



# EO Charging

Powering Fleet Electrification Globally

Accelerating the  
transition to  
zero-carbon fleets.





**Matt Waller**

Executive Director,  
Product

- Joined EO Jan 2025 to establish our product management team
- Super experienced agile product manager with strong track record of rapid cloud native application development, CI/CD
- Deep Domain expertise in EV, customer journey & technology

Corpay<sup>^</sup>

IMS Insurance & Mobility Solutions

JLR



**Mo Ismail**

Director UK &  
European Fleet

- Joined EO February 2025, to head our European Platform business and since expanded his responsibility to also include Fleet sales in Europe.
- 13+ years experience across Electric Vehicle and Electric Vehicle Charging. delivering on time, compliant projects
- Personal mission: Eradicating the use of fossil fuel in everyday transport

-chargepoint+

Shell newmotion  
charge smart

TESLA



**Keith Watson**

Director Sales eBus

- Been with EO since 2021.
- Over 20 years experience in bus industry and last 10 years in battery electric bus and charging infrastructure.

ALEXANDER DENNIS

Cummins

TEREX

# Agenda

1 Introduction

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2 Who are EO

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3 Overview of EO Offering

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4 Demonstration of EO Cloud

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5 Case Studies

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6 Q&A

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## Why we're different

- + **Leading the EV charging market in UK / Europe** proven at scale with electrification pioneers including Amazon ATS, and GoAhead Group
- + **Specialist charge assurance company** – we do not dilute our focus with batteries, vehicles etc
- + Purpose built **'full stack' approach to delivering uptimes** in excess of 99.5% availability against industry standards of <70%
- + **Standards based & Future proof** – supporting OCPP 2.0, OCPI & 15118 protocol
- + **Flexible business model** – full 'as-a-service' offering

## EO Charging in numbers

## Pioneering Electrification

100k+

Chargers Deployed

1700+

Charge Sites Managed

30-day Metrics

99.78% average uptime  
47% automated resolution  
75% remote resolution

Relied upon by the most demanding EV Pioneers



Operating across UK, Europe & North America

Private Equity backed by Zouk Capital and Vortex Energy

Over

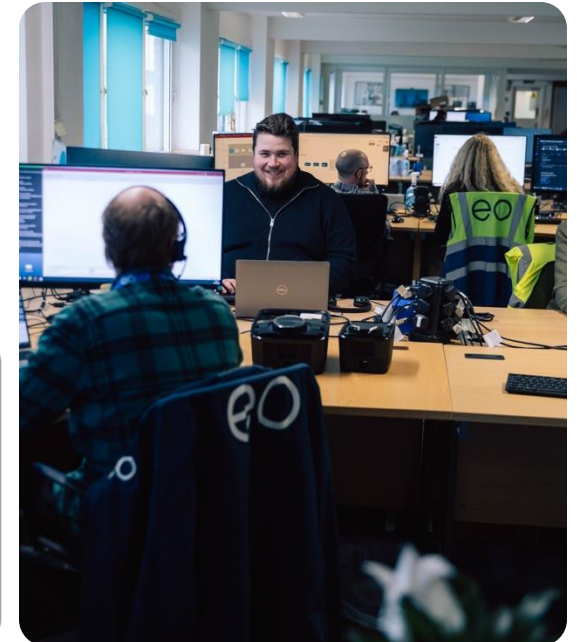
140

Employees

Delivering services in

15+

Countries



# What Sets EO Apart

EO's leading position in the fleet electrification market gives it several key differentiators against a market bloated of point solutions.

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Experience in **providing full turnkey** electrification solutions for electric van, bus and truck fleets

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EO is a large player in the fleet charging sector, moving into the infrastructure landscape, it has a strong first mover advantage as **no incumbents currently occupy the field**

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On the ground **presence in the UK, Europe and the US**, with the two latter being a key pillar's of EO's growth



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Strong **relationships with blue-chip** fleet operators in the logistics, food, public transit, transport ecosystems

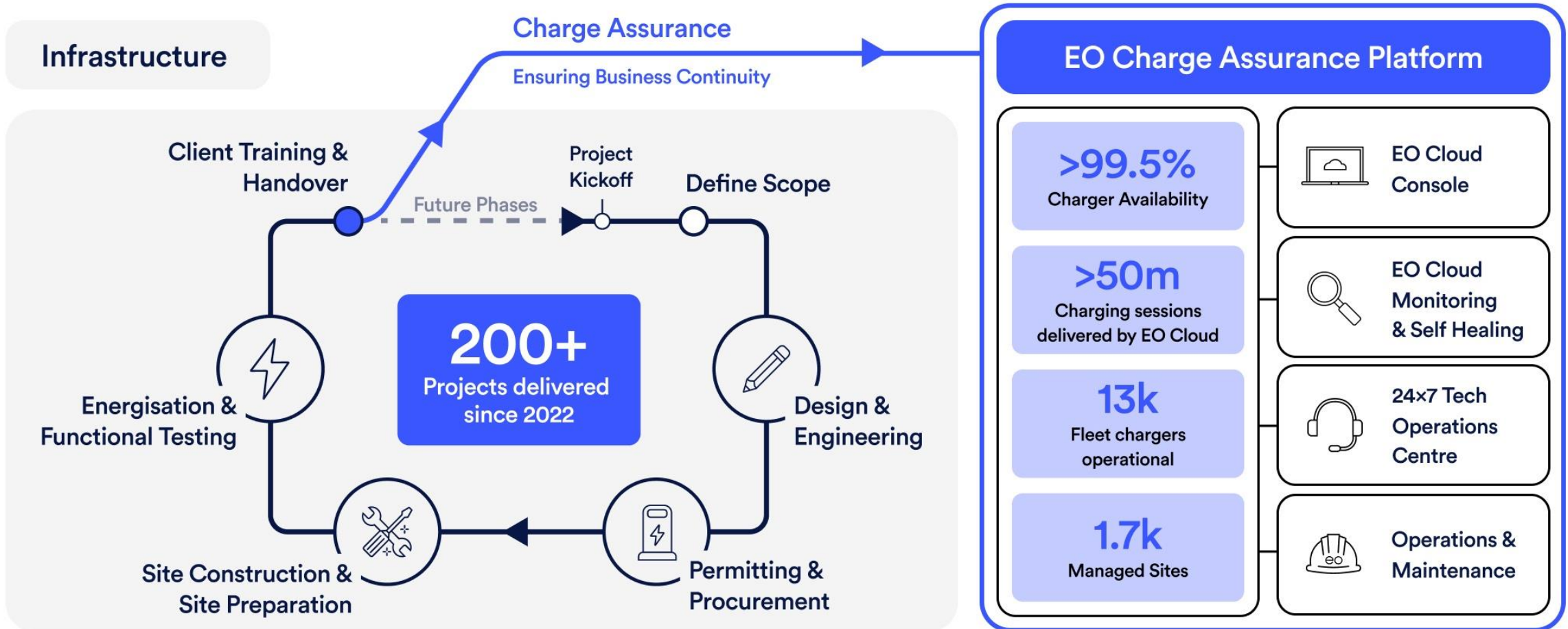
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Unique software and support offering, bundling proprietary software and in-house O&M, with a track-record of **delivering >99.5% uptime**

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A **dedicated, experienced team**, with a proven track record of building a globally EV charging platform

# Ensuring Business Continuity Through Charge Assurance

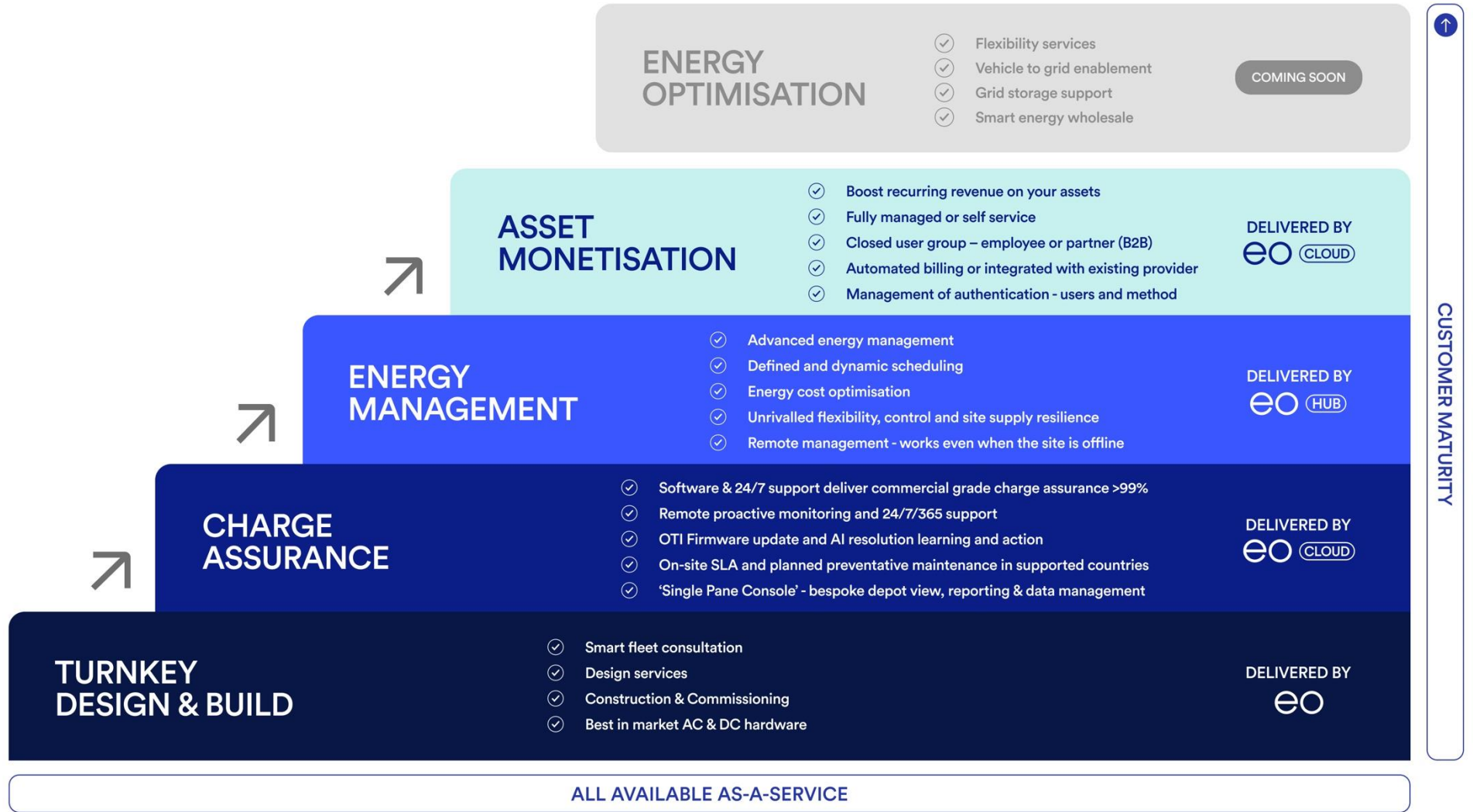




# Our Offerings



# A Full Stack Partner for your Electrification Journey to drive Business Continuity



## Delivering Commercial Grade Charge Assurance at Scale



Delivering a mission critical charge management platform, you can depend on

### EO Cloud Console

- Single 'pane of glass' to manage Real-time status & performance
- Customisable regional & depot map
- Remote charging station (CS) control & diagnostics
- Fault resolution and ticket tracking

### EO Cloud Proactive Monitoring

- Infrastructure polling for real-time status
- Fault code monitoring and alerting
- Automatic intervention & fault rectification
- 47% incidents resolved automatically

### 24x7 Tech Operations Centre

- 24x7x365 support centre
- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> line support, integrated with H/W OEM
- Response time SLA based on incident severity categorisation

### Operations & Maintenance

- Optional on-site Service Level Agreement (SLA)
- Planned Preventative Maintenance (PPM) including annual or bi-annual servicing
- Spares inventory, Safety assessment and certification

## Amazon Electrification: By the numbers

6,500

6,500 EV charge points operated by EO's software

120

120 charging depots managed by EO's software

9

EO's software managing Amazon depots across 9 countries

4,500

4,500 EV charge points installed by 3<sup>rd</sup> party contractors and onboarded to EO Cloud

500+

Over 500 support interventions per year across 5+ different hardware brands

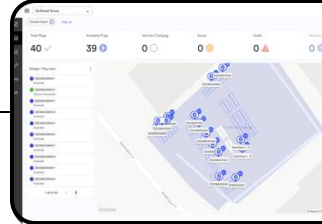
>99.5%

Operating the network at more than 99.5% uptime with 90-min onsite SLA's



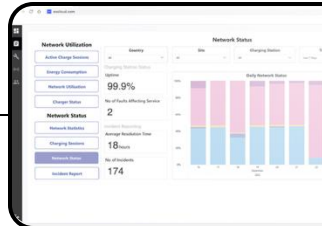
>99.5% CHARGE AVAILABILITY

Delivering a mission critical charge management platform, you can depend on



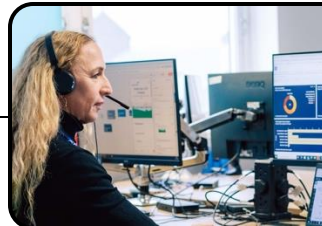
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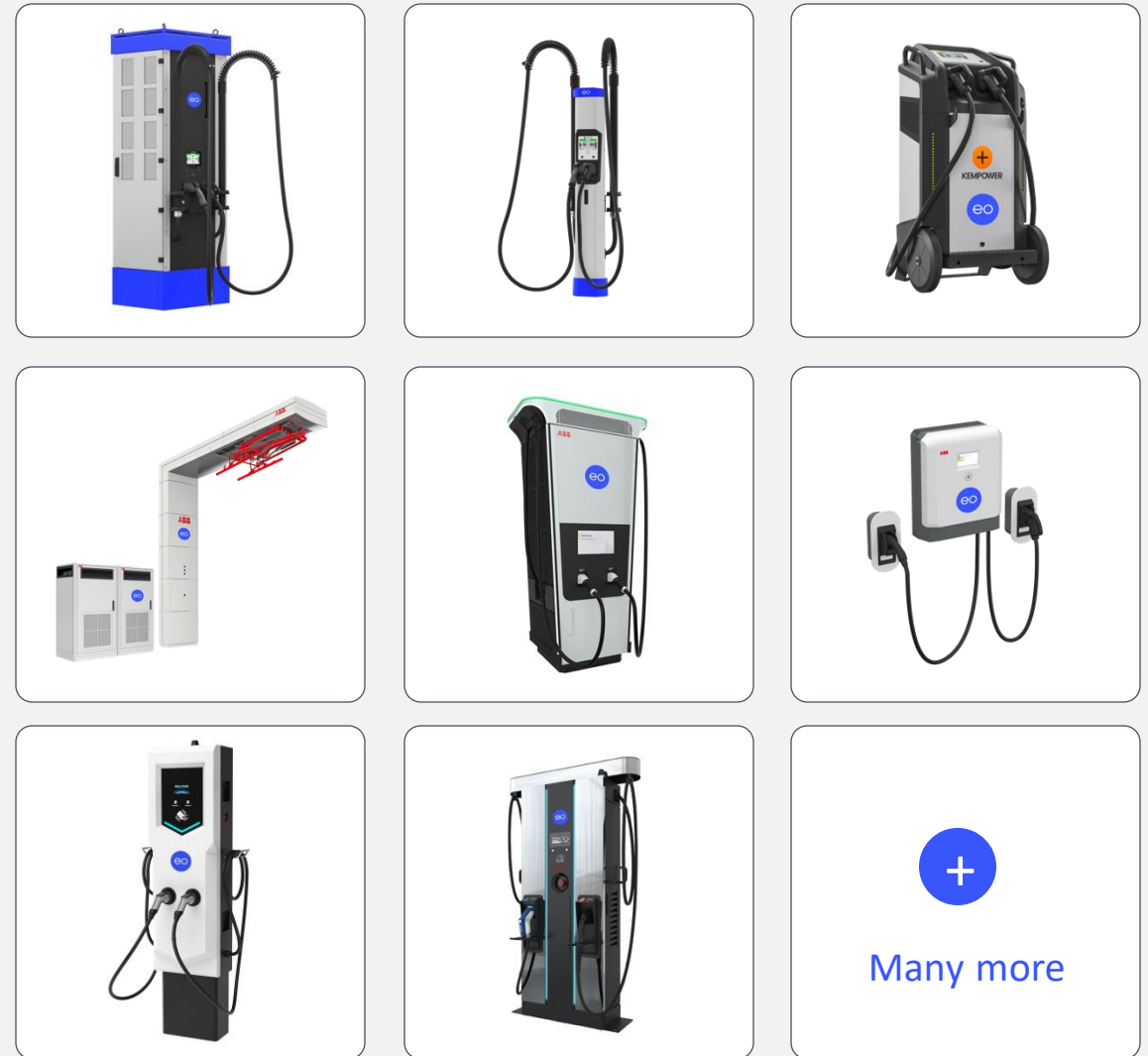


### Operations & Maintenance

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- Planned Preventative Maintenance (PPM) including annual or bi-annual servicing
- Spares inventory, Safety assessment and certification

# Deep integration with 70+ hardware charger types

- + EO has tested, integrated, approved, and onboarded over **76 chargers** from **30 different manufacturers** - enabling a cohesive charger experience across depots for large fleets that utilise multiple charger types
- + Our **bespoke relationships with charger OEMs**. EO acts as the online agent for most devices.
  - + As the online agent for the device,
    - + **We have the ability to push OEM firmware updates**
    - + **We can control messages to the devices**
- + Integrated service workflow with OEM equipment that is attached to our **own automated error resolution engine**
- + **24/7 Servicing team**
- + **Support your infrastructure across OEMs and charger types**



# European service coverage + partner network



## End-to-end Electrification

In-house Design, Estimation and Project Management



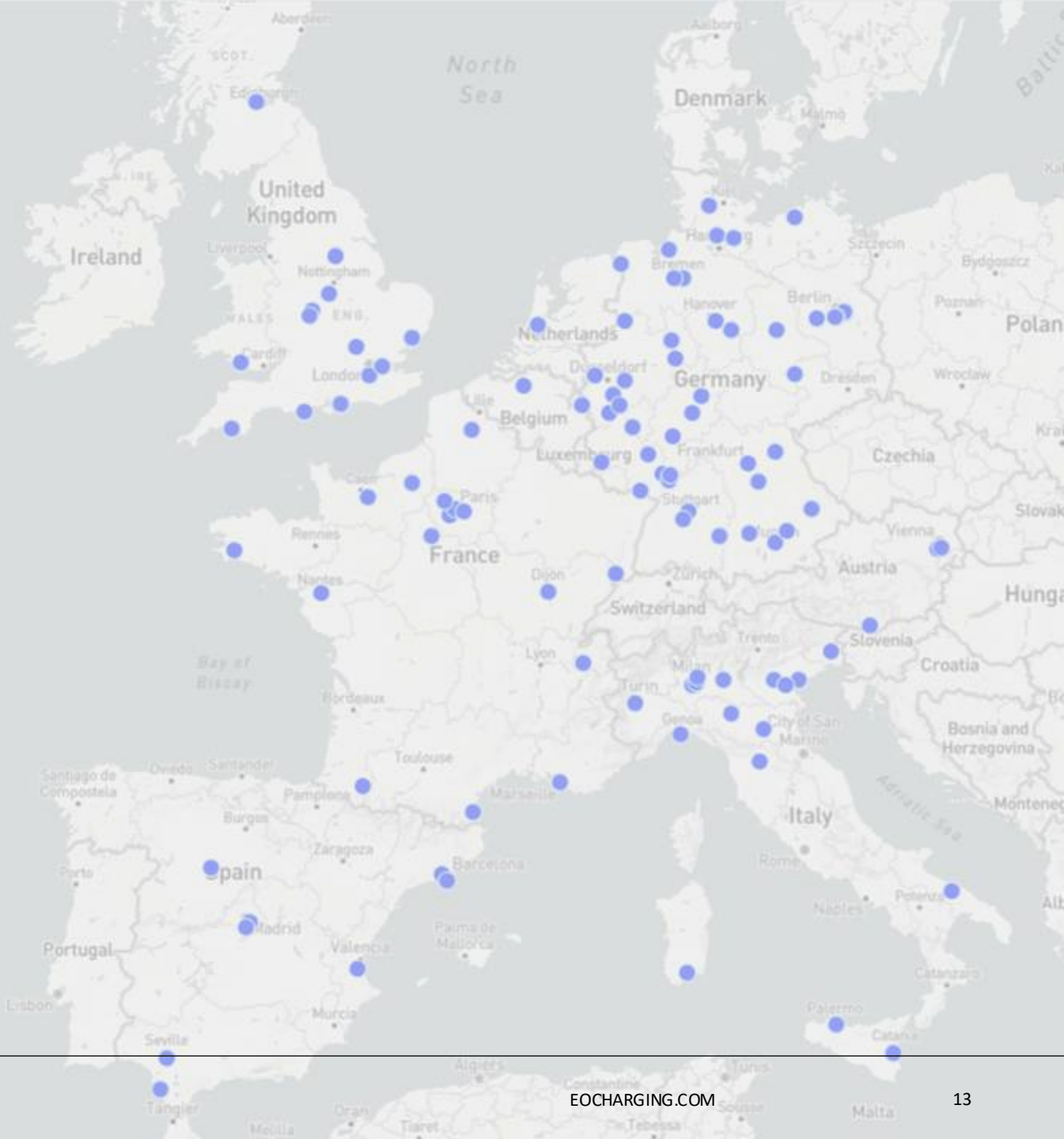
## Fleet Management Software

Software defined Charge Assurance with O&M



## Integrations

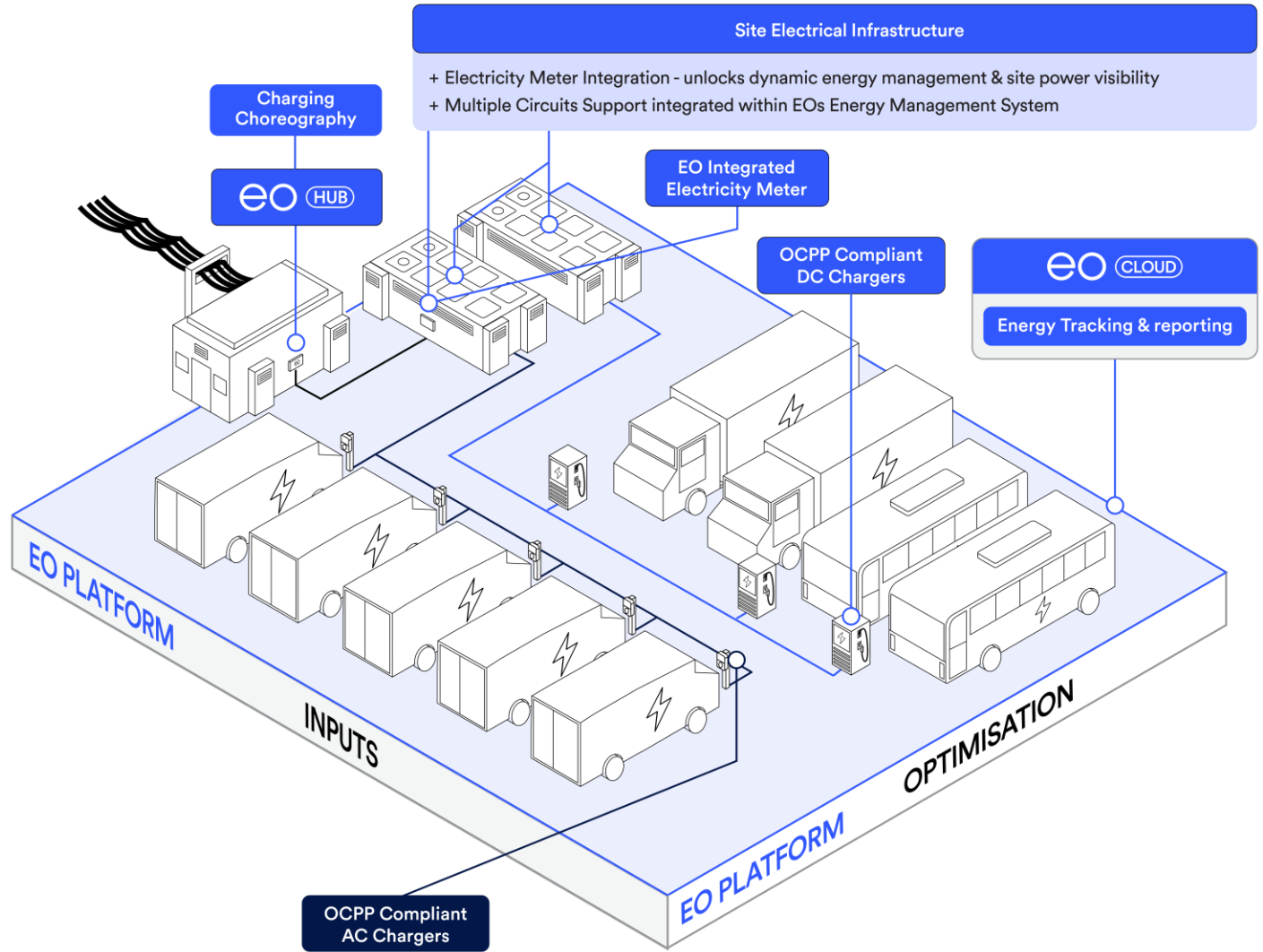
Augmented by selected local partners, region and sector specialists



## A critical element of your charge platform

Most EV fleet owners become industrial consumers of power overnight – managing energy is a key requirement of your charge platform

- + **Protect** – load balancing ensuring your site never exceeds available supply
- + **Schedule** - to leverage time-based grid connections and power allocations
- + **Prioritise** - additional power to important chargers or circuits



# EO Cloud

EO Cloud interface showing Depot Overview and Vehicle Details for EO BusAD6741/1.

**Depot Overview (Dover, DE Depot):**

- Total Connectors: 15 ✓
- Available Connectors: 9 ⚡
- Vehicles Charging: 5 ○
- Connectivity Issues: 1 ⚠
- Faulted: 0 ⚠
- Site Power Import: - ⓘ

**Vehicle Information (EO BusAD6741/1 62.667kW):**

- Vehicle Reg. Number: AAQE4543
- Fleet Number: -
- Charging Station Information: Hardware Status: CHARGING
- Energy Consumed: 188.000 kWh
- Session Duration: 02h 31min

**Charging Progress:** Predicted full charge in 229 minutes (10:20am). Graph shows charge percentage increasing from 0% at 4AM to approximately 60% at 10AM.

**Map Legend:**

- Faulted (Red)
- Connectivity Issues (Orange)
- In Use (Green)
- Available (Blue)

- Cloud
- Dashboard
- Reports
- Configuration
- Authorisation
- Vehicles
- Users
- Settings
- Sign Out

Filters

Updated less than a minute ago

Serial Number	Status	State of Charge	Plugged-In Time	Energy Consumed	Vehicle Details	Authenticated	Action
EO BUSAD5728 EO BusAD5728/1	CHARGING	92%	05h 15min	400.000 kWh	TJWE3236	charlie@eochar	
EO BUSAD5947 EO BusAD5947/1	CHARGING	46%	02h 15min	188.000 kWh	TJQE3223	lucy@eochar	
EO BUSAD1400 EO BusAD1400/1	CHARGING	79%	04h 15min	300.000 kWh	RJSA9693	amjad@eochar	
EO BUSAD1400 EO BusAD1400/2	AVAILABLE	-	-	-	-	-	
EO BUSAD1400 EO BusAD1400/3	CHARGING	-	00h 45min	36.500 kWh	RJRX9601	steve@eochar	
EO BUSAD4110 EO BusAD4110/1	CHARGING	25%	00h 30min	26.500 kWh	TJCV3213	steve@eochar	
EO BUSAD1251 EO BusAD1251/1	CHARGING	90%	05h 15min	325.000 kWh	RJLX9672	steve@eochar	
EO BUSAD1251 EO BusAD1251/2	AVAILABLE	-	-	-	-	-	
EO BUSAD1251 EO BusAD1251/3	CHARGING	44%	02h 15min	148.000 kWh	RJQE9683	john@eochar	
EO BUSAD1251 EO BusAD1251/4	AVAILABLE	-	-	-	-	-	
EO BUSAD4684 EO BusAD4684/1	CHARGING	15%	00h 45min	36.500 kWh	GYRX6501	steve@eochar	
EO BUSAD4684 EO BusAD4684/2	AVAILABLE	-	-	-	-	-	
EO BUSAD4684 EO BusAD4684/3	CHARGING	44%	02h 15min	148.000 kWh	FYQE6583	john@eochar	
EO BUSAC7752 EO BusAC7752/1	AVAILABLE	-	-	-	-	-	

Total Connectors Real Time



Faulted Real Time



Charging Real Time



Connectivity Issues Real Time



Countries







## Remote Monitoring & Self Healing

Detects & resolves faults proactively

Charger No. 4  
**Faulty**

Charge status:  
Performing Self Heal

## Technical Operation Centre

24/7 global Support with >99.5% uptime guarantee

## Single Pane of Glass

Dynamic depot view, live charger & site status

Croydon Depot 1230 kW

Charger ID	Status	Power	Time	Capacity
CH0001A FL6431	100%			
CH0007B FL8937	100%			
CH0001A FL9087	100%			
CH0075A FL7992	100%			
CH0001A FL4800	98%	-21:10	103kW	
CH0001B FL5743	96%	-22:06	103kW	
CH0076A FL8177	95%	-22:06	103kW	
CH0091D FL4725	94%	-22:06	103kW	
CH0016/B FL7900	93%	-22:06	103kW	
CH0001B FL6300	83%	-22:06	103kW	
CH0001B FL8546	82%	-22:06	103kW	
CH0001A FL9106	82%	-22:06	103kW	
CH0001A FL5550	81%	-22:06	103kW	
CH0001A	Available			

## Scheduling & Smart Charging

Custom charge timing by charger, circuit or use case

Review

ChargePoints

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

Delete Share Link Save Draft

## Advanced Energy Management

Dynamic load balancing with on-site protection via EO Hub

# Amazon ATS Tilbury 3mVa ABB 360kW DC

Provided a full turnkey solution for the electrification of Amazon's Tilbury sites for their articulated trucks.

EO was responsible for the design, installation and ongoing operations and maintenance of the new charge infrastructure.

Part of EO's larger works across Amazon ATS with 64x ABB Terra 360kW connectors installed across all sites.



## → Key Activities undertaken by EO



Comprehensive planning and build-out of charging infrastructure at the Amazon ATS Tilbury site.



Installed and commissioned 12x ABB Terra 360kW connectors, 400x AC connectors and configured \* MVA transformers and \* MVA transformer.



Provided Charge Assurance to ensure consistent, high-performance operation of the depot.



Conducted on-site training for Amazon staff.

## → Key Results & Outcomes



Successfully deployed heavy duty 360kW DC chargers across the Amazon ATS depots.



Enabling opportunity charging with fast turnaround of articulated 'hub and spoke' vehicles.

>99.5%

Minimum standard required by Amazon to deliver >99.5% uptime across the estate.

# Thank You

If you have any questions, please reach out using the contact info below.

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Follow the Journey  
@eocharging

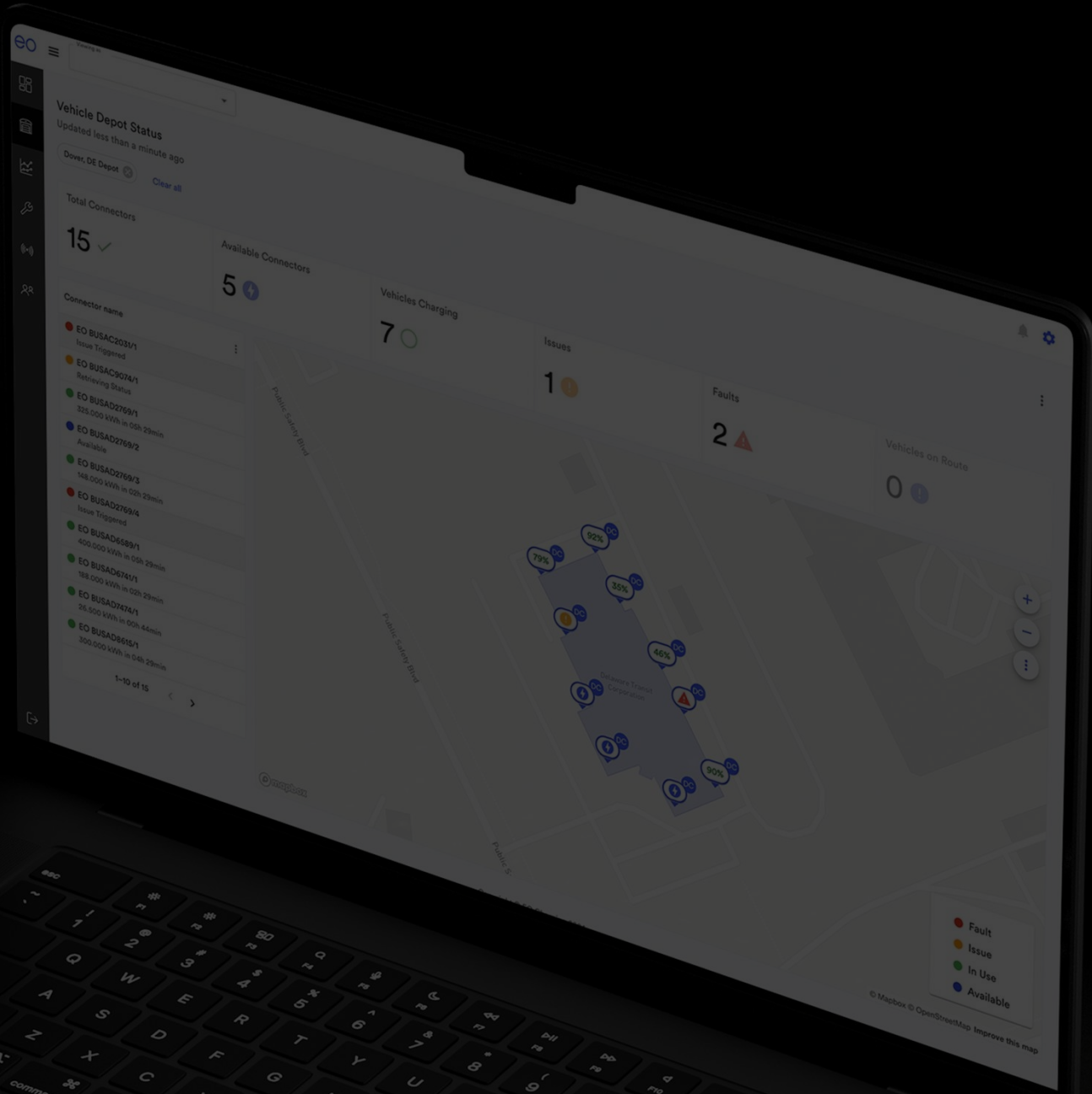


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# Appendix





# Case Studies

Provided a full turnkey solution for the electrification of Stagecoach Romford's first deployment of its electric bus fleet.

EO was responsible for the design, installation and ongoing operations and maintenance of the new charge infrastructure. Whilst also implementing EO's Energy Management solution to optimise overnight charging and maintain the site protection for DNO timed connection.



## → Key Activities undertaken by EO



Managed end-to-end project on-site, including new power connection and coordination, resulting in a 1.8 MVA supply and transformer installation.



Innovative design to support unique depot layout, installing chargers on walls and on new gantry system in overhead inside the garage.



Deployed 9 gantry mounted chargers with automatic cable reels.



Deployed EO Hub Management System to optimise charging schedules and load management.



Conducted on-site training for Stagecoach London staff.

## → Key Results & Outcomes



Smart design ensured that depot maintained its full operational space without any loss.

>99.5%

Implemented EO's Energy Management for site protection to manage a timed connection of 800kVA between 6am and 11:45pm.

Provided a full turnkey solution for the electrification of Go-Ahead London Merton Bus Garage for its 124 electric bus fleet.

EO was responsible for the design, installation and ongoing operations and maintenance of the new charge infrastructure. Whilst also implementing EO's Energy Management solution to optimise overnight charging and capitalise on off-peak energy tariffs.



### → Key Activities undertaken by EO



Managed end-to-end project, including UKPN power connection and coordination, resulting in a power capacity upgrade to 2MVA and transformer installation.



Commissioned and integrated charger points onto the Charge Point Management System (CPMS) and back-office systems using EO Cloud software.



Established an Operations & Maintenance (O&M) service agreement for ongoing high performance.



Deployed EO Hub Energy Management System to optimize charging schedules and load management.



Conducted on-site training for Go-Ahead London staff.

### → Key Results & Outcomes

>99.5%

Achieved >99.5% uptime of the charger network, ensuring continuous availability for the electric bus fleet



Implemented overnight charging strategies & automated load management through EO's Energy Management System (EO Hub)

+ Providing precise control over the EV bus fleet's energy consumption and operational readiness

## Go Ahead London Northumberland Park Bus Garage

EO Charging provided full turnkey electrification solution for Go-Ahead London at Northumberland Park Bus Garage.

EO provided consultancy and guidance for the installation programme of the charging infrastructure and supported Go-Ahead London and other partners on the site design and layout.



### → Key Activities undertaken by EO



End-to-end delivery of the LV charging equipment, beginning with trenching and connection to existing on-site infrastructure.



Full project management responsibilities for the installation programme.



Acted as principle point of contact and liaison with the Go-Ahead project team.



All variation works for a cable replacement and the charger commissioning process.



Commissioning and connecting to the charge point management system (CPMS) and back office through existing BYD software and Cloud. Along with certification and on-site training for Go-Ahead London colleagues.

### → Key Results & Outcomes



The chargers purchased for Go-Ahead London through Pihong in Taiwan came with 5m cables, which were too short for the eBus parking and charging layout. EO coordinated with Pihong to order 7.5m cables and managed the replacement once they arrived on-site.



EO managed liaison with Pihong to commission the chargers, as well as provide operational training for Go-Ahead London personnel, which was delivered through the EO engineering team.