



Data Centre Engineer of the Year Award: Luke Evans

Overview

CBRE Data Centre Solutions proudly nominates Luke Evans, an accomplished and hard-working Technical Productivity Coordinator, for the Data Centre Engineer of the Year Award. Luke has quickly moved up the ranks within the team, having started his CBRE career as an Administrator in 2009. Since then, Luke has progressed into the roles of Activity Leader, Critical Technician, and finally Technical Productivity Coordinator where he has implemented valuable new processes to team operations. During this time, Luke has also completed a Certificate in Electrical Installation, and a Bachelor Degree in 3D Graphics and Animation.

Luke is a driver for innovation and continuously strives to make life easier for his team and the client. Luke has implemented and developed several systems and ways of working using his initiative, leading to increased transparency, safer handling, reduced administration and superior service.

Luke is always looking outside the box and challenging pre-set norms and ways of working. He is also humble, open to user and customer feedback and shows great ambition.

"I have complete confidence in Luke and his ability to manage our facility in a competent and professional manner."

Luke takes great responsibility in developing the teams' working methods in terms of increasing efficiency and quality, and he has repeatedly shown that he goes the extra mile to solve a task, on time and with a very high quality result."

Mikael Anckers

Head of Building Operations
GIC Ericsson Rosersberg



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He has had a significant impact on the Ericsson site in Roserberg, where he has demonstrated behaviours well beyond his years, and has an excellent track record of achievement in the following areas:

Driving Efficiency through Innovation

- Implemented systems to digitally track performance, service and inspections

Luke has developed programs such as i-auditor to produce a more robust contractor management system. The contractors now sign in via a tablet upon arrival, complete the site induction, Authority to Work and the system he developed ensures that all the relevant permits and permissions have been obtained. The has significantly improved efficiency in contractor management.

- Digital automation

Luke has developed digital check sheets where the data obtained during technician tasks is automatically uploaded into a report and generates remedial actions. The entire process is linked and trackable via the original Work Order number.

- Development of management tools to increase teamwork, cooperation, transparency and efficiency

Luke developed MS Forms to obtain information from the technical team in an efficient and effective manner. He has also developed a ticketing system where tasks are uploaded, prioritised and distributed to the team. This gives the client real time visibility and has improved productivity dramatically.



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- Challenging the status-quo

With the implementation of these systems, Luke has achieved increased productivity though questioning if tasks can be completed more effectively on a constant basis. He is constantly challenging himself to find the best solution for the client.

Technical Expertise

- Technical excellence and client focus

Luke possesses a high level of technical knowledge and conducts himself in a professional manner following CBRE and client process. He is an advocate for QHSE awareness and leads by example; ensuring the rest of the team follow suit. He is attentive with clients and receives positive feedback on a routine basis.

- Strive to 'show site' standard

The Ericsson Roserberg site is maintained at such a high standard that CBRE and Ericsson use this as a 'show site' to present to potential new customers, and Luke is a key player in achieving this standard.

Luke frequently leads site tours with internal and external customers, and his passion and pride of all that the team have achieved is evident.

- High-tech Engineer

Luke's IT-skills and adaptability to site and client requirements are superior and he is currently developing the Service Insight 7 CMMS system, which will be the first of its type in the Nordics. He is also assisting another Business Unit



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in developing the system for one of their FM contracts. Without any detailed instruction, Luke has accepted the challenge in developing the systems and will be a key player for further roll out in the Nordics.

Mentoring & Leadership

- Mentoring of Senior Technicians

Luke is an established member of the team, leading team meetings and mentoring his senior peers. His communication skills are exceptional, and he has very clear and concise delivery. This confident approach is also true when presenting to the client.

- Training the team with new technology

Luke mentors the less tech savvy members of the team to become comfortable with using new systems and technologies. He empowers all team members and gives them the confidence to use the systems, which has been a great success in increasing service delivery and adoption of new processes.

- Always puts the team first

Luke always puts the team ahead of his own interests. He makes himself available to advise and assist in the development of the team.

- Natural leader with strong ambition and career progression

Luke has excelled at his career to date, taking extra responsibility as he has progressed with CBRE. He is a natural leader and leads by example.