

reev launches Smart Recovery: AI Feature Brings Charging Stations Back Online

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[reev](#), the leading energy and charging platform for the semi-public sector, announces the launch of **Smart Recovery** — one of the first AI-powered fault recovery features built into a complete energy and charging management solution. The new functionality automatically recovers faulted connectors and brings offline charging stations back online — without manual intervention. Fully embedded into the reev Platform, Smart Recovery enhances infrastructure availability, reduces operational workload, and improves the day-to-day experience for EV drivers. Initial reev data shows that 30% of faulted or offline chargers can already been resolved automatically — with significant potential still ahead.

Addressing One of the Industry's Biggest Pain Points: Offline Chargers

One of the most persistent pain points in the EV charging industry is that stations being unavailable when drivers need them. With Smart Recovery, reev directly addresses this issue by using GPT-4-powered intelligence to detect known error patterns and initiate autonomous recovery actions in the background — on a daily basis across the network. The result: fewer disruptions, less support effort, and consistently higher uptime.

“With Smart Recovery, we’re setting a new standard — for ourselves and for the entire industry,” says Eduard Schlutius, CEO of reev. “We’re showing how artificial intelligence can directly improve charging infrastructure by making it more robust, user-friendly, and intelligent — all within the reev Platform.”

AI-Powered Fault Recovery — Built into the reev Platform

reev's Smart Recovery feature is one of the first AI-powered fault recovery features built into a complete energy and charging management solution — minimizing downtime and operational effort across EV charging infrastructure. It is activated for all customers as part of its initial development phase.

By embedding this intelligence directly into the system, reev delivers on its core customer promise: enabling easy charging — through reliable operations and reduced intervention needs in semi-public and commercial environments.

“It’s a simple equation: less downtime means more charging sessions, less manual work, and a better charging experience for drivers,” said José Carvalho, Principal Engineer at reev. “This is practical AI at its best — helping EV infrastructure run smoothly behind the scenes.”



These operational improvements are already making a measurable impact for operators and partners across the reev ecosystem:

- More charging station uptime
- Reduced support workload and fewer service tickets
- Less time spent on-site for repetitive support tasks
- Improved day-to-day experience for EV drivers
- Seamless automation built into everyday operations

Saving Time for Electricians and Full-Service Providers

For electricians and installers, reev's Smart Recovery functionality means fewer unnecessary site visits and less time spent on routine troubleshooting. Faulted stations reboot themselves — so technical teams can focus on what really matters: planning, solving complex issues, and delivering new infrastructure. No more driving out just to restart a charger — Smart Recovery handles it automatically.

Driving Technological Progress in Charging Infrastructure

With Smart Recovery, reev sets a new standard for operational intelligence in EV charging. By combining cutting-edge AI with deep industry understanding, reev reinforces its role as a trusted technology partner — focused on practical solutions that make complex infrastructure work reliably, at scale. Innovation at reev isn't an end in itself — it's how we make charging simpler, more resilient, and ready for the future.

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About reev:



[reev](#) 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.