelerates troubleshooting, and contributes to improved service quality.

“With the reev Partner Portal, we are laying the foundation for operating charging and, in the future, energy infrastructure more intelligently, efficiently, and economically at the technical level,” says Christian Krawczyk, Head of Product at reev. “Our goal is to support everyone who provides technical assistance to their customers in operating charging infrastructure—from full-service providers to hardware manufacturers to electricians. We help them maximize availability, reduce service costs in the long term, and offer new services in the field of electric mobility.”

Response to increasing requirements in service operations

Whether for the technical operation of individual charging sites or the management of large-scale infrastructure portfolios – companies involved in the operation and maintenance of charging infrastructure face the challenge of combining high technical standards with economic efficiency. Increasing competitive pressure, rising operating costs, and growing complexity call for sophisticated digital solutions. The reev Partner Portal offers specific advantages to meet these requirements:

- **Maximum uptime:** Smart fault detection and technical transparency help to identify and rectify problems at an early stage.
- **Reduce costs and save time:** Remote maintenance and centralized monitoring eliminate many unnecessary on-site visits.
- **Streamline support and speed up issue resolution:** Errors can be prioritized and solved efficiently.
- **Strengthen customer loyalty:** Proactive support improves the user experience in the long term.
- **New revenue models:** Maintenance and support offers can be marketed as a service.

Digital overview, fault analysis and remote maintenance in one system

The reev Partner Portal combines central control, transparent fault analysis and powerful remote maintenance in a single interface. The integrated dashboard provides real-time insights into the status of all charging stations, shows active, defective or offline stations at a glance and categorizes faults according to criticality. This allows support assignments to be planned and prioritized in a targeted manner.

In addition, service operators have direct access to all technical details of the managed infrastructure - including OCPP error codes and diagnostic logs. Intelligent search and filter functions ensure that the overview is not lost, even with growing charging infrastructures. Rights are assigned in compliance with data protection regulations and only with the explicit consent of the charging station operator. With the integrated remote functions, many problems can be solved directly from a distance, often eliminating the need for a physical on-site visit.

Strategic advantages for full-service providers

The reev Partner Portal fundamentally transforms the technical operation of charging infrastructures: it enables the centralized management and onboarding of new customers and charging stations as well as the control of existing installations. Thanks to automated processes, smart monitoring and comprehensive remote maintenance options, it not only reduces day-to-day support costs. It also raises service quality to a new level and opens opportunities for full-service providers to tap into additional business areas relating to operation and maintenance.

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[reev](https://reev.com) is an internationally active software company based in Munich that offers a leading energy and charging platform for the semi-public sector. The company's mission is to promote sustainable and future-oriented mobility. The cloud-based solution ensures easy charging, efficient energy use and optimized load management – designed for companies, gastronomy, parking areas and the housing industry.

As a reliable partner for charge point operators (CPOs), electricians, wholesalers and charging station manufacturers, reev actively contributes to the expansion of the charging and energy ecosystem. Intuitive solutions for administration, control and billing ensure maximum functionality, user-friendliness and security – for smart, connected and sustainable mobility.