

EUROPEAN
FIELD SERVICE
AWARDS 2021



shortlist

The nomination process:

Nominations for the European Field Service Awards were open for online submissions and published and promoted by the industry's leading global trade journal Field Service News as well as being extensively promoted across social media. Nominations were submitted via an online form, with each nomination field having space for a detailed explanation as to why the nomination should move forward to the shortlist.

The primary criteria for selection were whether the nominee had demonstrated excellence within their category. The field service sector is broad and encompasses companies both large and small, but excellence can appear anywhere, so it was important that those on the shortlist were there on merit, not just the number of nominations.

Once the nominations process was closed, a panel of industry-leading experts independently reviewed the nominations and made their own shortlist before comparing notes and coming to an agreement on the final shortlist below.

Field Service Leader of the Year:

- Lou Murton, UK Services Director, Baxi UK
- Rob Heritage. Senior Operations Manager UK&I. Qcom Outsourcing Ltd.
- Riccardo Bianchi, Group Head of Services, Carel
- Gregory Cocks, Senior Manager- European Sales Engineering, Yamazaki Mazak Ltd.
- Alan Holt- Service Manager- Fujifilm UK Ltd- Graphic Systems Division

Field Service Team of the Year:

- PHS
- Ericsson
- PSV Glass
- Fuji Film
- MCFT

Pioneers of the Year:

- Cubic Transportation
- JLL Integral
- Beckman Coulter
- MCFT

Best Overall Field Service Solution:

- IFS
- BT Enterprise Field Service
- Salesforce Field Service
- Notion Edge "Field Service Edge " Package Solution
- ServiceMax
- Frontu.com

Technology Development of the Year:

- IFS Remote Assistance
- Ruben Maas FSM health check tool
- Geocall 9.2 by OverIT
- Real World One
- Microsoft Hololens 2

Field Service Hero:

- Joe Jordan, AB Graphic international LTD
- Jack Ogden, Beckman Coulter

The winners will be announced at an exclusive drinks reception hosted in the fantastic Birmingham Library on the evening of the 27th of October. Tickets to the Awards reception are free for field service management professionals attending the Field Service Expo- which is also free to attend for field service management professionals. To join us for this great evening of celebration of excellence in our industry, be sure to register ASAP at <https://www.fieldservicenews.com/en/field-service-expo-2021>