

Bolt sets new standard with innovative lost and found process



Bolt is the leading European mobility platform that's focused on making urban travel more affordable, convenient and responsible. Bolt has more than 50 million customers in over 40 countries across Europe and Africa. In London, Bolt has more than 50,000 drivers and 2 million passengers signed up.

Bolt's London office recognised the need for improving lost and found management and operational efficiency while continuing to meet regulatory requirements.

The objectives

Free up valuable staff time

Bolt needed an effective, streamlined system that minimised the time spent handling lost property, empowering the customer care team to spend more time solving customer issues, whilst also alleviating inconvenience and frustration.

Comply with regulations

Bolt has regulatory and reporting requirements for TfL. Implementing a new process would ensure they continued to meet regulatory requirements, improve efficiency and maintain a best in class approach.

Improve rider experience

As part of providing an excellent rider experience, Bolt aimed to reduce the time spent waiting to hear back about lost and found enquiries.

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We needed a solution to the lost property problem that could be integrated and scaled across the whole UK operation in the future. NotLost have delivered an excellent solution and their responsive and dynamic team have made things really easy for us.

Joshua Ryan, Operations at Bolt

The results

66%

TIME SAVED SPENT HANDLING LOST PROPERTY

95%

OF ENQUIRIES ARE HANDLED WITHIN 12 HOURS



DETAILED REPORTS TO CONTINUE TO MEET TFL REGULATORY REQUIREMENTS



RIDERS RECEIVE HELPFUL AUTOMATED UPDATES REGARDING THE PROGRESS OF THEIR ENQUIRY

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We were looking for an agile partner and were impressed with NotLost's ability to listen to our pain-points, then quickly deliver custom features and improvements.

Elizabeth Allen, Operations at Bolt