

FIELD SERVICE NEWS

live!

*Full session agenda
at a glance...*



field service
EXPO

FIELD SERVICE NEWS
SYMPOSIUM LIVE

EUROPEAN
FIELD SERVICE
AWARDS

On the 5th:

What's On:

- 8.15- 9.00: Registration, Coffee and Conversations
- 9.00- 10.00: Think Tank Sessions: Do we need to redefine field service? (Symposium members only)
- 10.15- 10.40: Panel Discussion: How has field service changes since the pandemic?
- 10.45- 11.05: Presentation: Revolutionising service triage with Artificial Intelligence
- 11.00- 12.00: Industry Expert Ask Me Anything Sessions (Symposium members only)
- 11.15- 11.35: Presentation: What is needed for transformational service management?
- 11.45- 12.05: Presentation: Timing the move from legacy to next-generation systems
- 12.15- 12.45: Panel: Where have all the engineers gone?
- 12.45- 13.50: Symposium Members Complimentary Lunch
- 14.00- 15.30: Masterclass Sessions (Symposium members only)
- 14.00- 14.20: Presentation: Can we achieve servitization without digital transformation?
- 14.30- 14.50: Presentation: In a world of escalating operational costs we cannot afford to overlook final mile logistics
- 15.00- 15.20: Presentation- Why it is important to understand the industries you serve
- 15.45- 16.15: Panel: Is servitization a journey or a spectrum?
- 16.30- 17.15 Crowd Think: The Ageing workforce crisis has arrived- how can we recruiting, developing and retaining field service engineers (Symposium members only)
- 17.30- 20.00: European Field Service Awards drinks reception (Symposium members and Awards Nominees only)

Where you'll find it

- Pick up your badge at the main registration desk, grab a coffee at the FSN stand and then share some conversations in the Ideas Station.
- 1882 Suite
- Solutions Theatre, within the Field Service Expo
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On the 6th:

What's On:

- 8.15- 9.00: Registration, Coffee and Conversations
- 9.00- 10.00: Think Tank Sessions: Did the pandemic end servitization or make it more important? (Symposium members only)
- 10.15- 10.40: Panel Discussion: How do we align remote service and field service operations?
- 10.45- 11.05: Presentation: Maximising Your Asset Data for better service performance.
- 11.00- 12.00: Industry Expert Ask Me Anything Sessions (Symposium members only)
- 11.15- 11.35: Presentation: Defining Productivity in a new deskless age of working
- 11.45- 12.05: Presentation: Why effective scheduling is now non-negotiable
- 12.15- 12.45: Panel: What does the field service engineer of the new normal now look like?
- 12:45- 13:50: Symposium Members Complimentary Lunch (Symposium members only)
- 14.00- 15:30: Masterclass Sessions (Symposium members only)
- 14:00- 14:20: Presentation: Educating your customers and guiding them to success
- 14.30- 14.50: Presentation: Simplifying digitalisation
- 15.00- 15.30: Panel: 3 things you must take away from FSN Live 2022
- 15.45- 16.30: Crowd Think: Making service operations robust enough to survive a global recession (Symposium members only)
- 16.30- 17.30: Final drinks and discussions before we all head home

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