

Energy company OK selects Techniche EV to increase charger uptime, improving the customer experience for EV drivers in Denmark

- Techniche EV to be rolled out across the OK national network of more than 4,000 chargers.
- OK customers to see increased EV charger uptime by automating critical asset maintenance functions.

Milton Keynes, UK, 18 July 2025: Techniche is pleased to announce that leading Danish energy company OK has chosen Techniche EV to automate the maintenance management of OK's expanding national network of electric vehicle charging assets.

OK currently operates 4,100 publicly accessible charging points across Denmark. OK chargers are found in highway charging stations and public car parks, on OK service station forecourts, in retail store chains, and at workplaces.

Techniche EV helps charge point operators achieve high levels of uptime by automating the maintenance process, ensuring chargers are working and delivering excellent customer experience.

OK spokesperson Michael Selvig, Service Manager said: "As the OK charging network grows, relying on manual process to resolve charger issues becomes time-consuming, resource heavy and inefficient. We needed a system to help improve our internal operations and automate processes, to give us greater visibility of recurring issues, and most importantly, to speed up the time it takes to fix chargers and get them back up and running for customers to use. Following a successful pilot project, we are satisfied that Techniche EV addresses all our requirements.

Michael continued: "We had gaps in our understanding of issues with chargers. Not all error codes were being fed from the chargers through the API into our charge station management system. Since implementing Techniche EV to manage our charging assets, we now have a complete picture of what's not working optimally, and why. Techniche EV gives us the data and insights which enable us to have constructive conversations with our preferred charger manufacturers around reliability."

Techniche EV provides the charging business team with performance reporting which can be shared with the wider OK business to demonstrate operational improvements, uptime, and asset performance by charger model and manufacturer brand, as well as the number of errors per day and the time to resolve statistics.

Techniche EV identifies manufacturer error codes from charger manufacturers used by OK, Techniche EV triages the error code and automates remedial actions recommended by the OEM. Using Techniche EV to manage charger maintenance and repair means that all parties in the service and operation chain – whether that's the OEM warranty technician, a maintenance partner or an in-house engineer - have complete visibility of the maintenance process, through a single platform.

Brad Sandys, Head of Business Development EMEA, Techniche said: "We're delighted to be partnering with leading Nordic charge point operator, OK. The Techniche and OK teams have worked closely together throughout the pilot project to ensure we have delivered a system that delivers on OK's business requirements.

"OK wanted to monitor a charger's 'heartbeat', for example. Now, if a charger misses a heartbeat over a specified period, that charger will be immediately flagged for investigation and tracked to identify long term behaviours."

“This proactive approach to charger maintenance means early identification of issues, reduced asset downtime, and an overall better charging experience for EV drivers in Denmark.”

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Notes to editors:

About Techniche

Techniche is a global technology company. The company has been at the forefront of automating the maintenance of critical assets and monitoring the IT networks of customers for almost 25 years, trusted by FTSE 100 and Fortune 500 companies, in addition to governments around the world.

Core products include Techniche EV, which automates the maintenance of charge points to improve uptime; Urgent, used at over 40,000 fuel retail and convenience sites in 30 countries to manage the maintenance of critical assets; and Statseeker, which discovers and monitors assets on IT networks.

More information at www.technichegroup.com

About OK

- OK is a broad-based energy company for private and commercial customers.
- OK is one of the largest electricity suppliers in Denmark.
- OK is a Danish cooperative with subsidiaries such as Coop, Kamstrup, Enity and GodEnergi.
- OK is Denmark's largest petrol station chain with more than 680 petrol stations.
- OK has more than 4,100 publicly accessible charging points for electric cars distributed across the country.
- OK supports over 3.600 local clubs and associations across the country.

More information at www.ok.dk