

Sunday

Preliminary Agenda

7:30 - 5:00 pm	Autotask Pro Accelerator Boot Camp - Separate Registration Required <i>Melissa Hockenberry, Angela Richer, Emily Doty, Elva Cipperty</i>
5:00 - 7:00 pm	Registration
7:00 - 9:00 pm	Welcome Reception & Sponsor Showcase
9:00 - 10:30 pm	Sponsor After-Party Suites

Monday

7:00 - 8:00 am	Breakfast in Bayfront					
	Grand Ballroom					
8:00 - 9:20 am	<p align="center">Executive Keynotes</p> <p align="center">Autotask NOW & Autotask NEXT</p> <p align="center">Presented by <i>Mark Cattini, Autotask President and CEO</i> and <i>Bob Godgart, Autotask Chairman and Chief Visionary Officer</i></p>					
9:20 - 9:40 am	Break in the Mezzanine					
9:40 - 10:30 am	Sandringham & Windsor What's New All Past, Present & Future: The Evolution of VARStreet <i>Mike Bienvenue</i>	Chopin Overview/Refresher Beginner/Intermediate Quote & Opportunity Essentials <i>Elva Cipperty</i>	Theatre How I Do It Advanced How I use Projects to Manage my Work and Measure the Business <i>Fred Reck, InnoTek Computer Consulting, Emily Doty</i>	Trade Room Power User Advanced Building a Culture of Using Autotask <i>Barbara Dove, Dove Help Desk, Melissa Hockenberry</i>	Grand Ballroom Business Strategy  Business Strategy: Expanding into Emerging Technologies Panel moderated by: <i>Jay McBain</i>	
10:40 - 11:30 am	Using Social Media & Collaboration Tools in Autotask <i>Joe Rourke</i>	Admin Essentials <i>Logan Stone</i>	How I Manage Autotask Quotes and Opportunities <i>Scott Spiro & Mike Gardner, Computer Solutions Group Inc. & Elva Cipperty</i>	Developing your own Apps. Leverage the API <i>Travis Austin, MSPIntegrations Tom Teta</i>	 Business Strategy: Turbo Charge Your Strategic Planning Moderated by: <i>Paul Meyer, Tecker Consultants</i>	
11:30 - 12:50 pm	Lunch & Networking in Bayfront, Isles, and Sevilla					
12:50 - 1:40 pm	Sandringham & Windsor West Coast and Heartland US Regional User Group <i>Travis Austin, Steve Meek</i>	Chopin South East Regional User Group <i>Ryanne Buchanic</i>	Theatre Mid-West Regional User Group <i>Norb Doeberlein, Brian Kerhin</i>	Trade Room North East, Mid-Atlantic Regional User Group <i>Steve Alexander, Andy Harper, Jacob Braun</i>	Raphael & Michelangelo International Regional User Group <i>Nathan Franks, Lee Evans</i>	Escorial & Alhambra Strategic User Group <i>(Invite Only)</i>
1:50 - 2:50 pm	Sandringham & Windsor What's New All New Live Reports Design, Schedule, Publish! <i>Emily Doty</i>	Chopin Overview/Refresher Beginner/Intermediate Contract Essentials <i>Amy Stahlman</i>	Theatre How I Do It Advanced How I Harness the Power of Autotask Workflow Rules <i>Brian Kerhin, Byte Harmony, Inc., Logan Stone</i>	Trade Room Power User Advanced ITIL Best Practice Workflows & Autotask <i>Barbara Dove, Dove Help Desk, Steve Curran</i>	Raphael & Michelangelo CompTIA Business Building CompTIA Quick Start to Managed Print Services <i>Gus Yusem</i>	Concourse 2 Interactive Workshop: Where Will Your Business Be? <i>Paul Meyer (Limit 50 Attendees)</i>
2:50 - 3:10 pm	Break in the Mezzanine					
3:10 - 4:10 pm	Sandringham & Windsor What's New All Hearing your Customers' voice: Survey and Benchmarking <i>Melissa Hockenberry</i>	Chopin Overview/Refresher Beginner/Intermediate Service Desk Essentials <i>Steve Curran</i>	Theatre How I Do It Advanced How I Get the Most from Autotask Contracts <i>Vince Tinnirello, Anchor Network Solutions, Inc., Amy Stahlman</i>	Trade Room Power User Advanced How I Gained a Competitive Advantage and Won Recurring Service Revenue with Taskfire <i>Jim McCool, CWPS, Katee Cufari</i>	Raphael & Michelangelo CompTIA Business Building CompTIA Quick Start to Managed Services <i>Terry Hedden</i>	Concourse 2 Interactive Workshop: Where Will Your Business Be? REPEAT (Limit 50 Attendees)
4:30 - 5:00 pm	Sandringham & Windsor What's New All All Ham and No SPAM – Email Marketing Strategies for MSPs <i>Kevin Brown</i> 	Chopin Overview/Refresher Beginner/Intermediate Using Business Continuity to Open Doors to a Hybrid Cloud Offering While Achieving Great Margins <i>Maurice Saluan</i> 	Theatre How I Do It Advanced Quest Service Evolution & Automation Overview <i>Mike Byrne</i> 	Trade Room Power User Advanced Prosperous MPS Environments: How to Build, Establish and Execute <i>Tim Brien</i> 	Raphael & Michelangelo CompTIA Business Building Grow Your Services Portfolio with Cloud Computing Platform Solutions <i>Tom Thaddeus</i> 	Escorial & Alhambra Interactive Workshop: Where Will Your Business Be? REPEAT (Limit 50 Attendees)
5:20 - 5:50 pm	Sandringham & Windsor What's New All Autotask Cloud Based Backup and Recovery – powered by Intronis <i>Ted Roller</i> 	Chopin Overview/Refresher Beginner/Intermediate Using Business Continuity to Open Doors to a Hybrid Cloud Offering While Achieving Great Margins <i>Maurice Saluan</i> 	Theatre How I Do It Advanced Build a web practice around Google Apps <i>Jeff Ragusa</i> 	Trade Room Power User Advanced Prosperous MPS Environments: How to Build, Establish and Execute <i>Tim Brien</i> 	Raphael & Michelangelo CompTIA Business Building "EQUUS Managed Services Evolved (Hardware as a Service, Cloud, and MS Integrations)" <i>Frank Gurnee</i> 	Escorial & Alhambra Interactive Workshop: Where Will Your Business Be? REPEAT (Limit 50 Attendees)
6:10 - 6:40 pm	Break					
7:00 - 7:30 pm	Busses Load for South Beach - Customers Load 7-7:30 pm, Vendors Load 7:50 pm					
7:30 - 10:00 pm	Entertainment - Networking Night Out at Club Cameo					

Tuesday

Breakfast in the Mezzanine Vendor Arena

Grand Ballroom

7:00 - 8:00 am

8:00 - 9:30 am



Blowing The Doors Off IT Business as Usual

Presented by Jackie Freiberg

9:30 - 10:30 am

Keynote: Autotask Product Roadmap - Presented by the Product Management Team

Sandringham & Windsor	Trade Room	Theatre	Raphael & Michelangelo	Chopin	Escorial & Alhambra
What's New	Overview/Refresher	How I Do It	Developer Community	CompTIA Business Building	
All	Beginner	Advanced	Advanced		
New LiveReports Design, Schedule, Publish! Emily Doty REPEAT	Project Essentials Katee Cufari	How I Configured QuickBooks and the Autotask Extension to Run My Business Thomas Blandford, eTrepid Inc. Angela Richer	How I Manage my Business using Corelytics Teresa Bell, Citrus Networking Solutions Group & Frank Coker, CoreConnex, Inc. Melissa Hockenberry	Defining Your Hybrid Product & Service Catalog to Increase Sales & Profitability Len DiCostanzo, Dean of Autotask Academy	CompTIA Cloud Foundations Workshop Module 1 Dave Sobel
Break					
Past, Present & Future: The Evolution of VARStreet Mike Bienvenue REPEAT	Billing Essentials Angela Richer	How I Harness the Power of Autotask Workflow Rules Brian Kerhin, Byte Harmony, Inc. Logan Stone REPEAT	How to Work with Outsourcing Partners - Lee Evans, Vital Tom Teta	Pricing Your IT and Managed Services Offerings Len DiCostanzo, Dean of Autotask Academy	

10:40 - 11:30 am

11:30 - 11:50 am

11:50 - 12:40 pm

12:40 - 1:40 pm

Lunch and Networking in Bayfront, Junior Ballroom, and Isles

Sandringham & Windsor	Trade Room	Theatre	Raphael & Michelangelo	Grand Ballroom
Sponsored Showcase				CompTIA Business Building Keynote
Growing Your Managed Services Business the Easy Way Bob Lawson GFI	Whose Cloud is it Anyway? Jason Bystrak INGRAM MICRO Partner Select Services	Managed Services "To the Cloud" Dan Wensley LEVEL PLATFORMS	New Revenue Streams from AV and IT Convergence Robert G. O'Malley, InFocus High-End Made Simple	 Business Break Points Where Business Gets Stuck Between 0 - 100 Employees Award Winning Author: Larry Kesslin

1:40 - 2:30 pm

2:40 - 3:30 pm

Q & A with the Executive Leadership Team

Sandringham & Windsor	Trade Room	Theatre	Raphael & Michelangelo	Concourse 2	Escorial & Alhambra
What's New	Overview/Refresher	How I Do It	Developer Community	CompTIA Business Building	
All	Beginner/Intermediate	Advanced	Advanced		
Using Social & Collaboration Tools in Autotask Joe Rourke REPEAT	Contract Essentials Amy Stahlman REPEAT	How I use Projects to Manage my Work and Measure the Business Fred Reck, InnoTek Computer Consulting Emily Doty REPEAT	How I Gained a Competitive Advantage and Won Recurring Service Revenue with Taskfire Jim McCool, CWPS Katee Cufari REPEAT	CompTIA Quick Start to Managed Print Services Gus Yusem REPEAT	CompTIA Cloud Foundations Workshop Module 2 Dave Sobel
Hearing your Customers' voice: Survey and Benchmarking Melissa Hockenberry REPEAT	Admin Essetials Logan Stone REPEAT	How I Get the Most from Autotask Contracts Vince Tinnirello Anchor Network Solutions, Inc. Amy Stahlman REPEAT	ITIL Best Practice Workflows & Autotask Barbara Dove, Dove Help Desk Steve Curran REPEAT	CompTIA Quick Start to Managed Services Terry Hedden REPEAT	

3:40 - 4:30 pm

4:40 - 5:30 pm