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**White Paper: The Benefits of a choosing a Whole Life Solutions provider for  
Commercial EV Charging Applications**

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## 1. Executive Summary

As the UK embraces the electric vehicle (EV) revolution, companies looking to electrify their fleets or provide EV charging services face a myriad of challenges in procuring and maintaining charging infrastructure.

This white paper discusses the benefits of partnering with a comprehensive EV charging provider like Vital EV to cover all aspects of the procurement and fitting process, from site survey and design to installation and commissioning, from aftersales support and maintenance to repair and emergency callouts.

## 2. Introduction

The growing adoption of EVs in the UK has prompted companies to invest in EV charging infrastructure, from workplace chargers to commercial depot chargers. However, this presents a unique set of challenges, such as designing suitable solutions and ensuring continuous operational readiness.

As on-site charging is a completely new facility that fleets and logistics companies have to offer in their depots, allocating roles and responsibilities for implementing EV charging infrastructure can be challenging. Different companies have assigned different people like fleet managers, facility managers or sustainability officers.

## 3. The Complex Landscape of EV Charging Infrastructure

When we consider the potentially intricate and confusing landscape of EV charging infrastructure the challenges can include:

- **Lack of Knowledge and Understanding.** Up until 10 years ago, the vast majority of fleets would have exclusively operated Internal Combustion Engine (ICE) vehicles and, in the case of the heavy truck industry, that is still the case today. As a result, there is very little first-hand experience of implementing and operating EV charging infrastructure at any significant scale.
- **Diverse Charging Needs:** Companies require charging solutions tailored to their specific needs, which may vary from employee charging stations to customer-facing charging points or dedicated charging hubs for fleets.
- **Regulatory Compliance:** Navigating a complex regulatory environment to ensure all installations meet the necessary standards and regulations.

#### **4. The Value of a Whole Life Solution Provider**

Choosing a charging equipment supplier that offers a Whole Life Solution (i.e. a one-stop shop) should include:

##### **4.1. Consultative Approach**

As discussed earlier, the fleet operators' knowledge and understanding of EV charging infrastructure may be limited due to the lack of exposure, therefore a consultative sales approach – which determines the customers' ambitions and goals firstly and has a solution built around these requirements – is a necessity.

##### **4.2. Survey and Design**

Experienced suppliers conduct on-site surveys to determine the optimal charging infrastructure design. They ensure that the charging stations are strategically located, and the infrastructure matches the company's charging needs.

##### **4.3. Supply and Installation**

Suppliers take care of the procurement, supply, and installation of charging equipment. This includes selecting the right charging hardware and ensuring that it is installed correctly and on time.

##### **4.4. Maintenance and Repair**

Comprehensive suppliers offer maintenance and repair services to maximise uptime. They provide proactive monitoring, rapid response to issues, and regular preventive maintenance.

#### **5. Benefits of a Whole Life Solution for EV Charging**

Collaborating with a Whole Life Solution provider offers several advantages:

##### **5.1. Simplified Procurement**

Companies save time and resources by working with a single supplier for all charging needs. The streamlined procurement process reduces complexity and minimises the risks associated with dealing with multiple vendors.

##### **5.2. Cost Efficiency**

Comprehensive suppliers can leverage economies of scale, resulting in competitive pricing and cost-effective solutions. By offering maintenance and repair services, they reduce the unforeseen costs associated with poorly maintained charging infrastructure.

### 5.3. Streamlined Operations

A one-stop solution simplifies the ongoing management of charging infrastructure. Companies can focus on their core business while the supplier takes care of installation, maintenance, and any necessary repairs.

## 6. Case Studies

Vital EV recently provide a Whole Life Solution for UTAC Millbrook; the UK's leading automotive testing facility in Bedfordshire. At 400kW, the charger we installed was the fastest in the UK and the management team appreciated our one-stop shop approach to charger commissioning and support, as highlighted in the case study below:

"Vital EV have enabled us to deliver class-leading temporary charging solutions for our largest automotive events and we have always been impressed by their engineering expertise and resolve to make things work, which is why – when the requirement for a permanent solution came about – there was only one company that we could trust.

"At 400kW, our new charging hub deploys the fastest charge in the UK and, right the way from the initial conversations to putting it into operation, the Vital EV have been superb. Their teams have kept us in close communication throughout and it has been completely hassle-free."

"Due to an external issue, one of the chargers recently stopped working and their team called us back within 5 minutes with the fault identification and the Vital EV engineer was on-site well within the 4-hour response time agreement to fix the issue and give us maximum productivity".

## 7. Regulatory and Environmental Compliance

Comprehensive suppliers have in-depth knowledge of regulatory and environmental compliance. They ensure that all installations meet safety standards and environmental requirements, reducing the risk of regulatory penalties and environmental impacts.

## 8. Conclusion

Embracing the electric vehicle revolution in the UK offers significant advantages in terms of sustainability and cost efficiency. However, navigating the complex landscape of EV charging infrastructure can be daunting. Choosing a comprehensive charging equipment supplier that covers all aspects of the procurement process, from survey and design to supply and installation, maintenance, and repair, simplifies the process, reduces costs, and ensures high uptime.

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As a Whole Life Solutions provider, Vital EV has worked successfully with a wide range of customers to handle the complexities of charging infrastructure, allowing them to focus their time and effort on their core business.

## 9. References

[1] Office for Zero Emission Vehicles. "The Electric Vehicle Homecharge Scheme (EVHS)." <https://www.gov.uk/government/publications/electric-vehicle-homecharge-scheme>.

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