











Field Summit Management Summit Day One: Tuesday, August 26th

09:00	IQPC Opening Address Alexandra Craggs , Portfolio Director, IQPC
09:10	 Panel Discussion FSM 2030: How Will Emerging Technologies Reshape the Industry? <i>As the field service industry evolves, emerging technologies like AI, IoT, and AR are set to redefine how organisations operate and deliver value. This panel will explore the transformative impact of these innovations, offering insights into their potential to enhance efficiency, customer satisfaction, and future-proof field service operations.</i> <i>Moderator:</i> Simone Doolan , Industry Director, IFS <i>Panellists:</i> <ul style="list-style-type: none">• <i>Senior Executive</i>, Ventia• Justin Morgan, EM Digital Strategy & Innovation, NBN• Jarrod Ring, Technology Manager, Zinfra• <i>Senior Executive</i>, Ventia
09:50	 Salesforce Partner Address Agent-First Field Service: Your Workforce Multiplier <i>The people you send on site are mission-critical. See how AI agents for mobile workers and the teams that support them will augment these highly skilled groups and create transformative efficiencies. Plus hear from a panel of industry leaders on how they are approaching data and AI to drive excellence in their organisations.</i>

10:30	 Panel Discussion Process Re-Engineering in a World of AI & Automation <i>In an era dominated by AI and automation, re-engineering processes is no longer optional—it's essential for staying competitive. This panel will delve into how organisations can optimise workflows, eliminate inefficiencies, and seamlessly integrate advanced technologies to drive innovation and operational excellence.</i> Moderator: Robert Ward , General Manager: Solutions Innovation, Chubb Panellists: <ul style="list-style-type: none"> • Kent Hendricks, Infrastructure Operations Manager, JET Charge • Gary Dodd, Manager Workforce Optimisation & Performance, APA Group • Alex Lassauniere, Enterprise Architect, CEA • Rob Buckley, Solutions Architect, Coates (tbc)
11:10	 Service Max Partner Address Justin Morgan , EM Digital Strategy & Innovation, NBN
11:40	 Morning Networking Break
12:10	Interactive Discussion Groups  IDG A “Field Service + AI: What’s Working, What’s Hype, What’s Next?” David Horvath , Director Business Applications, Velrada  IDG B The Knowledge Shift - Retaining Intelligence as Your Workforce Evolves  IDG C Optimising Fleet Utilisation: Ensuring the Right People are in the Right Place  IDG D Evolving Expectations: Meeting Customer Needs

	 IDG E Talent & Skills: Workforces for the Future of FSM Bonita Carroll , Consultant, Conita Carroll Consulting
	 IDG F Designing Adaptive Asset Management: Aligning Strategy, Structure and Processes for Evolving Demands Anthony Cook , Asset Management Strategist, Enerven Energy Infrastructure
13:40	 Lunch Break
<i>Digital Transformation & Technological Innovation</i>	
14:40	 Telstra Case Study Daniel Gray-Hobbs , Field Service Systems & Data Principal, Telstra
15:10	 Speed Networking
15:40	 AGL Case Study Digital Transformation Roadblocks: Lessons from the Trenches <i>This session will highlight key lessons learned from overcoming digital transformation roadblocks, sharing insights on navigating challenges and ensuring successful adoption of technology to drive business growth and innovation.</i> Alex Ielo , Product Owner – Field Platforms, AGL
16:10	 Demonstration Drive
16:30	 Afternoon Networking Break
16:50	 Panel Discussion Driving ROI: Balancing Technology Investments with Operational Excellence <i>Investing in technology is crucial, but maximising its return requires a strategic balance with operational efficiency. This panel will examine how organisations can align technology investments with business goals, optimise processes, and measure success to achieve sustainable growth and profitability.</i>

	<p><i>Moderator:</i> Robert Ward, General Manager: Solutions Innovation, Chubb</p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Vanessa Thompson, General Manager Field Services, Urban Utilities • Joanne Fox, Group Strategy Manager: Northeast Engineering & BCH, Northeast Auto Group • Rob Buckley, Solutions Architect, Coates • Sunny Bhasin, General Manager – Assets, Queensland Rail
17:30	 Networking Drinks

Field Service Management Summit Day Two: Wednesday, August 27	
09:00	Chairs Opening Remarks
<i>Talent Management in the Field</i>	
09:05	<div>  <p>Panel Discussion Optimising Field Teams in a Talent-Constrained Market</p> <p><i>With ambitious infrastructure goals set across Australia for the next five years, competition for skilled talent is fiercer than ever. The challenge of attracting and retaining employees is compounded by the slow pace of training new workers to meet demand. This panel will explore innovative strategies for optimising field service teams in this competitive environment, focusing on leveraging technology, upskilling existing employees, and implementing strategic workforce management. Speakers will share insights on how to attract top talent, retain skilled workers, and develop capabilities within teams to maintain high performance while meeting infrastructure and operational demands.</i></p> <p><i>Moderator:</i> Bonita Carroll, Consultant, Conita Carroll Consulting</p> </div>

	<p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Paul Cook, Former - Executive General Manager: Growth & Emerging Markets, BSA • Luai Taha Al-Mahbashi, BMA Project Manager & Field Service Engineer, Environmental Automation • Sai Kasivajjula, Manager Field Services – NSW/ACT, Electrolux Group
09:45	 Saarthaa Partner Address Hybrid Workforce Models: Balancing On-Site & Remote Service Delivery
10:15	 <p>Panel Discussion Addressing the Skills Shortage: Programs to Boost Untapped Talent</p> <p><i>This session will examine innovative programs aimed at tackling the skills shortage in field service management, focusing on lessons learned from successful initiatives. Speakers will share strategies for attracting and developing untapped talent through diverse recruitment pipelines, upskilling opportunities, and practical adjustments to meet workforce needs. The discussion will provide actionable insights to help build a sustainable and inclusive workforce.</i></p> <p><i>Moderator: Bonita Carroll, Consultant, Bonita Carroll Consulting</i></p> <p><i>Abby Kempe, Workplace Gender & Diversity Specialist, Tradeswomen Australia</i></p>
10:55	 Morning Break
<p><i>Creating Customer Centric Field Service Management Teams</i></p>	
11:25	 <p>Panel Discussion Balancing Operational Efficiency with Customer Experience</p> <p><i>This panel will explore the delicate balance between driving operational efficiency and maintaining exceptional customer experiences. Experts will discuss strategies, technologies, and best practices to optimise operations without compromising on service quality or customer satisfaction.</i></p> <p><i>Moderator: Alexandra Craggs, Portfolio Director, IQPC</i></p> <p><i>Panellists:</i></p> <ul style="list-style-type: none"> • Joanne Fox, Group Strategy Manager: Northeast Engineering & BCH, Northeast Auto Group • Harrison Sangster, Director: Service Division, Remax Doors • Helen Falk, NSW Customer Account Manager, LMN Plumbing

12:05	 Air Powered Services Address Quentin St Baker, National Operations Manager, Air Powered Services
12:35	 Panel Discussion Customer Driven Field Service: Putting the Customer at the Heart of Culture and Operations <i>This panel will delve into the future of field service, focusing on how customer-driven approaches are shaping personalised and proactive experiences. Panellists will discuss the role of data, technology, and customer feedback in delivering tailored services that anticipate needs and enhance satisfaction.</i> Moderator: Alex Lassauniere, Enterprise Architect, CEA Panellists: <ul style="list-style-type: none"> • Anthony Cook, Asset Management Strategist, Enerven
13:15	 Lunch
<i>A Sustainable Transition: Preparing for the Future</i>	
14:05	Workshop One Sustainability and Reducing Carbon Footprints in the Field Service Industry <i>This workshop will facilitate an open group discussion about different initiatives organisations have undertaken to reduce their environmental impact while delivering exceptional service to their clients. The workshop will discuss initiatives such as vehicle fleet electrification, service scheduling/planning efficiencies, energy efficiency and ESG commitments, strategy, compliance and reporting.</i> Benjamin Clements, Solutions & Service Manager – APAC, Kempower
14:50	Workshop Two Planning for Transition: The Road to Sustainability <i>This workshop will explore the critical steps organisations must take to transition towards sustainable fleet practices, focusing on long-term strategies for environmental, social, and economic sustainability. Looking to the rest of the world, guide book.</i> Simon Roycroft, Manager Future Fuels, Refuelling Solutions

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