

10<sup>th</sup> Annual



2018

## POST SHOW REPORT

EMBEDDING CUSTOMER CENTRICITY IN THE FIELD SERVICE TOUCH POINTS AND INCREASING EFFICIENCY OF THE DISTRIBUTED WORKFORCE THROUGH TECHNOLOGY



“

“It was great to see the journey continue for companies who have embarked on the mobility solution and enhanced scheduling systems implementations. Was also great insight to understand the technology advancements in both systems, AR and AI.”

Customer Support  
Operations Manager,  
**Fuji Xerox Australia**



“

Presentation and networking opportunities from the event was well worth it. It was well targeted and the perspective from various industries were very interesting.”

Business Systems Manager,  
**Zinfra**

Dear Colleague,

FSM is A/NZ's largest and best attended field service management event. As the landmark 10th anniversary, it was only fitting that this year's event surpassed all expectations by **attracting over 200 participants**. I am very excited to see how the 2019 FSM conference will shape up and how we can continue to take it to new heights.

The Global Field Service Management Market is set for rapid growth and is expected to reach over AUD 9 Billion by 2023. This is fueled by AR and VR, Automation, Real Time Analytics, Artificial Intelligence and Drones. It is an exciting time for the industry as more organisations embrace mobility in a bid to improve productivity, lower operational costs and deliver customer centric services.

With this in mind, FSM is evolving with the industry to help you stay ahead of the curve. 2019 will focus on:

- **Taking mobility to the next level:** Investigating how you can increase productivity and effectiveness of your field workforce with seamless mobile solutions
- Delivering better customer service by **identifying and fixing the biggest pain points in the customer journey**
- Creating a more connected environment to **drive improved service delivery**
- Optimising your field workforce with **AR/VR, AI, Real Time Analytics** and other emerging technology
- Uncovering the **next generation of scheduling**

Furthermore, I wanted to take this opportunity to thank everyone who attended for your part in making it the best to date. The team and I look forward to building on these solid foundations for April 2019.



Best regards,

**Genelee Mazarello**  
 Conference Director  
**Field Service Management Australia**

## WE WOULD LIKE TO THANK OUR 2018 SPONSORS AND EXHIBITORS FOR THEIR CONTINUED SUPPORT



**Panasonic**  
 BUSINESS

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**ClickSoftware**



**Empired**



ServiceMax  
 Field Service Software



**ORTEC**

**CSG**

**vWork**

**KORE**



**MicroChannel**



**ConSol**



## EVENT SNAPSHOT:



**220+**  
 EVENT  
 ATTENDEES



**40+**  
 SPEAKERS



**30+**  
 GROWTH

## 1 Interactive Sessions such as:

- Panels, which had fantastic engagement from the audience and feedback
- Interactive Discussion Groups, which were a major highlight of the event for delegates and sponsors
- Speed Networking - we couldn't get them to stop talking after the session was over!



## 2 On-Floor Program

For the first time ever we had on-floor program focused on the challenges for small to medium sized businesses. This added an extra dimension to the learning and networking aspect of the event. But most importantly gave smaller field service teams the opportunity to share their journey.

## 3 Casino Night

To network in a relaxed environment over a well deserved drink and a fun game after a day packed with learning! Plus a magician was on hand to provide light hearted entertainment.

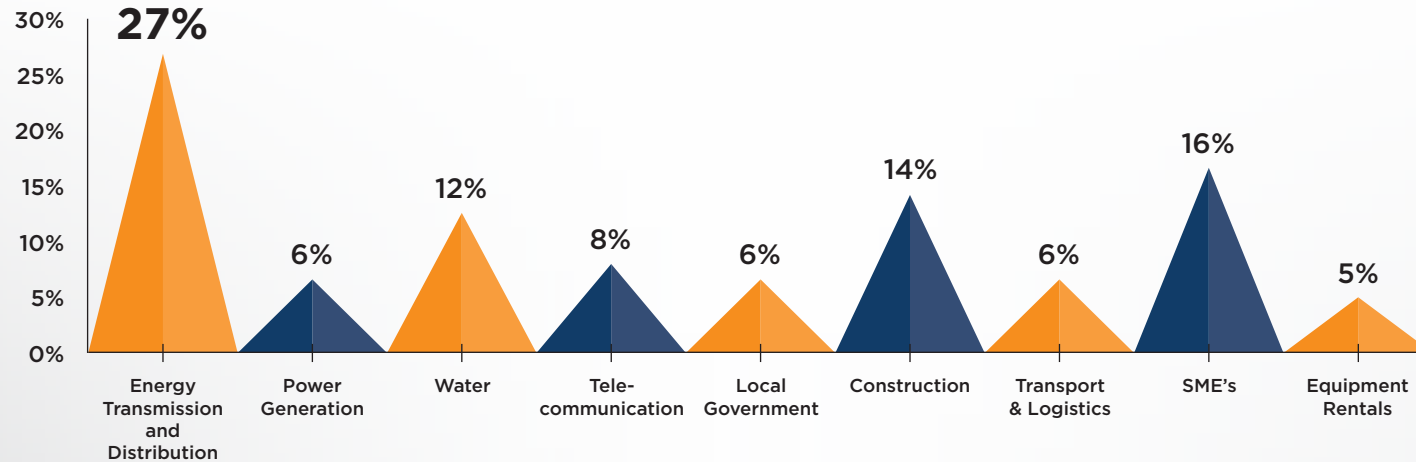
## 4 Two Streams for Our Audience

Which were highly praised and ensured we had a relevant event for all attendees

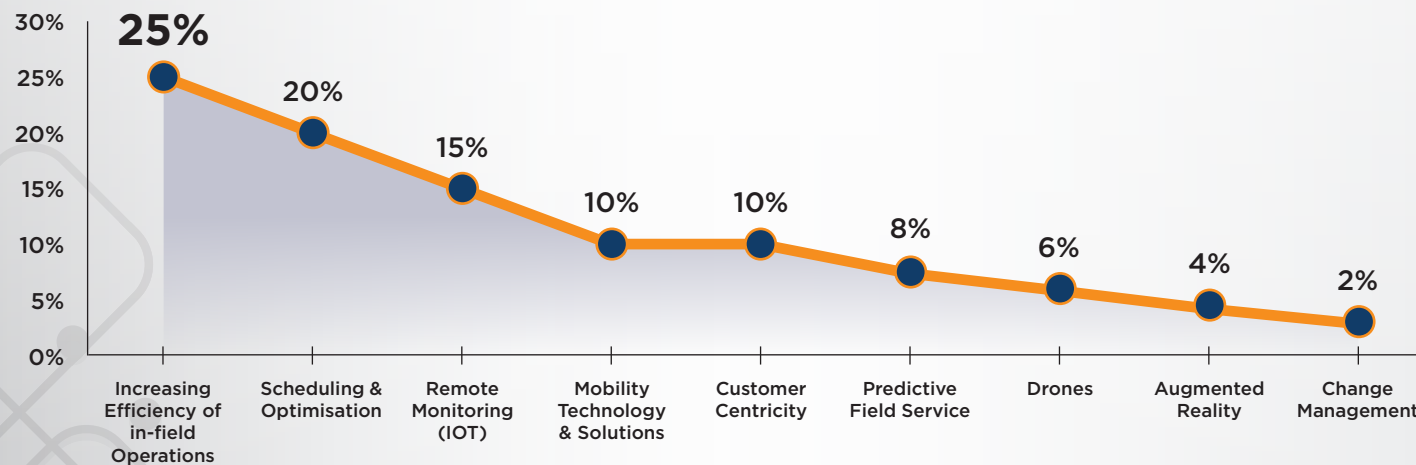
## 5 Real Time Feedback & Updates

On our new app with fantastic interactivity happening throughout the event which gave us a greater digital layer.

## Industry Attendance



## Topic Interest



“

It was my first visit to FSM and it delivered to the objectives I had set prior to attending.”



System Improvement Manager,  
**Amp Control**

# HEAR WHAT OUR PAST ATTENDEES **HAD** TO SAY

“

Very Unexpected to meet so many open minded people who are ready to network and discuss new ideas. A very informative two days! thank you :)”

Customer Service Manager,  
**Tandem**



“

Having attended for the past 6 years the conference has stepped up a notch and is providing insight into the future and connecting suppliers and end users with planners and strategists.”

Manager Asset  
Coordination Planning,  
**Queensland Urban Utilities**

“

Terrific conference, great networking and always learning!”

Regional Service manager,  
**Otis Elevator Company**

“

A very collaborative exchange of knowledge and experiences.”

Asset Management Strategist,  
**Enerven**





# SAVE THE DATES FOR 2019

16 - 17 April, 2019 • The Hilton Sydney

## JOIN THE FSM LINKEDIN GROUP TO NETWORK AND CONNECT WITH 9000+ FSM PROFESSIONALS

### Why get involved in 2019

The 2018 Field Services Management Summit saw an impressive increase in the diversity and seniority of its audience from 2017. With a greater number of attendees from the Utilities, Telco, Engineering Services, Government, Construction, Information Technology and the Food and Beverage sectors, FSM 2018 also cemented itself as a broad cross-industry summit capable of delivering an audience as senior and experienced as the speaker lineup.

As the summit evolves to meet these new audience demographics so too will the event's partners. Now more than ever, **partnering with FSM will put you in front of the key decision makers responsible for shaping their organisation's field services** with a focus on customer service by embedding customer centricity into your field services and building customer service capability of field staff.

As the leading FSM event in the APAC region, developing a strategic partnership for FSM 2019 will put your organisation ahead of your competitors by ensuring you only meet with the people that matter.

### Partnering with FSM is a must if you are involved in:

- FSM and Mobility Software
- Field Service Hardware & Mobile Devices
- Wireless Infrastructure
- Fleet Management and GPS
- M2M
- Cloud Solutions & Data
- System Integrators and Consultants
- Unified Communication (including VR)
- Consumer Devices
- Health & Safety
- Workforce Planning Platforms
- Scheduling Software
- UAVs
- Wearables
- Mobile Workforce Enablement



### DON'T MISS YOUR CHANCE

To Position Yourself Among Australia's Most Actively Investing Heads Of Field Services

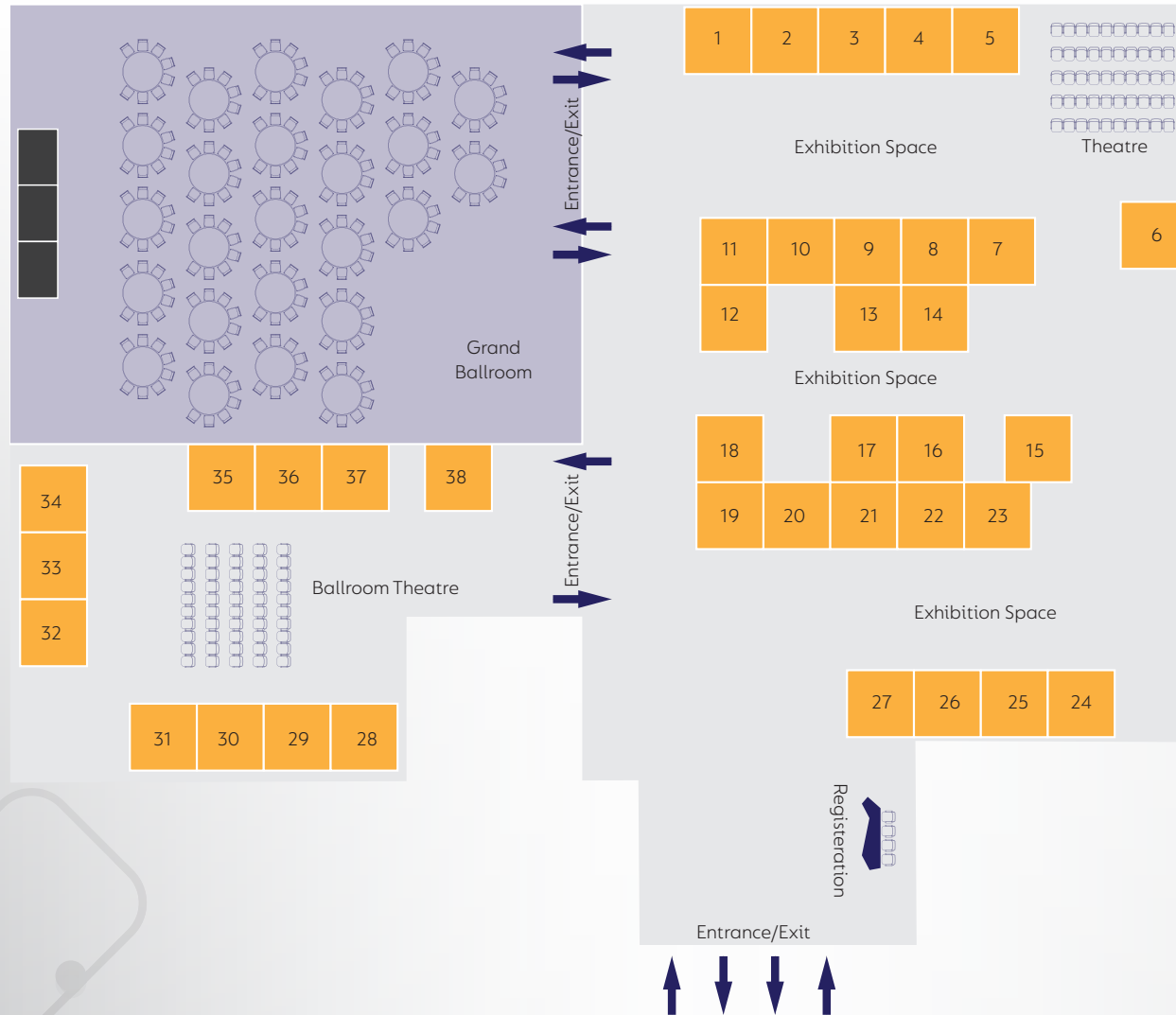
### FOR 2018 SPONSORSHIP & EXHIBITION ENQUIRIES, CONTACT:

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## THANKS TO OUR EARLY CONFIRMED 2019 SPONSORS AND EXHIBITORS

