

Let's check our Product

Discover the conversational app that's revolutionizing EV user support. All through WhatsApp. Frictionless. Instant.

[Explore Now](#)[Play Video](#)

Martín Fimia Casalilla

CTO & Co-Founder



“Technology and AI are the key to frictionless EV charging.”

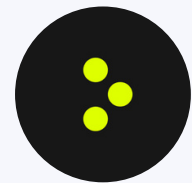
We present you our CTO

Martín Fimia is a seasoned tech entrepreneur with over 20 years of experience in the contact center and customer service industry. His deep knowledge of automation, conversational interfaces, and operational efficiency has positioned him as a key figure in the transformation of digital support systems.

AI is the way to optimice all the EV conversations

Chargia’s vision is built on the belief that every EV driver deserves instant, accurate, and human-like assistance, anytime, anywhere.

Two experiences



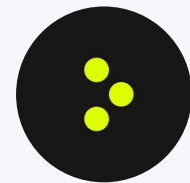
Charger

Balance inquiry with
partnered CPOs.

Charger activation and
status check.

Incident reporting and
resolution.

Assistance during the
charging process.



Traveler

Charger search (nearby
or along in a route).

Information about offers
and promotions.

Support for vehicles and
charging systems.

Assistance with the
operation of the robot.

Charging Experience

- **Main client:** CPOs (Charging Point Operators).
- **Goal:** Improve efficiency and satisfaction during the vehicle charging process.
- **Features related to charging infrastructure and technical support.**

Travel Experience

- **Main client:** End users (electric vehicle drivers).
- **Goal:** Optimize mobility, planning, and convenience when using the charging network.
- **Features focused on navigation, planning, and user convenience.**

Architecture

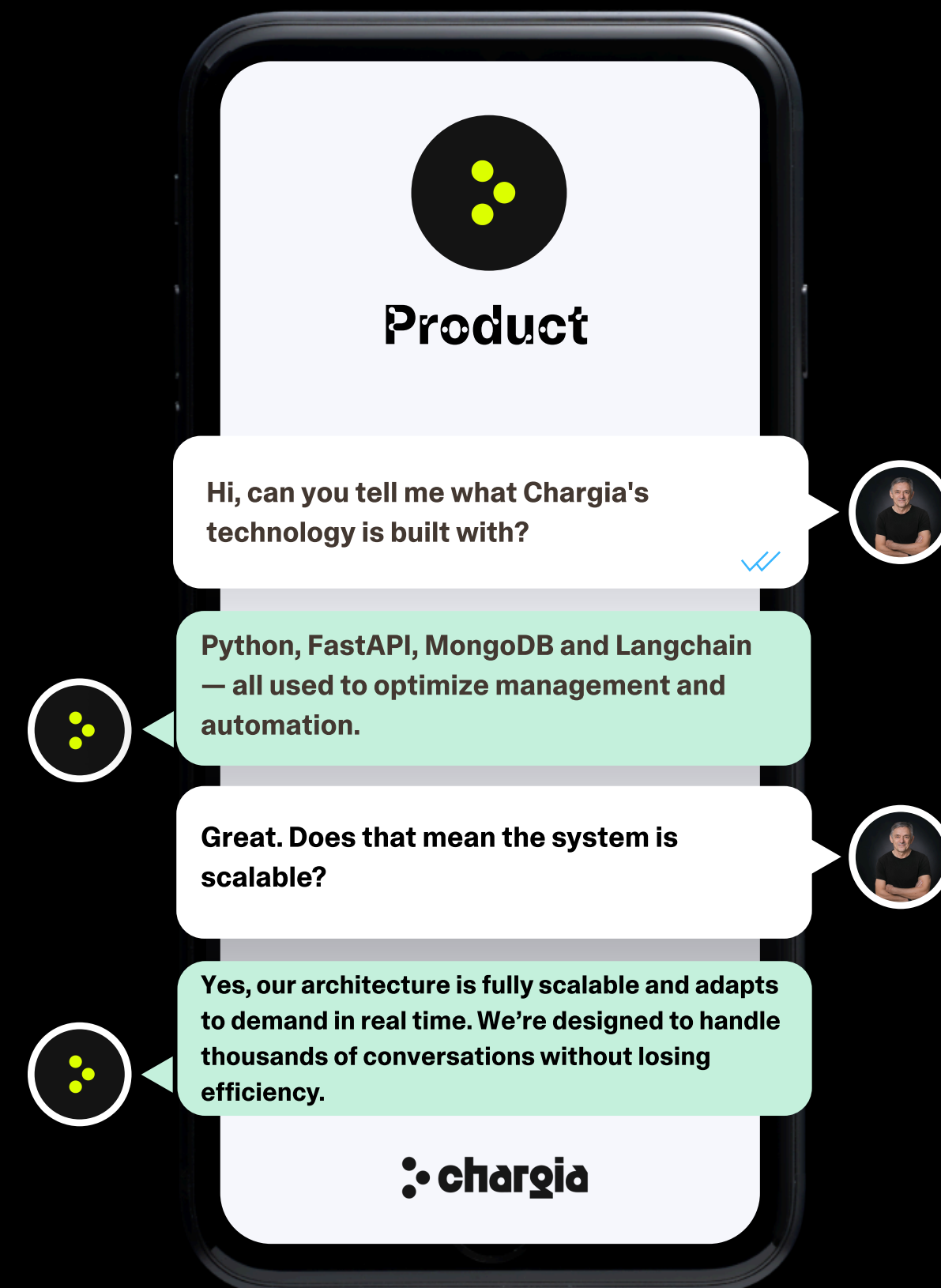
The solution is structured around an ecosystem where multiple actors interact:

01 EV drivers (electric vehicle users).

02 CPOs (Charging Point Operators).

03 Technology platforms (integrations with third-party APIs).

04 Chargia's AI system, which optimizes management and automates responses.





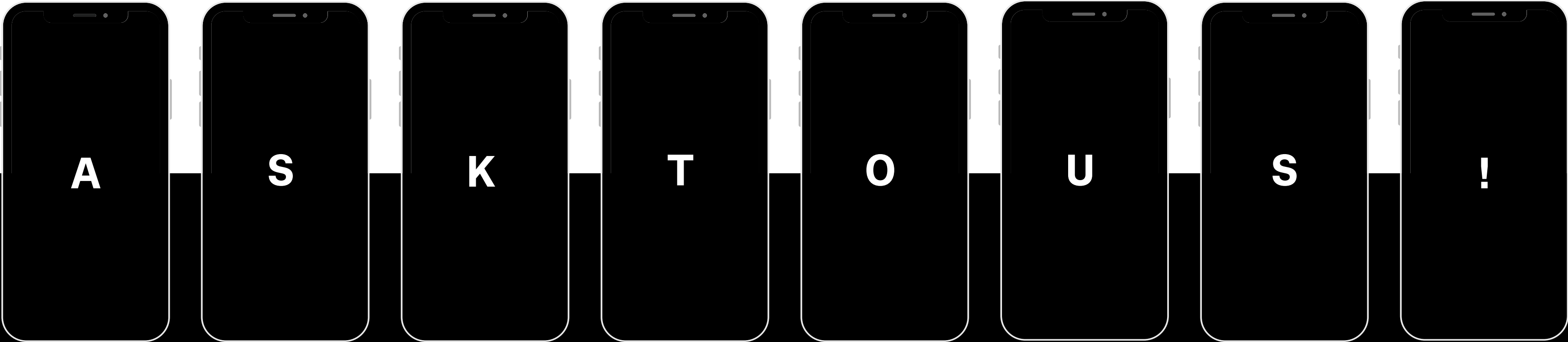
Backend

Chargia's backend is designed to maximize system efficiency and autonomy, eliminating the need for manual intervention while enabling intelligent and constantly evolving supervision.

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- 01** 100% Automated: No manual operation required — the bot runs fully autonomously.
 - 02** Intelligent Supervision: Interactions are monitored to improve accuracy and service optimization.
 - 03** Continuous Evolution: Metrics and automated learning loops help enhance the user experience.
 - 04** No operator interface at this stage, prioritizing a fully autonomous system.

Applied third-party technology

Key technologies include:





Chargia develops its own code, prioritizing control and scalability.

System Technology Used

Chargia is built on a scalable and robust technology infrastructure, designed to ensure high availability, performance, and flexibility as demand grows. Our cloud-based architecture allows us to offer an efficient and adaptable solution for any scenario.



01

Infrastructure on OVH Cloud with virtual servers.

02

Scalable structure based on clusters with multiple virtual machines.

03

Use of containers to segment services.

04

Separated development and production environments.

05

Robust deployment adaptable to demand growth.

Roadmap

Chargia evolves with new features aligned with its mission of full automation:

Step 1

Live transfer of conversations to human agents (for specialized support)

Step 2

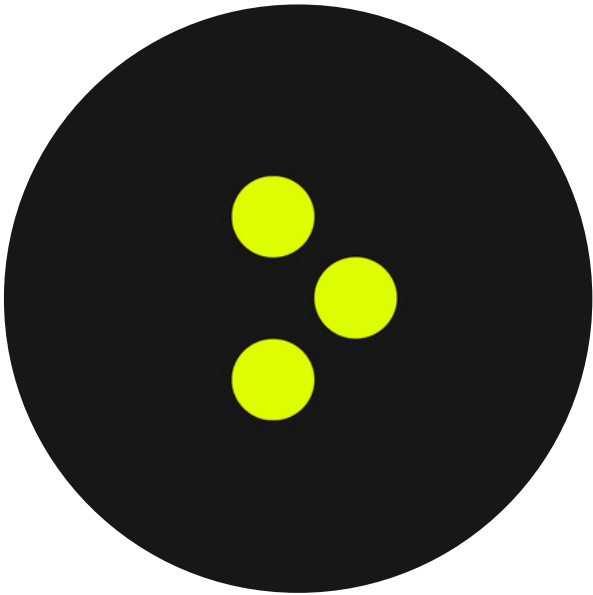
Seamless switching between WhatsApp, phone, and email

Step 3

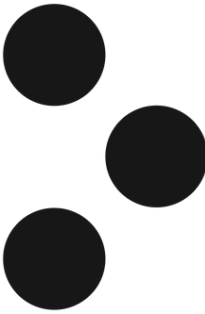
Expansion of location-based features and additional services

Step 4

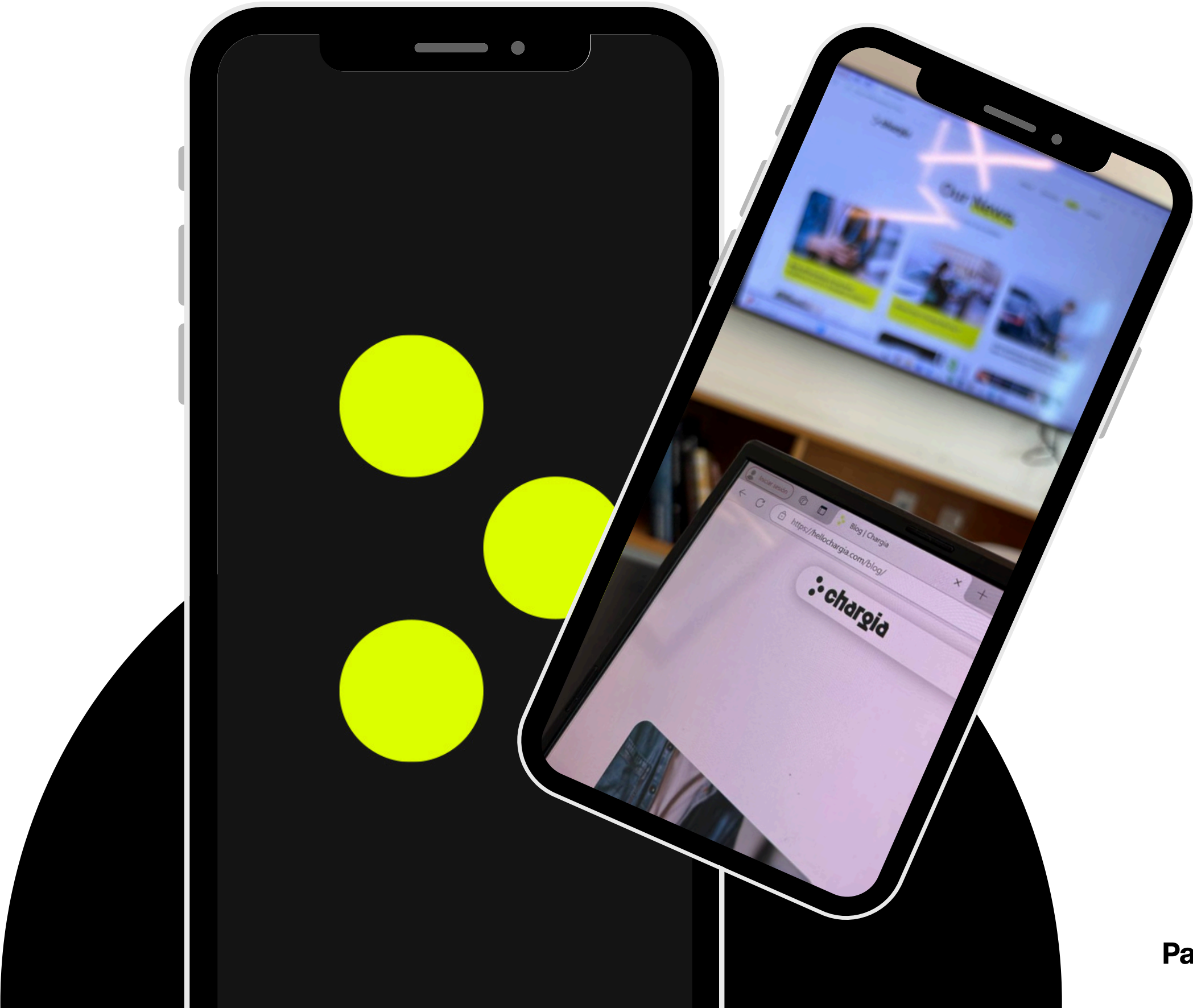
Personalized offers and integrated payments within the charging experience, based on user data and preferences (opt-in).



Contact us



+34 623 38 73 14
www.hellochargia.com
team@hellochargia.com
Calle Bailén 41, 28005 Madrid



Thank You

