

CLEVELAND, Dec. 23, 2013 /PRNewswire-iReach/ -- In a move to strengthen its ability to provide a wide range of services to the Asia-Pacific market, Predictive Service—a global leader in providing engineering, maintenance, reliability and sustainability solutions—announced the hiring of Alan Lau as Service Operations Manager.

A veteran of technology and manufacturing industries, Lau has spent more than 30 years working for a variety of innovative companies including Sun Microsystems—where he served as the Director of Customer Service and as a Manager of Business & Logistics for Asia—and Compaq Computer—where he served as Director of the Oracle Alliance and as Director of Channel Management & Support Customer Services for Greater China. Over the course of his career, Lau has worked in engineering, business planning, marketing and operations, customer service, channel management and executive roles.

Given his broad experience, Lau possesses an understanding of everything from business development and operations management, to service delivery strategy and product design. His extensive practical know-how is complimented by a strong academic background: Lau possesses a master's degree in Global Supply Chain Management from Polytechnic University in Hong Kong, as well as a bachelor's degree in electrical and electronic engineering from the University of Wales Institute of Science & Technology in the U.K.

"We are very excited to have Alan join us in our campaign to make Predictive Service the dominant force in Reliability Programs, Facility Services and Sustainable Solutions throughout the Asia-Pacific region," states Ralph DeLisio, Executive Vice President for Predictive Service. "Alan will be a key contributor to growth in his new role as the Service Operations Manager. He is well prepared and qualified after working for several large technology companies in an impressively diverse set of roles. We see his experience being integral as we expand our service offerings throughout Asia."

## About Predictive Service

Predictive Service is a global company focused on providing engineering, maintenance, reliability and sustainability solutions. We utilize a collaborative and customized approach to maximize our clients' results accomplished through deploying unique technologies, thought processes, people, products and services. We offer a complete spectrum of consulting and assessment services, engineering and sustainability solutions, predictive maintenance and repair programs and continuous improvement options. Our highly-skilled, global team of professionals serves an international client base with offices in North America, South America, Europe and Asia. Predictive Service is also one of America's Fastest Growing Companies for the seventh consecutive year as rated by Inc. 5000. Additional information about Predictive Service is available at

<http://www.predictiveservice.com/resources>

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