

My introduction to Phil happened in 2012 when he joined the JAPAC team in Singapore. In this position, one of the regions he provided second level technical support for was SEA. As the Head of Service for the SEA region, I had the opportunity to work with Phil on several service cases which had been escalated.

It did not take me long to recognise Phil's technical ability. In addition, his ability to handle the customers effectively also caught my attention.

During the times when he was not traveling, he was regularly visiting my office to discuss various aspects of service management. His keen interest resulted in our spending several hours discussing service management, customer management, leadership skills, and techniques on running service profitably without compromising on customer satisfaction.

In 2015, when there was an opening for the Service Manager position in Thailand, Phil was our first choice. I had no doubts in his ability and he certainly proved himself in the 2 years that he was in that role.

Thailand happened to be one of our lowest revenue earning countries, with practically none of the systems on service contract.

Phil turned things around resulting in a phenomenal increase in the service contract uptake. He managed to get over 50% of the active installations under maintenance contract, needless to say this was mainly because of the trust the customers started putting on us. This was evident from the improvement in the NPS scores. He played a key role in increasing our service business in Thailand and more importantly, in a profitable manner.

Phil can be an asset to any service organisation. In addition to the technical abilities, his people management skills are certainly worth mentioning.

I wish him all the best in his future endeavours.

Subramanian Raghuraman