



Succes case

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reduced the  
response time to  
anomalies by 79%  
thanks to Shimoku**

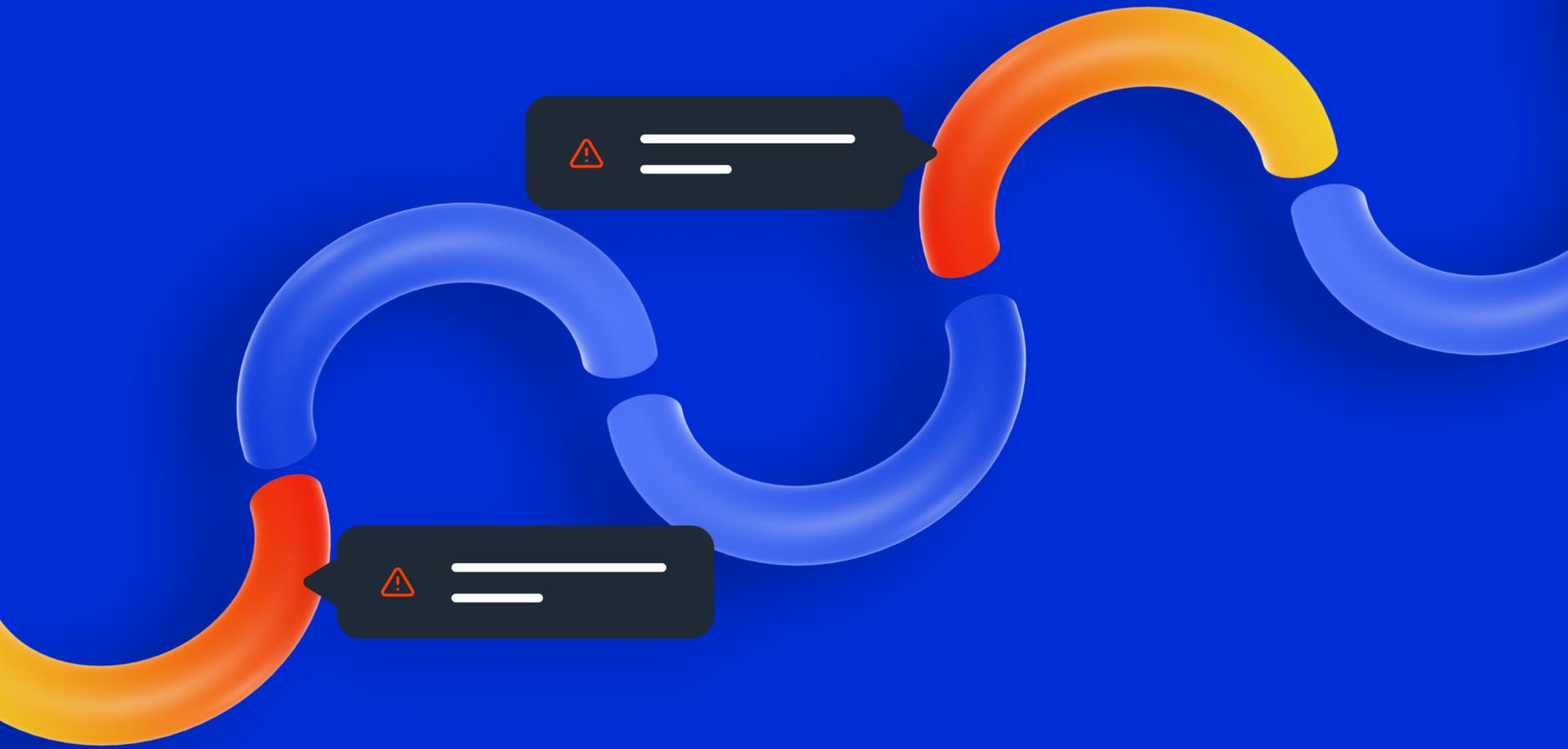
## About AparCar

In Barcelona one can find the headquarters of one of the **most successful electric vehicle chargers** companies in the world: Wallbox. In this hyper-competitive landscape many SME has emerged taking part of the rich competition, and one of the most renamed cases is AparCar.

**Born in 2017 AparCar** has been installing chargers all over Barcelona province since then participating and enabling the **green and decentralized economy**. In the new era of mobility SME such as AparCar are driving the change and facing the challenges we face as species, as Archimedes claimed

**Give me a lever long enough and a fulcrum on which to place it, and I shall move the world.**

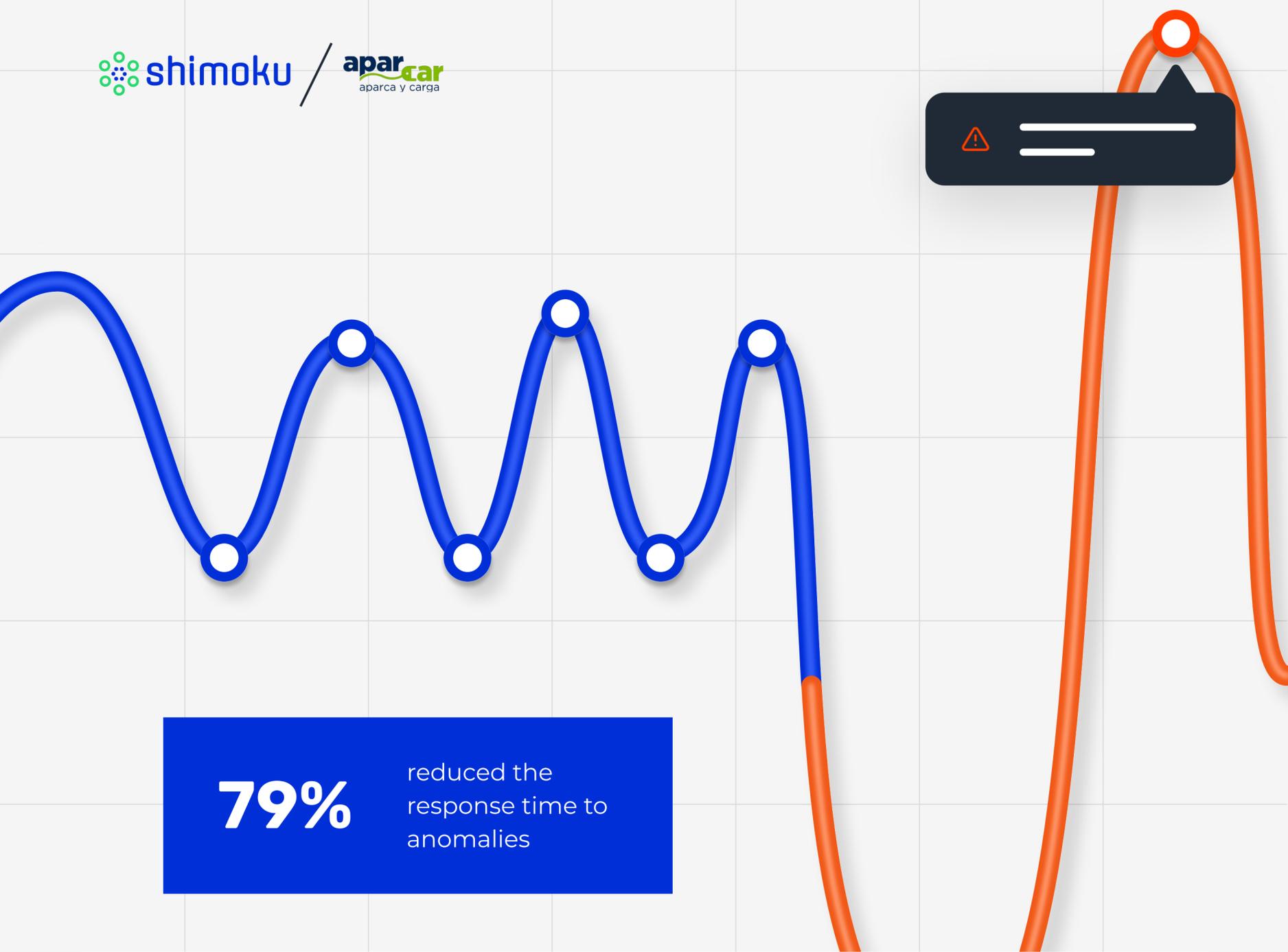




## The challenge

Monitoring, and maintenance analytics is key for SME with limited resources, furthermore considering that one of their key advantages in front of giants such as Wallbox is the customer service.

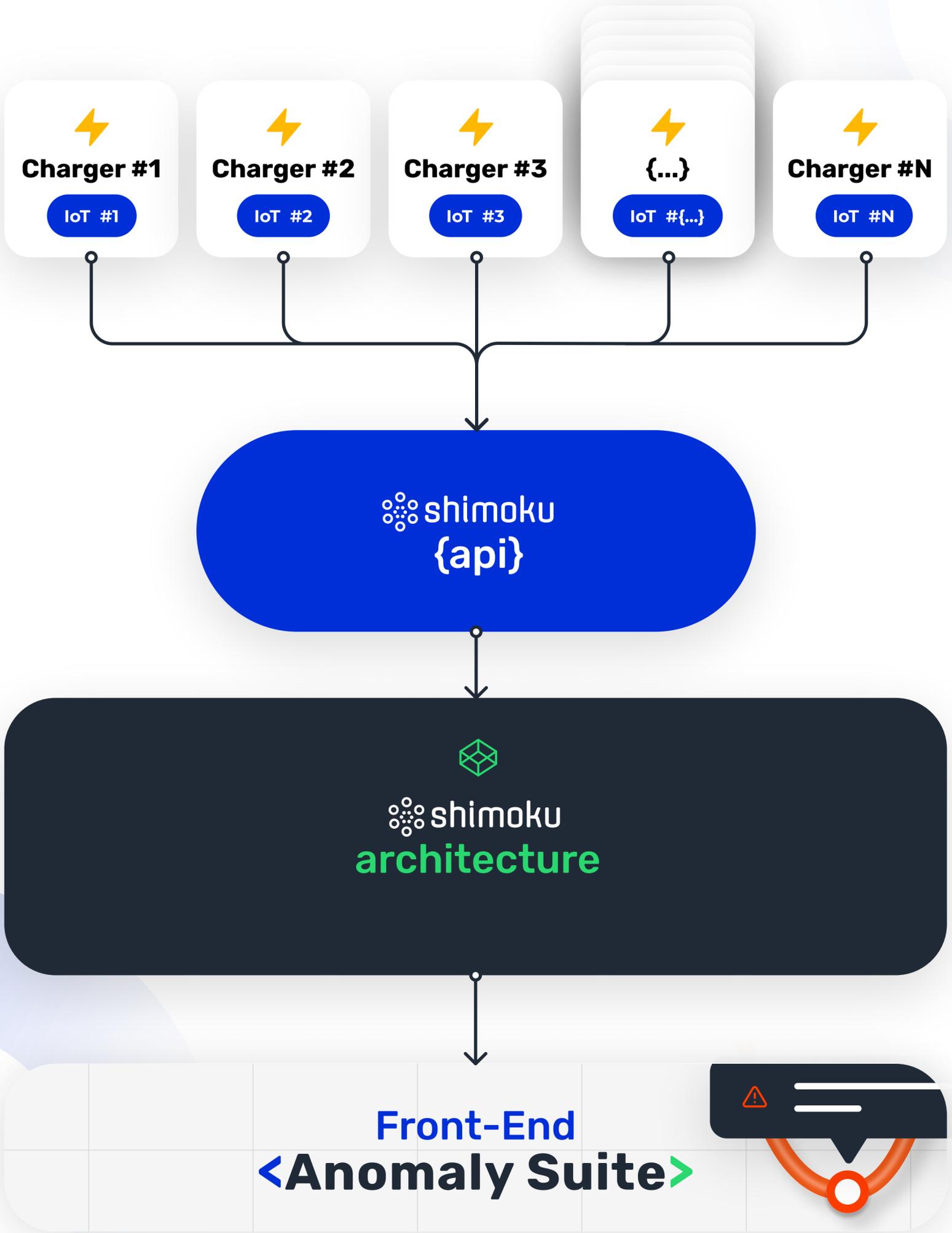
**Therefore AparCar needed an AI App that could track in real time the consumption of all their installed chargers as well as predict consumption, costs and potential issues that may happen.**

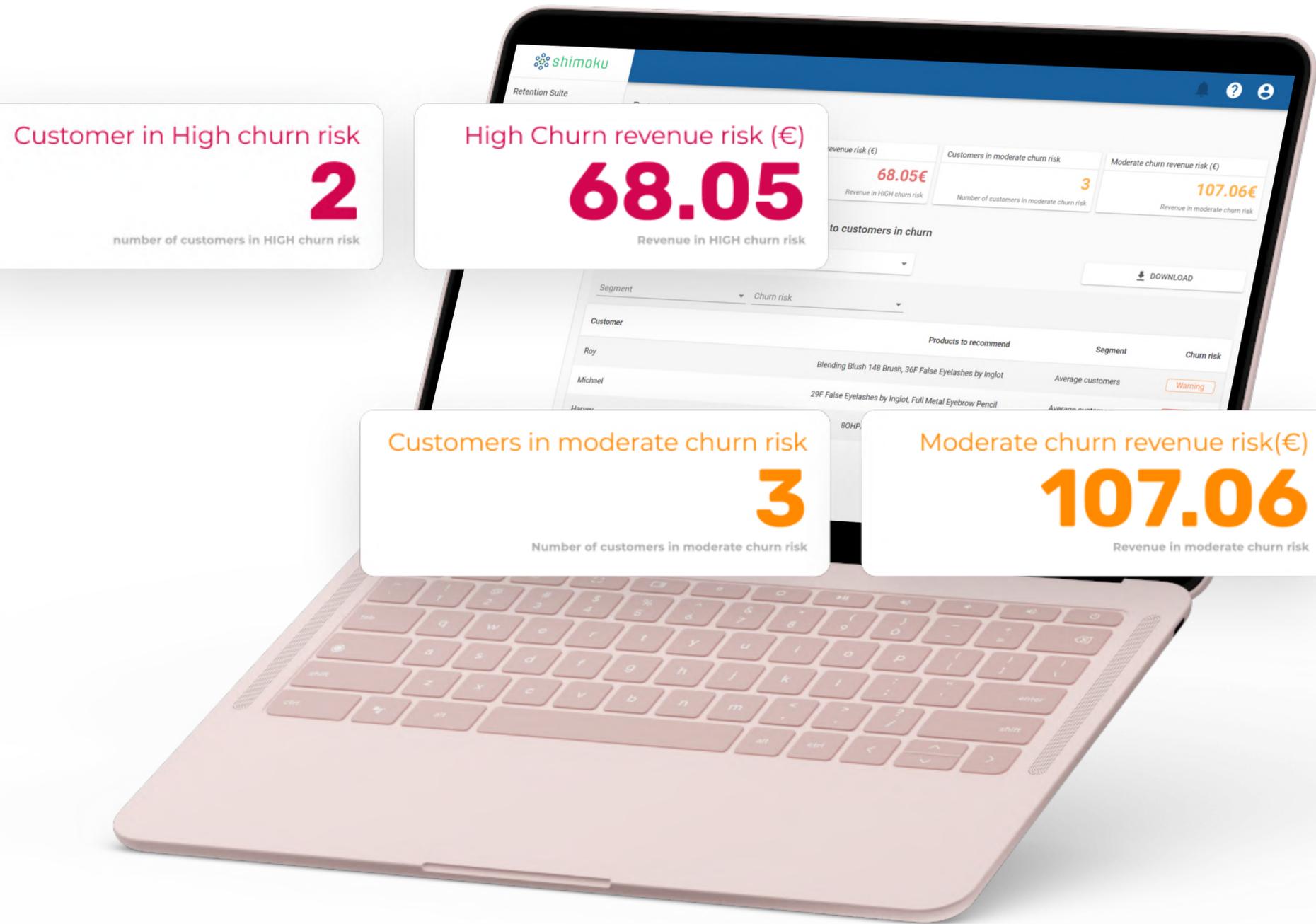


## Shimoku's AI drives engagement and improves ROI and LTV

Working together with **Shimoku's Anomaly Suite**, AparCar has been able to track and get notified about issues before even some of their clients realize, showing up in the right moment to fix problems and enhance their customer service experience.

Overall AparCar has **reduced the response time to anomalies by 79%** thanks to Shimoku's predictive anomaly detection.





## Looking Ahead

AparCar will check other Shimoku’s predictive suites such as the **Retention suite** to try to link the use of their service to their customer satisfaction and willingness to pay and maintain the service. With this POC, AparCar hopes to **reduce peaks of workload**, improve the engagement of their clients thanks to Shimoku’s predictions—**bringing true predictive maintenance** service to their customers, **powered by Shimoku’s artificial intelligence solutions.**

