ZEVOS

The Charging Platform Migration Playbook

Moving a live network without losing a session or a driver

Every operator eventually changes platform. This is the sequence that keeps the chargers earning while it happens.

FOR Operators running a live network on another platform

UPDATED 18 July 2026

Contents

WHAT YOU GET

- A cutover sequence that never has the network fully offline
- What to export before you give notice, and in what format
- How to migrate drivers and wallet balances without forcing re-registration
- The contractual questions to settle before the migration starts, not during

CHAPTER 01

What you actually own

Every operator eventually changes platform. The migration is rarely difficult technically; it is difficult because nobody established, at the start, what would come back. The first task is therefore an inventory of what you own, what you can retrieve, and what you would have to rebuild.

The inventory

ASSET	USUALLY RETRIEVABLE	WHAT HAPPENS IF NOT
Session records	Yes, as CSV	No history for lenders, hosts or disputes
Meter values	Often not	Disputes become unanswerable
Driver identities	Yes	Every driver re-registers — the worst outcome
Wallet balances	Sometimes	You owe money you cannot evidence
Tariff definitions	Yes	A day of re-entry, no lasting harm
Partner contracts and statements	Rarely, in full	Settlement history restarts at zero
Payment references	Sometimes	Refunds on old sessions become manual
Charger configuration	Read from the chargers	Recoverable, slowly
QR codes on hardware	Physical	A field operation to re-sticker

Two rows deserve attention before any other planning happens. Meter values, because without them a billing dispute from eight months ago cannot be answered — and disputes arrive long after the migration. And driver identities with wallet

balances, because forcing every driver to sign up again is the one migration failure your customers actually experience.

Read the contract first

01 What does it say about data on termination — format, timeframe, cost?

02 Is there a notice period, and does the account remain functional during it?

03 Who owns the driver relationship? Some agreements are less clear than operators assume.

04 Are there per-charger de-provisioning fees?

05 Who holds the SIM contracts, and are they transferable?

06 Where do the chargers point, and can you change that endpoint yourself?

THE ENDPOINT QUESTION IS THE MIGRATION

If you can change the OCPP endpoint on your own chargers, the migration is yours to schedule. If only the vendor can, the migration happens at their convenience. Find out now rather than during the notice period.

What to reconstruct versus what to abandon

Not everything is worth moving. Be deliberate rather than exhaustive.

- Move: drivers, balances, active tariffs, partner contracts and their current terms, and enough session history to answer disputes and satisfy lenders.
- Archive rather than migrate: old sessions beyond your dispute window. Keep the export; do not import it.

- Rebuild: charger configuration, alerting rules, user accounts and permissions. Faster to redo than to translate.
- Abandon: promotional campaigns, saved reports, anything cosmetic. Nobody has ever regretted this.

CHAPTER 02

Exporting before you give notice

The order of these two events matters more than anything else in this document. Export first, then give notice. A vendor who knows you are leaving has no incentive to be quick, and the contractual window for data retrieval is usually shorter than the time it takes to discover something is missing.

What a complete export contains

Not a report. Records, at the grain the system holds them.

01 Sessions: identifier, charger, connector, start, stop, meter start, meter stop, energy, tariff applied, amount, tax, driver, payment reference, stop reason.

02 Meter values: session, timestamp, measurand, value, unit. This is the large one and the one most often refused.

03 Drivers: identifier, contact, tags, groups, wallet balance, registration date.

04 Tariffs: every version with its effective dates, not just the current one.

05 Partners: contracts, terms with effective dates, and every statement issued.

06 Chargers: identity, model, firmware, location, configuration.

07 Audit log, if you can get it.

Verifying it before you rely on it

An export that looks plausible and is missing three months is the failure mode. Check it rather than trusting it.

CHECK	HOW
Row counts	Against the platform's own dashboards for the same period
No gaps	Sessions per day across the full range — look for zeros
Revenue ties out	Sum of session amounts against your accounts
Energy ties out	Sum of session energy against your electricity bills, allowing for losses
Balances tie out	Sum of wallet balances against what you believe you hold
Spot check	Pick ten sessions and verify each field against the console

THE ZERO-SESSIONS-PER-DAY CHECK FINDS MOST PROBLEMS

Plot session count by day across the whole export. Real networks have weekends and festivals; they do not have three consecutive days of exactly zero in the middle of a busy quarter. Any such gap is an export defect, and it is far easier to raise before notice than after.

Take it more than once

The first export establishes that you can get your data and what shape it is in. Take another immediately before cutover, because everything between the two exports is live data you will otherwise lose.

If exports are self-service, run one weekly into your own storage from now on, whether or not you are migrating. It converts a migration risk into a routine, and it is the single cheapest insurance available.

CHAPTER 03

Cutting over charger by charger

The instinct is to cut over everything at once during a quiet night. Resist it. A wave migration keeps the network earning throughout, contains the blast radius of any surprise, and gives you the information to plan the next wave.

The mechanics

Repointing a charger means changing one configuration value — the central system URL — and restarting it. On most hardware that can be done remotely from the platform it currently reports to, which is why the endpoint question in chapter one matters so much.

01 Provision the charger on the new platform first, with its identity, location and tariff, so it has somewhere to land.

02 Set it unavailable on the old platform, so nobody starts a session mid-move.

03 Change the endpoint and restart.

04 Confirm it appears on the new platform: boot notification, heartbeat, correct connector count.

05 Run a full test session with a real vehicle, and check the meter values and the receipt.

06 Set it available.

The wave plan

WAVE	WHAT	PURPOSE
1	One charger, lowest traffic site, one model	Prove the whole sequence
2	One full site	Prove load sharing and site-level behaviour
3	One of every hardware model you run	Find the vendor quirks while they are cheap
4+	By site, quietest first, corridor sites last	Volume, with the risk already characterised

CORRIDOR SITES GO LAST, ALWAYS

A highway charger that fails to reconnect strands someone. Migrate the sites where a problem is an inconvenience before the sites where it is a stranded driver at midnight.

The units that refuse

A proportion will not come back cleanly. Expect it, and have the responses ready rather than improvising at a site.

- Connects but reports a different identity: the new platform expects a name the charger is not using. Fix on the platform, not the charger.

- Will not accept the new URL remotely: some firmware requires a local configuration change. This is a site visit, and knowing which models need it lets you batch them.
- Connects and immediately drops: usually a security profile or certificate mismatch. Check the WebSocket scheme and any TLS requirement.
- Reports the wrong connector count: a configuration key that was set on the old platform and not carried over. Read the configuration in bulk before you migrate, so you know what to reproduce.
- Silent entirely: it was already offline before you started and nobody had noticed. Migrations surface these; treat it as a finding rather than a migration failure.

Keep a register

One row per charger: wave, moved at, confirmed at, test session, issues, resolved. It sounds bureaucratic until wave four, when the question "did we do this one" has an answer instead of an argument.

CHAPTER 04

Drivers, wallets and balances

This is the part your customers experience. Everything else is invisible to them; a migration that asks every driver to re-register is a migration that loses a share of them permanently, and the ones you lose are the repeat drivers who were worth the most.

What has to move

01 Identity — phone number or email, whichever the account is keyed on.

02 RFID tags, with their identifiers exactly as the chargers read them.

03 Wallet balance, to the paisa.

04 Group membership, so a fleet driver keeps their contracted rate.

05 Enough session history that the driver’s app does not look empty.

Money is the hard part

A wallet balance is a liability: money drivers have paid you and not yet consumed. Moving it correctly is both an accounting exercise and a trust exercise.

STEP	WHY
Freeze top-ups shortly before cutover	A moving balance cannot be reconciled
Let spending continue	Never block a driver from charging
Export balances at the moment of cutover	This is the figure you are transferring
Reconcile the total against your accounts	Before import, not after
Import as an opening credit per driver	With a reference, so it is auditable
Publish the total moved	Internally at least — it is a liability transfer

WHERE THE MONEY ACTUALLY SITS

If the old platform held funds in its own merchant account, the balance is not just a number to copy — it is cash somebody has to remit. Establish who holds it and how it is returned before you plan the timing. This has stranded operators for months.

Keeping the login working

Passwords cannot be migrated and should not be. What can be preserved is the identity: a driver signs in with the same phone number and verifies with an OTP, and finds their balance and history intact. That is indistinguishable from continuity as far as they are concerned.

If the driver app is changing, that is a separate change and deserves its own communication. Do not bundle a new app with a migration — when something goes wrong, neither you nor the driver will know which change caused it.

Telling them

One message, a few days ahead, saying three things: their balance is safe and will appear as before, their tag will keep working, and here is what to do if something looks wrong. No explanation of the migration, because it is not their problem.

Then staff the support channel properly for the following week. The volume is modest and the goodwill is disproportionate.

CHAPTER 05

Running two systems for a fortnight

For the length of the wave plan you are running two platforms: some chargers on the old, some on the new. This is uncomfortable and it is much safer than the alternative. The discipline is in knowing, at any moment, which system is authoritative for what.

One rule that removes most of the confusion

THE CHARGER DECIDES

Whichever platform a charger is currently pointed at is authoritative for that charger — its sessions, its revenue, its availability. No charger is ever on both. Write it down, because during a migration somebody will propose an exception.

What has to be reconciled daily

01 Sessions on each platform, summed, against the previous day's total on the old platform alone. A sudden drop with no corresponding rise means a charger fell between the two.

02 Revenue collected across both, against your gateway settlements.

03 Energy delivered across both, against site metering where you have it.

04 The migration register: every charger accounted for on exactly one side.

The fourth is the one that catches the genuine failures. A charger that is on neither platform is invisible on both dashboards, and without a register nobody notices until a driver complains.

Partner settlements across the boundary

A host whose site is split across two platforms for part of a month will receive a statement that covers only half their revenue, from whichever system produced it. This is the most likely source of a genuine dispute during a migration.

- Migrate whole sites, never part of a site. This removes the problem for most hosts entirely.
- Where a month is split, produce both statements and a covering summary that adds them up.
- Tell affected hosts before the statement arrives, not after they query it.
- Do not attempt to backfill the old platform's sessions into the new one to make the statement whole. Reconstructed statements are worse than two honest ones.

When to switch billing

Payments follow the charger from the moment it moves — a session on the new platform is collected by the new platform. That is simplest and it is what the one rule above implies.

What should not move mid-migration is your merchant account or gateway configuration. Change one thing at a time: migrate the platform first, and revisit payment arrangements once the network is stable on one system.

How long the overlap should last

As short as the wave plan allows, and no longer. Two weeks is comfortable for a network of a few dozen chargers. Beyond a month the overlap stops being a migration and becomes an operating model, with two dashboards, two support paths and reconciliation nobody has time for.

CHAPTER 06

Closing out

The last ten percent of a migration is where the value is protected. It is also the part that gets abandoned once the chargers are working, which is how operators discover two years later that they have no session history before a particular date.

The final export

Take one more complete export after the last charger has moved, covering the whole life of the account. This is your permanent record and there will not be another chance.

01 Verify it with the same checks as the first: row counts, no daily gaps, revenue and energy tie out.

02 Store it somewhere durable that is not the laptop of whoever ran the migration.

03 Record what it contains and what it does not — particularly whether meter values are included.

04 Keep it for as long as your dispute, tax and lending obligations require, which is usually longer than instinct suggests.

Settling with the outgoing provider

ITEM	CHECK
Final invoice	Against actual usage in the final period, not a full month
Wallet funds held	Remitted in full, reconciled against your export
Payments in flight	Settlements for sessions before cutover still arrive after it
Refunds outstanding	Who processes a refund on a pre-cutover session
De-provisioning fees	Against what the contract actually says
Data deletion	Confirm in writing what they retain and for how long

REFUNDS OUTLIVE MIGRATIONS

A driver disputes a session from six weeks before cutover. The record is in your export, the payment was taken by the old platform, and the refund has to come from somewhere. Agree the mechanism before the account closes, because afterwards there is nobody to ask.

The physical tail

- QR codes and stickers carrying the old provider's branding or URLs, which is a field operation and should be scheduled as one.
- Signage with old support numbers.
- SIM contracts, if they were held by the provider.

- Anything printed for drivers — cards, leaflets — still in circulation.

The check that proves it worked

Thirty days after the last charger moved, pick five sessions at random from before the migration and five from after, and answer for each: how much energy, at what rate, who paid, through which reference, and what did the host earn. If all ten answer from one screen, the migration is complete.

If the pre-migration five cannot be answered, the migration is not complete — it just stopped being visible.

About this document

Written by the team building zevOS, the charge point management platform. We publish this kind of thing because operators who understand utilisation, demand charges and settlement make better decisions — including about us.

Corrections and disagreements are genuinely welcome. If something here is wrong, or true in most states but not yours, write to support@zevos.ai and we will fix it in the next revision.

White Stripe Innovations Private Limited. Last updated 18 July 2026. This document is general information about running a charging business, not legal, tax or financial advice.