

Dear Simon Lincoln,

- The solutions and sites Simon Lincoln was involved in

Simon was involved in our Premium webstore – www.thehydroshop.co.uk

- Custom features

Simon has always been very keen to implement custom features that we conceptualise. He has a great ability to quickly understand our needs and applies this skill when aiding and coming up with his own site innovations. Simon has always been very keen to develop great a customer experience for our customers.

- Problem Management

When ever we had an issue we could rely on Simon to sort it. If he was unable to amend our issues himself he would send our problem to a member in his team that could solve it. Simon would chase it until we had an answer we were happy with.

- Conversion rates

We have seen our site visits increase within this financial year. Although down to a few problems with 3rd party companies some aspects of our online systems have not worked correctly and have affected our conversion rates. Simon has helped with improving our site visibility and has passed on his knowledge to our web development team who have used it to increase site visits and sales.

- General Information

Simon is a very easy person to work with and clearly has a passion for his work. He has a friendly approach to our projects and is very enthusiastic to help and progress our online business. He kept in touch with us every week to make sure that everything he was doing was helping and was very happy to discuss new ideas. Simon always went out of his way to please and get the job done

Kind Regards,

E – Services Team

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