















PRELIMINARY AGENDA

COMMUNITY LIVE! 2012 WORLDWIDE USER CONFERENCE

Sunday, June 10

7:30 - 8:00 am	Breakfast: Registration & Networking	
8:00 - 12:00 pm	Autotask Accelerator Boot Camp - SOLD OUT	Getting Started with LiveReports Workshop - (Extra Fee \$)
12:00 - 1:00 pm	Lunch & Networking	
1:00 - 5:00 pm	Autotask Accelerator Boot Camp (Continued) - SOLD OUT	Advanced LiveReports Workshop - (Extra Fee \$)
2:00 - 3:00 pm	N-able Integration Advisory Council Boardroom	
3:00 - 5:00 pm	Intronis Integration Advisory Council Boardroom	
3:30 - 4:30 pm	GFI Integration Advisory Council Boardroom	
3:00 - 7:00 pm	Autotask Community Live Event Registration	
7:00 - 9:00 pm	Welcome Reception & Sponsor Showcase	
9:00 - 11:00 pm	OKI Sponsored After Party	

Monday, June 11

7:00 - 8:00 am	Breakfast - Sponsored by Cisco & Networking in the Sponsor Showcase						
8:00 - 9:20 am	Keynote Address: Mark Cattini Autotask President and Chief Executive Officer						
9:20 - 9:40 am	Break and Networking in Sponsor Showcase						
	Sales and Marketing	Service Delivery	Feature Focus	Contracts & Billing	Business Strategy		Continuum Managed Services Track
9:40 - 10:30 am	Fine Tuning Autotask CRM for Effective Account Management <i>Angela Richer, Autotask</i>	Improving Efficiency and Productivity: Optimizing Autotask Service Desk <i>Katee Cufari, Autotask</i>	NEW! Streamline the Procurement Process with Autotask <i>Joe Rourke, Autotask</i> <i>Repeated Tues., 4:30pm</i>	Using Contracts in Autotask <i>Steve Curran, Autotask</i>	The Rigors of Cadence: Building a High Performance Sales Culture <i>Ken Thoreson, Acumen Management</i>	How We Won a \$40,000 MRR Contract Upgrade Utilizing TaskFire and Autotask <i>Blake Schwank, Colorado Computer Support</i>	Critical RMM Success Factors <i>Dee Zepf, Continuum</i>
10:40 - 11:30 am	Turbo Charge Marketing Communications Programs Using Autotask Tools <i>Barbara Dove, Dove Help Desk</i>	Best Practices for Operating an Efficient and Profitable Service Department <i>Brian Miller, FusionTek</i>	Managing Client Assets Using Autotask Configuration Management <i>Brian Kerlin, Byte Harmony, Inc.</i>	From Quote to Profitability: Recurring Contracts for MSPs <i>Nathan Franks, Dynamic Business Technologies</i>	Leveraging BYOD To Drive Services Revenue! <i>Michael Drake, masterIT, LLC.</i>	CompTIA Quickstart Guide to Entering a New Vertical <i>Terry Hedden, Infinity Technology Solutions</i> <i>Repeated Tues., 4:30pm</i>	Integrating RMM with Autotask Business Management <i>Dee Zepf, Continuum</i>
11:30 - 12:40 pm	Lunch - Sponsored by Zenith Infotech, Networking and Sponsor Showcase						
12:50 - 1:40 pm	Regional User Group Meetings						
	Sales and Marketing	Service Delivery		Contracts & Billing	Business Strategy		Continuum Managed Services Track
1:50 - 2:50 pm	Using CRM Workflow Rules to Automate the Sales Process <i>Tom Teta, Autotask</i>	Differentiating Your Business with Service Level Management and SLAs <i>Ken Satkunman, NorthStar Technology Group, Inc.</i> <i>Repeated Tues., 3:30pm</i>	Using Dispatcher Workshop to Improve Scheduling and Manage Resource Workload <i>Steve Buyze, Systems Engineering Inc.</i>	Best Practices Integrating QuickBooks and Autotask <i>Rayanne Buchlanico, ABC Solutions, LLC.</i> <i>Repeated Tues., 3:30pm</i>	CompTIA MSP Partners Trustmark Credential Workshop Part 1 <i>Jacob Braun, Waka Digital Media Corp.</i> <i>Repeated Tues., 3:30pm</i>	CUSTOMER PANEL: How to Demonstrate Your Value to Clients and Prospects <i>Moderator: Richard Tubb, Tubblog UK</i>	How to Build a Profitable Business Continuity Practice <i>Jeff Neumann, Continuum</i>
2:50 - 3:10 pm	Break and Networking in Sponsor Showcase						
3:10 - 4:00 pm	Prospect to Client: Using Autotask to Manage Your Sales Pipeline <i>Sandra Albert, Adelsohn Consulting</i>	Automate and Scale! Using Workflow Rules in Autotask Service Desk <i>Brendan Gibson, answersIT</i> <i>Repeated Tues., 4:30pm</i>	Increase Services Revenue and Customer Collaboration with Autotask's Client Access Portal and Taskfire <i>Jake Carroll, Autotask</i>	LiveReports Made Easy <i>Emily Doty, Autotask</i> <i>Repeated Tues., 3:30pm</i>	CompTIA MSP Partners Trustmark Credential Workshop Part 2 <i>Jacob Braun, Waka Digital Media Corp.</i> <i>Repeated Tues., 4:30pm</i>	CUSTOMER PANEL: Tools of the Trade - What Do You Use to Run Your Business? <i>Moderator: Les Evans, Vital Technology Group</i>	How to Sell Business Continuity to Your Customers <i>Jeff Neumann, Continuum</i>
	Sponsored Presentations						
4:20 - 4:50 pm	New Opportunities in SMB Managed Services with Cisco OnPlus Service <i>Marc Bresniker, Cisco</i> 	Grow Your Business with Cloud Backup from Intronis <i>Ted Roller, Intronis</i> 	Microsoft, Google, Amazon — Friend or Foe? <i>Michael George, Continuum</i> 	Business Continuity for SMBs <i>Rich Reiffer, Zenith Infotech</i> 	Where are the Growth Opportunities in 2012 <i>Rob Rae, LPI</i> 	4 Key Steps That Will Double Your MSP Practice <i>Gavin Garbutt, N-able Technologies</i> 	Microsoft Sponsor Presentation 
5:10 - 5:40 pm	Quest/PacketTrap Sponsor Presentation 	Show Me the Money! Tips and Tricks from a Triple-digit Growth Company <i>Chris Sterbenc, Axcient</i> 	Kaseya Sponsor Presentation 	Add Telepresence to Your Product Line and Watch Your Bottom Line Increase <i>Maurice Saluan, Zenith Infotech</i> 	Where are the Growth Opportunities in 2012 <i>Rob Rae, LPI</i> 	Intel Sponsor Presentation 	Sponsor Presentation
5:40 - 6:20 pm	Break and Networking in Sponsor Showcase						
6:20 - 7:00 pm	Buses Load For Offsite Event						
7:30 - 10:00 pm	AXCIENT Community Networking Night Out at Cuba Libre Sponsored by Axcient & HP 						

Tuesday, June 12

7:30 - 8:30 am **Breakfast - Sponsored by Intronis and Networking in the Sponsor Showcase**

8:30 - 9:30 am    **KEYNOTE: INDUSTRY TRENDS PANEL**  

9:30 - 10:30 am **Keynote: Autotask Product Roadmap**
Presented by Adam Stewart, VP Engineering; Pat Burns, VP Product Management; Joe Rourke, Director Product Management

10:30 - 10:40 am **Break - Networking in Sponsor Showcase**

	Feature Focus	Service Delivery		Feature Focus	Business Strategy		Continuum Managed Services Track
10:40 - 11:30 am	Extending Your Autotask Experience Using Autotask API's - For the Developer in You! <i>Win Pham, PerformanceIT</i>	Harnessing the Power of Autotask Surveys to Increase Client Satisfaction <i>Patrick Burress, Infinity Business Systems</i>	On Time! On Budget! Configuring Autotask Projects for Optimal Workflow <i>Geoffrey Gelb, Gelbgroup Consulting, Inc.</i>	Advanced LiveReports <i>Kerrie Ulrich, Arrow Electronics</i> <i>Repeated at 4:30pm</i>	Benchmarking Through Peer Groups <i>Larry Schulze, Taylor Business Groups</i>	Financial Management Tips to Help You Run Your Business Better <i>Vince Zumbo, Autotask</i>	Increasing the Efficiency of Your Help Desk Operations <i>Ray Vrabel, Continuum</i>
11:40 - 12:30 pm	Extending Your Autotask Experience - For the Non-programmer! <i>Tom Teta, Autotask</i>	Work Smarter, Not Harder: Tips & Tricks for Using Autotask More Effectively <i>Steve Halligan, Autotask</i> <i>Repeated at 4:30pm</i>	Using Autotask to Manage Projects to Profitability <i>Vince Tinnirello, Anchor Network Solutions</i> <i>Repeated at 3:30pm</i>	How to Stop Being Such a Whiner and Start Obeying Process <i>Tom Clancy, Valiant Technology</i>	Marketing and Sales Secrets for Growing Your Managed Services Practice <i>Chris Wisser, Techsquad IT</i>	The 5 Essentials To Motivating Tech Employees <i>David Russell, MANAGEtoWIN</i> <i>Repeated at 3:30pm</i>	Cloud & MSPs: Adapting Your Business for Success in a New Era <i>Larry Walsh, The 2112 Group</i>

12:40 - 1:40pm **Lunch - Sponsored by Continuum, Networking and Sponsor Showcase**

Sponsored Presentations							
1:50 - 2:20 pm	New Opportunities in SMB Managed Services with Cisco OnPlus Service <i>Marc Bresniker, Cisco</i> 	Bolt-on a Profitable Managed Print Solution <i>Christopher DiReda, OKI</i> 	Grow Your Business with Cloud Backup from Intronis <i>Ted Roller, Intronis</i> 	How MSPs can Leverage a NOC to Achieve Measurable Efficiency Gains and Accelerate Profitable Growth 	MSP Pricing for Profit <i>Bob Lawson, GFI MAX</i> 	HP 2012: What's in it for our partners? <i>Matt Smith, HP</i> 	Intel Sponsor Presentation 

2:20 - 2:40 pm **Break and Networking in Sponsor Showcase**

2:40 - 3:20 pm **Q & A with the Executive Leadership Team**

Repeated Sessions

3:30 - 4:20 pm	Live Reports Made Easy <i>Emily Doty, Autotask</i>	Differentiating Your Business with Service Level Management and SLAs <i>Ken Satkunman, NorthStar Technology Group, Inc</i>	Using Autotask to Manage Projects to Profitability <i>Vince Tinnirello, Anchor Network Solutions</i>	Best Practices Integrating QuickBooks and Autotask <i>Rayanne Buchianico, ABC Solutions, LLC.</i>	CompTIA MSP Partners Trustmark Credential Workshop Part 1 <i>Jacob Braun, Waka Digital Media Corp.</i>	The 5 Essentials To Motivating Tech Employees <i>David Russell, MANAGEtoWIN</i>	
4:30 - 5:20 pm	Advanced LiveReports <i>Kerrie Ulrich, Arrow Fusion</i>	Automate and Scale! Using Workflow Rules in Autotask Service Desk <i>Brendan Gibson, AnswersIT</i>	Streamline the Procurement Process with Autotask <i>Joe Rourke, Autotask</i>	Work Smarter, Not Harder: Tips & Tricks for Using Autotask More Effectively <i>Steve Halligan, Autotask</i>	CompTIA MSP Partners Trustmark Credential Workshop Part 2 <i>Jacob Braun, Waka Digital Media Corp.</i>	CompTIA Quickstart Guide to Entering a New Vertical <i>Terry Hedden, Infinity Technology Solutions</i>	