

As one of the world's largest providers of sustainable solutions, Siemens is establishing a leading role in the evolving Electric Vehicle market. Our comprehensive understanding of this exciting technology and opportunity originates from an unrivalled capability and experience of delivering large infrastructure solutions across both energy and transport sectors.

Siemens recognises that this new and unstructured market presents unique challenges to both the private and public sectors. These pressures make it essential to select the right partner who can offer long-term financial stability and innovative technology and service solutions.

Siemens is ideally placed to help customers address these challenges. Siemens is UK market leader in Intelligent Traffic Solutions, with a broad transportation and traffic management portfolio, and many years experience of designing, manufacturing, installing and maintaining traffic management systems and road-side equipment.

Siemens' E-Charging solution for the UK market is built on four key components; industry leading electric charging technology, modular back-office management software, extensive contact centre capabilities and comprehensive service packages. All are tailored to meet individual customer requirements and ensure maximum system availability and safety.

We are proud to be a partner for Transport for London's Source London and will deliver, operate and maintain the scheme for the duration of this Plugged in Places project.

The full service provided by Siemens covers IT and hosting services, but more importantly the delivery of the complete customer experience including initial registration, in use support and the renewal process.

Siemens has drawn upon its extensive experience to create a service and support platform that can be utilised by multiple customers and authorities - the goal to ensure that electric vehicles become an established mode of transport across the UK.



- Charging infrastructure, including AC and DC charge-points and satellite systems
- On street parking meters combined with charging points
- Home and public chargers
- Software to provide charge point location and status
- Fleet management services
- Booking and prepayment systems for charging spots
- Payment, billing and account status
- 24/7 contact centre
- Experienced UK wide on-street installation and maintenance engineers

## Complete solutions for Electric Vehicle charging

**Electric charging unit** is multi-functional and easy to use, offering numerous benefits for both operators and drivers. The unit can be installed wherever several vehicles need to be re-charged; not only in semi-public areas such as company premises or car parks, but also as part of the public traffic infrastructure. In addition, the charging unit can offer dual functionality as a pay-and-display machine, either as a single charging station or in combination with up to nine satellite charging points. Access control is provided through an integrated user identification function to ensure only registered drivers are able to charge their vehicles. To ensure safety the charging stations are only powered when registered users activate the charging function.

**Back-office management system** provides the overall management and control of the customer and technical business processes associated with effective operation of a charger network. The system either connects to Siemens charging units or units supplied from

alternative suppliers. In addition, the system is responsible for security, taking payment, providing charging cards to the customer and account management.

**Contact centres**, located in Poole and Worcester, provide 24/7 customer support to ensure a consistent and positive end-user experience. Siemens highly trained operators provide professional call centre services to assist customers day and night. Having this infrastructure and facility already in place enables Siemens to deliver service levels based on customer need rather than restricted by supplier capability.

**Comprehensive support and maintenance services** are provided through a national network of over 350 field engineers and 21 service depots. Siemens is able to ensure that our ASLEC trained and accredited engineers will be on site within two hours anywhere in the UK. Customers can have full confidence that maximum availability and safety will be achieved from their e-charging infrastructure.



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