



ChargePoint Introduces Intelligent, Intuitive Tools to Improve EV Charger Management

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- Premier Care supports large or complex charging networks by providing concierge services to streamline operations.
- The new ChargePoint Support Portal transforms the customer support experience into a transparent self-managed hub.

CAMPBELL, Calif.--(BUSINESS WIRE)-- **ChargePoint** (NYSE: CHPT), a global leader in electric vehicle (EV) charging solutions today announced the launch of two new offerings: ChargePoint Premier Care and the ChargePoint Support Portal. These services will deliver a world-class customer experience for charging providers.

ChargePoint Premier Care and ChargePoint Support Portal are new services developed to deliver a world-class customer experience for charging providers.

ChargePoint Premier Care offers personalized services with a dedicated expert committed to

optimizing your charging operations. The ChargePoint Support Portal is a self-service hub designed to give station owners the visibility, control, and knowledge to resolve issues more efficiently.

“Premier Care and Support Portal bookend ChargePoint’s service offerings for charger management,” said JD Singh, Chief Customer Experience Officer at ChargePoint. “Premier Care allows businesses to streamline operations with our industry-leading team, whereas the Support Portal makes operations easy and intuitive for those who prefer to fully manage their own charger base.”

Premier Care is a “white glove” service for customers with a large charger base or an intricate set of operational needs, effortlessly delivering operational efficiency. With this service, customers receive revenue reports, proactive tracking, and full-service network optimization. A dedicated ChargePoint expert will provide case management, support with charger configurations, produce detailed reporting and more.

Initially included with all ChargePoint Cloud Plan Subscriptions, the new Support Portal aims to simplify technical assistance by minimizing process management and dependence on support queues. Key capabilities of the portal include:

- Comprehensive case management: Users can create and manage support cases as well as track parts and

labor progress directly within the portal.

- Enhanced analytics: The Support Portal provides access to case analysis tools and downloadable custom reports.
- A robust knowledge database: Easy access to how-to guides and troubleshooting steps.

ChargePoint Premier Care and the ChargePoint Support Portal are now available, joining ChargePoint Assure and ChargePoint Safeguard Care in the company's portfolio of support solutions. Learn more about ChargePoint support services [HERE](#).

About ChargePoint Holdings, Inc.

ChargePoint has established itself as the leader in electric vehicle (EV) charging innovation since its inception in 2007, long before EVs became widely available. The company provides comprehensive solutions tailored to the entire EV ecosystem, from the grid to the dashboard of the vehicle. The company serves EV drivers, charging station owners, vehicle manufacturers, and similar types of stakeholders. With a commitment to accessibility and reliability, ChargePoint's extensive portfolio of software, hardware, and services ensures a seamless charging experience for drivers across North America and Europe. ChargePoint empowers every driver in need of charging access, connecting them to over 1.37 million public and private charging ports worldwide. ChargePoint has facilitated the powering of more than 21 billion electric miles, underscoring its dedication to reducing greenhouse gas emissions and electrifying the future of transportation. For further information, please visit the [ChargePoint pressroom](#) or the [ChargePoint Investor Relations site](#). For media inquiries, contact the [ChargePoint press office](#).

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