How to monitor commercial EV charging installations – and why it matters for a sustainable businesses.



What are app-based monitoring services?

App services for EV chargers are platforms that let businesses manage, track and optimise their EV

charging installations in real time. They provide visibility over performance, usage, energy consumption and any technical issues – all from a simple dashboard or mobile app.

What can you monitor with these apps?

- **Charger status availability:** see which chargers are in use and which are ready for new sessions
- **Energy usage and charging duration:** track electricity consumption for reporting and cost allocation
- **User behaviour:** understand peak charging times and how employees, customers and fleets are using chargers
- **Faults and alerts:** receive instant notifications if a charger isn't working

Why monitoring is critical for commercial EV charging

Studies show that around 25-30% of public EV chargers experience downtime each year. Without app-based monitoring, faults can go unnoticed, leading to frustrated users and underutilised chargers.

By using monitoring apps, businesses can:

- Detect and resolve issues faster
- Keep chargers operational and available
- Increase user satisfaction

How monitoring apps support sustainability

Monitoring software's provide insight into electricity use and carbon impact, helping businesses measure the environmental benefits of their EV charging installations.

- A monitored charger enables precise reporting on emissions savings
- Peak demand can be managed to reduce unnecessary energy usage
- Businesses can track progress toward ESG and net-zero targets

Monitoring EV charging is not just convenient, but a visible part of your sustainability strategy.

Is monitoring only useful for large installations?

Not at all. Even small workplace installations benefits from app-based monitoring.

Knowing usage patterns, energy consumption and charger availability helps businesses of all sizes operate efficiently and make informed decisions about future expansion.

The ECCUK view

Installing EV chargers is only the first step, monitoring them is what ensures they remain reliable, efficient and sustainable.

With the right monitoring platform, your commercial EV charging installations become:

- **Data driven:** you know exactly how they are used
- **Cost-effective:** energy and maintenance costs are optimised

- **Sustainable :** carbon impact is tracked and reported

Monitoring and maintenance, handled for you

ECC UK provides EV charger maintenance and monitoring for businesses, NHS trusts and councils: remote diagnosis, servicing, call outs and a 24 hour driver helpline, on chargers of any brand. Need new chargers as well? See commercial EV charger installation.

Book a free site survey Read about our commercial EV charger installation service