

THE MOBILITY HOUSE

CHOOSES EPIC CUSTOMER SERVICE

CASE STUDY

Find out why The Mobility House worked with Epic Charging to source reliable EV chargers and how their client benefited from this relationship.

EV CHARGING CASE STUDY

Learn why The Mobility House (TMH) chose Epic Charging to secure reliable EV Charging equipment for its school bus fleet customers.



CUSTOMER CHALLENGE

The Mobility House is an international technology company that offers reliable EV charging and grid integration for fleets using its ChargePilot® intelligent charging and energy management system.

Sam needed a reliable partner to source multiple Level 2 EV chargers for one of his school bus clients and to avoid service interruptions during the ChargePilot® installation phase.

SOLUTION

Epic Charging worked with The Mobility House to certify and source affordable 48amp and 80amp chargers for Sam's school bus client. The certification process guaranteed compatibility with ChargePilot®.

During the construction phase, the client's installation timeline shifted unexpectedly which created operational risks. As a resolution, Epic Charging teamed up with Sam and his client to troubleshoot all EV charger connectivity gaps and deliver seamless electric bus operations.

BENEFITS

1. Improved Customer Loyalty

By choosing a reliable partner, TMH offered epic customer service which led to a happier customer and recurring business opportunities.

2. The Right Hardware for Your Needs

Epic Charging worked closely with TMH to understand the operating requirements of ChargePilot® and secure an ideal hardware solution.

3. Reduce Your EV Charging Investment

The Epic Charging team worked hard to secure great value for money which allowed TMH to select affordable EV chargers for its customers.

SUMMARY

CHALLENGES

- Must avoid service interruptions for fleet
- Hardware compatibility with ChargePilot®
- Price competitiveness matters

NEW RESULTS

- Happy customer ordered more chargers
- Certified chargers ensured compatibility
- Secured hardware at great value



SAM HILL-CRISTOL

Business Development Manager at The Mobility House (TMH)

"The team at Epic Charging is very responsive and made my job easier by asking the right questions upfront and working hard to ensure my client could operate his buses."

19 kW,
11 kW,
7kW

HOW IT WORKS

Our operations team regularly tests and certifies EV charging hardware from industry leading hardware manufacturers and distributors to ensure that you get the best reliability and value.



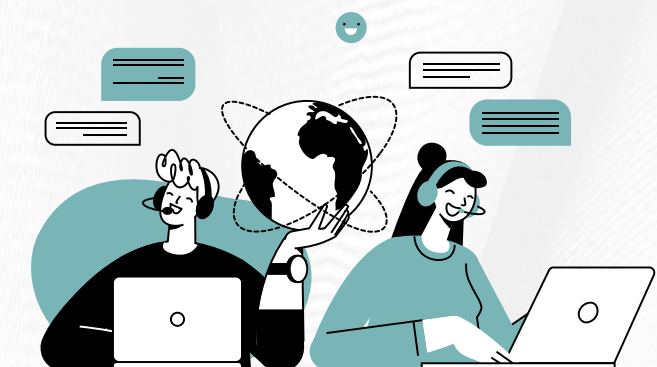
TRUSTED BRANDS

The team at Epic Charging works with the most trusted EV charging vendors in our industry such as **The Mobility House**. Our team will help you determine the best charging solution for your needs and connect with leading industry partners to execute your projects.

LOWER ENERGY COSTS

The Epic Charging platform offers an integrated solution with **The Mobility House** that allows your fleet to access the benefits of ChargePilot® intelligent charging and energy management system, one of the world's most trusted energy management solutions. ChargePilot® has been deployed globally at more than 1,200 sites.

Contact our team to find out how you can reduce your fleet's energy costs by 30-80% using the ChargePilot® system.



EPIC CUSTOMER SERVICE

Beginning with reliable EV charging solutions and concluding with essential integrations that minimize your energy costs, Epic Charging gives you a powerful platform to manage your EV charging needs and maximize your profitability.

Most importantly, our team is here for you. Unfortunately our industry is not known for providing great customer service but that's why we made it our mission to provide you with an epic experience. Reach out to our team to explore the right charging solution for you.