

DRIVZ **RECEIVES THE 2023** CUSTOMER VALUE LEADERSHIP AWARD

*Identified as best in class in the global
EV charging Infrastructure industry*



Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each Award category before determining the final Award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Driivz™ excels in many of the criteria in the EV charging infrastructure space.

AWARD CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

Revolutionizing Electric Vehicle Charging Infrastructure

Founded in 2013 and headquartered in Israel, Driivz is an electric vehicle (EV) charging and energy management software and digital services developer. The company is a leading innovator in e-mobility 4.0, supporting the growth of the EV market by optimizing energy consumption and driving the electrification of transportation through its EV charging management platform. Driivz’s solutions optimize and monetize EV charging operations, reduce the total cost of ownership, and maximize revenues, among other benefits.

Customer-tailored EV Charging Solutions: Maximum Economic and Industry Impact

Driivz works with many customers across multiple verticals, including EV charging service providers, power utilities, fleet managers, EV manufacturers, and gas and oil companies. In addition, it provides tailored solutions for each element of the EV charging ecosystem. For example, the company's SmartChain™ Energy Manager platform manages charging across the energy value chain, integrates batteries and renewable energy, and participates in energy demand response. Moreover, Driivz observes and works with the largest EV charging providers in the market, including Evgo, Recharge, and Shell, which helps the company identify growth opportunities and expand according to its business plan.

Frost & Sullivan analysts appreciate how Driivz’s ability to work across multiple industries enables it to stay ahead of the innovation curve and improve its services.

Driivz utilizes a customer-focused strategy to benefit its clients and the company. It provides comprehensive solutions that enable EV charging service providers and fleet operators to manage, operate, and optimize their charging networks through an intelligent cloud-based platform.

The following are some examples of how Driivz implements its strategy:

- **Customizable Solutions:** Driivz recognizes that each client has unique requirements, and therefore, offers customized solutions that meet clients' specific needs. By doing so, the company can provide a better user experience. Its modular platform provides operations, energy and billing management capabilities as well as driver self-service tools. The customization can be external or internal through tailored development and an application programming interface (API) gateway.
- **Scalability:** The company's platform is designed to be scalable, easily adapting to the changing needs of its clients as their businesses grow. Through this feature, clients do not have to be limited by the size of their businesses and can continue to use Driivz's services even as they expand.
- **Flexibility:** Driivz's platform is flexible, integrating seamlessly with third-party applications and hardware. Consequently, clients have increased control over their EV charging networks and can use the tools most familiar to them.
- **Data Analytics:** The company's platform offers advanced data analytics capabilities to monitor and optimize the performance of EV charging networks. By providing clients with detailed insights into their charging networks, Driivz enables them to make data-driven decisions that can improve efficiency and reduce costs.
- **Customer Support:** Driivz offers 24/7 customer support to its clients, which ensures the efficient resolution of any issues or concerns. This level of support helps build trust and loyalty with clients, leading to increased business opportunities and referrals.

Overall, by focusing on the needs of its clients and offering customized, scalable, and flexible solutions, along with data analytics and customer support, Driivz can attract and retain customers and continue to grow its business in the rapidly expanding EV market.

Education through Innovation and Thought Leadership

"Since its inception, Driivz's sterling reputation and customer-centric framework have led to its coveted preferred partner status. Over the years, its EV charging and energy management platform expanded to over 28 countries."

*- Silvana Rulet,
Best Practices Research Analyst*

Innovation is a top priority for Driivz as evidenced by its use of cutting-edge technologies, including automation, API capabilities, and a self-healing algorithm, to deliver an exceptional customer experience and maximize performance.

The company's automated charging management software requires minimal human intervention, helping users save time and reduce the potential for errors. The software can automatically resolve charging issues, monitor energy usage, and even communicate with the vehicle to ensure that it charges optimally (among other benefits).

The API capabilities allow EV charging providers and fleet managers to easily access and integrate charging data with their existing systems. The software can integrate with billing systems to ensure that charging costs are accurately tracked and billed to the appropriate parties.

Driivz's charging software also includes a self-healing algorithm that detects and resolves issues without human intervention. For example, the software alerts users if a charging station is offline. It automatically diagnoses and attempts to resolve the problem, reducing downtime and ensuring efficient vehicle charging.

The company's solutions provide clients with a highly automated, integrated, and efficient solution for managing EV charging. These technologies help customers save time, reduce errors, and ensure that charging is both reliable and efficient.

Roadmap to Success: Customer-centric, Continuous, Proactive

Driivz's solutions exceed its extensive expertise and best-in-class capabilities, with customer value as a strategic imperative. The company has earned a sterling reputation supporting its clients' path toward e-mobility 4.0. Frost & Sullivan's own research confirms that its EV charging and energy management platform addresses and improves on the challenges that other companies in the market cannot. For

"Driivz utilizes a customer-focused strategy to benefit its clients and the company. It provides comprehensive solutions that enable EV charging service providers and fleet operators to manage, operate, and optimize their charging networks through an intelligent cloud-based platform."

***- Prajyot Sathe,
Industry Manager***

example, it supports multiple communications protocols around roaming and energy management, including virtual power plants and battery renewables. Moreover, the platform supports various payment gateways, points of sale, and plug-in charges. Additionally, Driivz supports various fleet types, including depots and back-to-home fleets.

Unlike competitors, the company builds its services and technology by collaborating closely with stakeholders and like-minded companies to evolve alongside market needs and trends. For example, it has partnerships with

hardware manufacturers, payment gateway providers, power utilities companies, and more. In 2022, Driivz formed a strategic partnership with Shell's European division. With Driivz's smart EV charging and energy management platform, Shell will accelerate EV charging point deployment in more than 10 European countries. This will enable the company to achieve its goal of operating 500,000+ charging points globally by 2025 and 2,500,000 by 2030. Other renowned companies like Circle K and Recharge have also chosen Driivz to offer outstanding EV charging services, increase customer loyalty, and aid their growth.

Driivz's seamless approach and close relationships position it as a partner of choice and preferred vendor.

Positioned for Growth

Since its inception, Driivz's sterling reputation and customer-centric framework have led to its coveted preferred partner status. Over the years, its EV charging and energy management platform expanded to over 28 countries. Moreover, the company added some of the most renowned names in the energy and

mobility industries to its clientele - including Shell, Recharge, eMobility Power, ESB, and Volvo Group. Frost & Sullivan analysts agree that its expansion and stellar customer base are exciting testaments to Driivz's reliability, quality, and value.

Frost & Sullivan's analysis concludes that the company is well-positioned to drive the EV charging infrastructure space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

Customer-centric strategies help companies safeguard leading positions in markets, but only if the approach is authentic - and the implementation is seamless. Driivz incorporates client-focused strategies and exemplifies best practices implementation through its EV charging software and digital solutions, particularly SmartChain™, the company's energy management solution. With its technology, Driivz provides operational control, self-healing capabilities, data analytics, and other essential features for electric mobility 4.0.

The company's customer-centric strategy involves collaborating with major EV charging service providers, such as EVgo and Shell, which assists in recognizing avenues for expansion and scaling up accordingly. Moreover, it offers customized solutions for its clients according to their specific needs, providing an exceptional customer experience and adapting to multiple markets. These overall customer-first approaches offer immense value to existing and new clients and solidify Driivz's reputation in the market.

With its strong overall performance, Driivz earns the 2023 Frost & Sullivan Global Customer Value Leadership Award in the EV charging infrastructure industry.

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.

Best Practices Award Analysis

For the Customer Value Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

Financial Performance: Strong overall financial performance is achieved in terms of revenues, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Engine™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

