

Highest uptime in Europe, supported by Ultimo EAM.



| IFS Ultimo



With Europe's most reliable and user-friendly charging experience, Fastned aims to inspire millions of car drivers to drive on solar and wind energy to help fight climate change.

All information at your fingertips

For Fastned, it is all about reliability because the electric revolution is only possible if fast charging is really easy. This is why the Fastned network offers the best coverage with the highest uptime in Europe.

Jonathan Lemaire, Field Operations Lead: "A team of 20 technicians, supplemented by contractors, ensures the uptime of the charging stations by carrying out proper maintenance in a timely manner." The IFS Ultimo Enterprise Asset Management system is used to efficiently ensure the management and maintenance of all assets. "In Ultimo, all asset-related information is recorded and all corrective and preventive maintenance activities have a place. This includes stock management and purchasing.

Besides Ultimo being used by the in-house technical department, other departments also use the information available in Ultimo. Charging stations are being added at a rapid pace. New charging stations are incorporated into Ultimo via a smart upload so that all information is immediately available. Our own mechanics use Ultimo to do all their maintenance administration, including managing the stock in their van. We also use Ultimo to direct the external parties. Both our own people and contractors are equipped with the mobile version, Ultimo GO+."

Relatively new assets

As the assets are relatively new, maintenance mainly revolves around fast charger repairs, inspections, and cleaning maintenance. The chargers are most critical to Fastned's service. The moment a component is faulty, a notification goes from the monitoring system to Ultimo, from where, after validation, the repair order is immediately sent out to the appropriate contractor.

About Fastned

Since 2012, Fastned has been a driving force behind the development of electric charging in Europe. Virtually every aspect of fast charging, Fastned was the first to conceive and put in place. Fastned's rapidly growing network of fast-charging stations creates a welcoming environment for drivers during the 15 minutes it takes to charge up to 300 km of range.



Fastned has many hundreds of charging stations in seven different countries, so accurate control is crucial. Technicians working on site can access the charging stations via an ingenious access management system with iLOQ smart cylinders. When a maintenance activity is due, the technician is given the appropriate permissions to open the smart cylinder. This is done with the smartphone, via NFC. This process is also controlled from Ultimo, thanks to an integration with the iLOQ system that takes place in the background. Because security is vital, the choice was made to use the Ultimo SaaS solution, which is accessed via single sign-on. The permissions for this are provided in the background via an integration with the identity management system Okta.

"Thanks to Ultimo, we have a grip on maintenance and a grip on spare parts and the associated costs. Thanks to the tool's user-friendliness and smart integrations, we save a lot of time. The less administrative time for mechanics, the better. That way hands-on tool time and productivity are as high as possible. Moreover, it gives us the required overview in determining our priorities. New people sometimes find all the possibilities of Ultimo a bit overwhelming, but if you work with it on a daily basis, it is very user-friendly, and you have access to all the information you need."

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Easy to customise

"Besides accessibility, the ease with which you can link other applications via standard APIs is an advantage. And a very strong plus is its flexibility. With many other applications, making adjustments is complex and costly, but Ultimo is easy to customise. You can even do that entirely in-house if you want. We can be proud of what we have achieved over the past five years and how Ultimo has contributed to it."

Benefits seen using IFS Ultimo:

- More control over maintenance and spare parts resulting in lower maintenance costs.
- A lot of time saved through the use of smart integrations and Ultimo's user-friendliness.
- More overview in setting priorities.
- Easy access to all the key information technicians need.

Find out more

Further information, e-mail info@ultimo.com, contact your local IFS Ultimo office or visit our website, ultimo.com.

