



IONITY & EVA Global Press Release

Munich, 3rd July 2020: IONITY – the joint venture between the BMW Group, Mercedes-Benz AG, Ford Motor Company, and Volkswagen Group with Audi and Porsche – chooses EVA to provide customer contact services.

IONITY and EVA Global announce an agreement to provide superior 24/7 support to drivers throughout IONITY’s rapidly growing European High Power Charging (HPC) network. The aim of the service is to accelerate the adoption of electric vehicles through best in class customer experience at the charge point and beyond.

In September 2019, IONITY and EVA, Europe’s first Managed Services provider fully dedicated to the e-Mobility industry, initiated a pilot to assist EV drivers with their daily charging needs. This collaboration has leveraged EVA’s driver-inspired innovation and EV-dedicated Customer Experience solution, EVA Assists, and IONITY’s charging network expertise to help accelerate the adoption of electric vehicles and transform the driver experience.

Now EVA supports EV drivers in 7 languages across IONITY’s European HPC network every hour of the day, every day of the year, bringing to life their common vision of a truly customer-centric, accessible and reliable network.

Dennis Hampe, Head of Customer Products & Service at IONITY explains the reasoning behind bringing EVA on board,

“A committed customer support team makes all the difference when delivering a great customer experience. This is even more so when introducing new technologies and services such as high power EV charging. The EVA team are experts in helping EV drivers charge their vehicles. An “outstanding” rating in the CPO test from the renowned German magazine “connect” only serves to underline their professionalism.”

“We truly enjoy working together with the IONITY team”, Dr. Niina Hopper, CEO and founder at EVA adds, “We are proud to serve IONITY and the e-Mobility industry. Together we build trust with the

driver by putting experience at the very heart of everything we do. An outstanding and simple charging experience is ultimately what will drive and accelerate adoption, and we are always looking for new ways to support our clients and improve the service to the driver.”

About EVA Global

EVA (www.evassist.global) is based in Finland and has offices in Spain and UK. Founded in 2017, EVA is the leading Managed Service Provider fully dedicated to eMobility.

EVA provide hotline service in 10 languages and infrastructure management, including active monitoring and maintenance, to network owners, charge point operators and eMobility providers across 19 European countries.

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