

## Sunday, October 5, 2008

TIME	GENERAL	SESSION DETAILS
12:30 pm – 5:00 pm	Conference Registration	Interact Conference Registration Open Conference Bags Sponsored by Caterpillar Badge Holders Sponsored by Jamieson Group
1:00 pm – 6:00 pm	Solution Center	Exhibit Set Up
5:00 pm – 5:30 pm	First Time Attendee Session	Welcome and Orientation Session for First Time Attendees
6:00 pm – 8:00 pm	Welcome Reception	Join your fellow delegates for hors d'oeuvres and cocktails in the Mincom Product & Partner Solution Center



## Monday, October 6, 2008

TIME	GENERAL	SESSION DETAILS
7:00 am – 5:30 pm	Registration	Registration / Information Services Counter
7:30 am – 8:00 am	Breakfast	The Mincom Product & Partner Solution Center is open. Come, have breakfast, meet, and mingle.
8:00 am – 8:15 am	General Session	Opening - Networking, Education, Influence, The MAC - Gary Estrella, MAC Chairman and Rick Rogers - Mincom
8:15 am – 9:15 am	General Session	Mincom Corporate Update - Greg Clark, CEO, Mincom
9:15 am – 10:15 am	General Session	We hold the keys to competitiveness: So what do we do with them? - Robert Williamson, Strategic Work Systems, Inc.
10:15 am – 10:45 am	Break	Join your fellow delegates for the morning break in the Mincom Product & Partner Solution Center
10:45 am – 11:45 am	Business Session	Utilities Product Roadmap Marty Smith and Jennifer Tejada, Mincom
11:45 am – 12:30 pm	Industry Business Meeting	Utilities Business Meeting Wes Allen, NES
12:30 pm – 1:30 pm	Lunch	Lunch will be in the Mountain View Dining Room. The Mincom Solution Center will be open during lunch.
1:30 pm - 2:15 pm	Industry Session	Directions of CW Product/New Features and Releases Marty Smith, Mincom
2:15 pm – 3:00 pm	Business Session	Outsourcing Printing of Statements, Changing Print Mode Paul Rael, Cap Rock Energy
3:00 pm – 3:45 pm	Business Session	Outsourcing Customer Watch Application - Panel Discussion Paul Rael, Cap Rock Energy
3:45 pm – 4:15 pm	Break	Join your fellow delegates for afternoon refreshments in the Mincom Solution Center Sponsored by Business Software, Inc.
4:15 pm – 5:00 pm	Business Session	Performance Point, Analysis Services, and Customer Watch Integration Steve Gilmore, Intermountain Gas
5:30 pm - 6:00 pm	Leave for dinner	Leave the Cheyenne Mountain Resort to go to the offsite dinner. Meet in the lobby.
6:00 pm – 9:30 pm	Evening Dinner	Offsite Evening Dinner and Networking Activity – Garden of the Gods Club, Colorado Springs Sponsored by IBM and Dimension Technology Solutions



## Tuesday, October 7, 2008

TIME	GENERAL	SESSION DETAILS
7:30 am – 5:30 pm	Registration	Registration/Information Services Counter
7:30 am – 8:00 am	Breakfast	The Mincom Product & Partner Solution Center is open. Come, have breakfast, meet, and mingle.
8:00 am – 8:15 am	General Session	Welcome Day 2
8:15 am – 9:15 am	General Session	Leading Organizational Change for Software Deployments - Frank Slezak, RWD Technologies
9:15 am - 9:45 am	General Session	Mincom Customer Support - Tom Shields, Mincom
9:45 am – 10:15 am	Break	Join your fellow delegates for the morning break in the Mincom Product & Partner Solution Center
10:15 am – 11:15 am	Business Session	Using Customer Watch to Effectively Communicate with Your Web Based Customers Mike Farrell, Intermountain Gas
11:15 am – 12:15 pm	Business Session	Using MicroSoft Speech Server and Web Applications with Customer Watch for improved Customer Communication and to Enable Customer Self Service Mike Farrell, Intermountain Gas
12:15 pm – 1:30 pm	Lunch	Lunch will be in the Mountain View Dining Room. The Mincom Solution Center will be open during lunch.
1:30 pm – 2:30 pm	Business Session	AMR/AMI - what is going on in the industry Patti Harper-Slaboszewicz, UtiliPoint
2:30 pm – 3:30 pm	Business Session	AMR/AMI - what is going on with Smart Billing Mark Board, Mincom
3:30 pm – 4:00 pm	Break	Join your fellow delegates for afternoon refreshments in the Mincom Product & Partner Solution Center
4:00 pm – 5:00 pm	Business Session	User Group Meeting - Solicit feedback for Training and Future Sessions Linda Courtright, City of Edmond, Rick Majors, Intermountain Gas
5:00 PM	Conference Adjourned	Join your colleagues to sample the restaurants Colorado Springs