SESSION DESCRIPTIONS

Autotask Community LIVE!

APRIL 18 - 20 • MIAMI, FL

2010 WORLDWIDE CUSTOMER CONFERENCE

Monday, April 19, 2010

8:30 - 9:20	Keynote: Bob Godgart, Redefining Product and Services Automation	Bob Godgart, founder & CEO, Autotask Corp.	Autotask CEO Bob Godgart will share exciting product enhancements, the Autotask product roadmap and introduce a new program to manage the "Product" side of your business.
9:40-10:40	Putting the Profitability Back Into Product Sales	Scott Campbell, Editor, Everything Channel for CRN	Panel discussion, panelists to be announced
9:40-10:40	A Day in the Life of a Technician using Autotask	Scott Vanier, Manager of Implementation Services, Autotask Corp.	This session will cover the use of Autotask in the day of a technician. Assuming a basic configuration and set-up, we will click through Autotask to perform all the functions in a typical technician's day. This includes, ticket creation, time entry, project tasks, timesheet use, expense reports, you name it!
9:40-10:40	Best Practices for Contract Management	Amy Stahlman, Sr. Product Support Specialist, Autotask Corp.	Contracts are just like many of the modules in Autotask, so powerful yet often under utilized or misused. We will: Provide the best practices for when to use which contract Walk you through the creation of each common contract type Show you how to manage your contracts long term.
9:40-10:40	Panel: Automating and Optimizing the Product Side of Your Business	Speakers to be announced	Running the services side of your business better is essential, but optimizing both services and products means you are maximizing your business opportunity. Join this panel of distributors and Autotask experts to hear from different sides of the business to get the latest information and trends.
10:50- 11:50	The Admin Module: Keeping Your Processes and Your Company Running Smoothly	Melissa Hockenberry, Customer Experience Director, Autotask Corp.	Employees come and go and even change roles. You need to have a plan to keep up with your Autotask Admin configuration. We will give you the plan and show you step-by-step how to ensure that your data stays secure and your company continues to run smoothly through all types of personnel changes.
10:50- 11:50	Getting Data In & Out of Autotask Using Web Services and APIs	Steve Noel, Sr. Solutions Architect, Autotask Corp.	This session reveals one of the best-kept secrets of Autotask: a substantial (and ever growing) set of Web Services API integration tools that you can use to extend the functionality of our software. As part of this presentation, you'll get real-world examples of how to seamlessly get data into and out of Autotask for interaction other applications.
10:50- 11:50	Social Media 2010: Building Your Business in the New Decade	Vincent Everts, Trendwatcher & Internet Media Guru	Social Media is here to stay. In the new decade, tools like Facebook, Twitter, YouTube, Forums and eCommerce sites will expand your reach. Vincent's high energy presentation will unleash his secrets to drive your business and sell more with the latest in social media tools.
1:10 - 2:00	Contact Group Manager: More than Just an E-mail Marketing Engine	Kirt Coonradt, Exec Director Client Services, Autotask Corp.	This introductory overview will show you in Autotask how to: Manage groups of contacts the same way you manage one! Keep your clients and your prospects engaged! Use Contact Groups to send emails, create to-dos and update account notes. Easily email client e-Newsletters, Event Invitations, New Service Offerings, Upgrade Notifications.
1:10 - 2:00	Service Desk Tips & Tricks (Working Smarter Not Harder)	Steve Halligan, Implementation Manager, Autotask Corp.	Work smarter, not harder. Autotask's Service Desk is loaded with new powerful tools to streamline your operations, save you time and increase your efficiency. In this session we will introduce you to practical tips, techniques, workflow rules and shortcuts including how to use different Allocation Codes and Contracts on the same ticket! You will learn tips you can use immediately to get more done with less work and get the highest possible return on your time and your investment.
1:10 - 2:00	Taskfire & Client Access Portal: New Business. New Revenue. New Opportunities REPEAT	Jake Carroll, VP Channel Sales and Michael Bienvenue, Director of Channel Development Autotask Corp.	Autotask's Taskfire enables you to share IT support responsibilities with your customer while tracking all of their service activity in one unified system. Learn how to grow revenue with this new offering while building market share and retaining customers with growing technology needs. Provisioned by you and tethered to your Autotask system, Taskfire will dramatically broaden the reach for your existing services, and open the door for additional services to current customers. Sell Taskfire as a stand-alone, hosted solution to prospects with internal IT staff, and get the inside track to becoming their outsourced IT partner. In this technical break out session you will learn how to provision and set up Taskfire to optimize customer efficiency and satisfaction. Additionally this session will focus on those workflows and configurations that drive opportunities to capture more service and project revenue.
1:10 - 2:00	Autotask User Group Leader Networking Session	Mark Crall, Executive Director of Business and Community, Autotask Corp.	In the true spirit of Community, this session is intended to bring together both existing, and aspiring, Autotask User Group leaders to share ideas and experiences organizing user communities.
1:10 - 2:00	Defining Your Managed Services Catalog to Increase Sales and Profitability	Len DiCostanzo, Sr. VP & Dean of Autotask Academy	You want to build a managed services practice and you want to hit the ground running, but how do you get started? Attend this session and you'll walk away with a solid methodology you can use to define, organize and bundle your existing services into an IT Services portfolio you can begin selling to your clients and prospects right now – and a seamless strategy for incorporating the new capabilities you plan to build or acquire in the future.

1:10 - 2:00	Extending Autotask to Meet Your Information Needs - *Amos Brown, Alpheon Corporation*	Amos Brown, Alpheon Corporation	It all starts with Information. Our extension of Autotask is intended to give our teams the ability to answer questions before they are asked through a clean presentation of organized information. At Alpheon Corporation, we have used the built in UDF features of Autotask to capture, manage, store, and evaluate all aspects of our customer information. This information includes hardware configuration, facilities descriptions, logical items, customer schedules, customer preferences, and other items that are 'required to know' for outsourced IT. We begin and end many of our processes with information, to make sure the next team member to work with a customer has the benefit of our cumulative knowledge. By organizing our information needs into the flexible Autotask UDF system, we have tremendous capabilities to provide: - Information Assurance - Configuration Management - Information Gap Analysis - Deep analytics With the data cleanly stored in Autotask, we developed an external interface to present this information back to
2:10 - 3:00	Allocation Code and Contract per Time Entry REPEAT	Steve Noel, Sr. Solutions Architect, Autotask Corp.	The usability and functionality of Autotask Service Desk will soon skyrocket with the ability to enter a different Allocation Code and Contract per each time entry on a Service Ticket. This session will walk you through the configuration options, how to select billable or non-billable on each time entry, and how to validate the rate yourself. As the established user will be able to greatly reduce the number of Allocation Codes required, and simplify the choices for techs; we will walk through the steps necessary to transition your current configuration to make use of this great new functionality.
2:10 - 3:00	The New Face of Opportunities & Quotes	Jackie Hebert, Sr. Client Svcs. Consultant, Autotask Corp.	In this session, we will demonstrate the recently expended usability and functionality of Opportunities and Quotes to show you how to me more efficient in quoting, opportunity management, the use of quoting templates, and how you can ultimately upgrade to our newest quoting tools.
2:10 - 3:00	The "Auto" in Autotask: Harnessing the Power of Workflow Rules	Steve Halligan, Implementation Manager, Autotask Corp.	Workflow rules continue to be one of the most powerful features in the Service Desk area, and yet, are under-utilized by many. This feature truly speaks to the "auto" in Autotask. This session will provide you with specific Workflow rules and examples to make your service desk function without you even being in town!
2:10 - 3:00	Making Money in a Cloud Computing Environment	Jason Beal, Director of Services Sales, North America, Ingram Micro	With the shift into the cloud, this session will deliver the top ways IT Service Providers are making money in a cloud computing environment. We will better define cloud computing, envision where it is going, the opportunities presented and how to capitalize on them.
2:10 - 3:00	How to Use VARSTreet e-Commerce to Build Your Business	Len DiCostanzo, Sr. VP & Dean of Autotask Academy	Are you looking for new ways to increase revenue and develop deeper relationships with your clients and customers? Would your clients buy more from you if it was easy? Join this session to see how e-commerce can automate many of the manual processes you execute now in your business, and make it easy for clients to buy from you.
2:10 - 3:00	How I Gained a Competitive Advantage and Won Recurring Service Revenue with Taskfire	Jason Caras, CEO, IT Authorities	Taskfire, Autotask's Co-Managed Service Desk, is a unique Managed Service offering that is breaking down the barrier between contracted IT Service Providers and corporate IT departments. Autotask partners are now forming synergistic relationships with larger end-clients by offering Taskfire as a means to help internal IT resources, rather than competing for the same work. By sharing IT responsibilities in one unified system, Internal IT resources become more efficient through automated workflows and accountability; Service Providers get to increase project and recurring services revenue. Bring your notepad!!! This course will be driven by your Autotask peers If you want to learn more about how other Autotask users leverage Taskfire to transform service relationships, attend this session to hear what hundreds of partners are doing right now and how to immediately get started with this innovative product.
3:30 - 4:00	Cloud Computing and HaaS - The Next Evolution of Managed Services	Akash Saraf, Founder & CEO, Zenith Infotech, Ltd.	Cloud Computing is generally looked upon as a trend that signifies the end of the managed service provider. While working on Smartstyle (Zenith's cloud computing platform), we've realized that the reality is quite the opposite. The session will discuss how cloud computing and HaaS are an evolution of the managed services market and have the potential to increase MSP profits as well as significantly increase the size of the MSP market and the business model surrounding it.
3:30 - 4:00	Five Ways to Improve Your Managed Services with SonicWALL GMS	Jan Sijp, Director, Product Management	Whether you are new to SonicWALL or a current partner, this short, one hour breakout session will highlight the five key ways partners can improve their managed services practice with SonicWALL Global Management System (GMS). SonicWALL GMS version 6.0 is the latest release of this powerful software for managed security. GMS 6.0 now enables partners to manage all of SonicWALL's major product lines. This release also incorporates the new Web Services API, which will enable deeper and more complete integration with Autotask in the future. SonicWALL and Autotask are a terrific combination for profitable, managed security services. Come learn why.
3:30 - 4:00	Intronis		Course description coming soon!
3:30 - 4:00	N-able	Mike Cullen, Vice-President of Sales, N-able Technologies	Join us for an interactive discussion where you'll learn how to make re-occurring service revenue sales easy. Hosted by Mike Cullen, this interactive discussion will dive deep within the MSP model in order to identify real-world sales strategies for driving reoccurring service revenue from reactive customers . By leveraging N-able Technologies' new N-central 7.0 platform and free licensing model, N-able partners have been able to grow and gain total service coverage and control of their customer base. BONUS! Just for attending this presentation, you will receive a free one-year subscription to N-central and its endpoint security module – a total value of $1,200! Use the free software to monitor, manage and secure up to 20 devices – all done remotely and easily from a single console. Register today!

3:30 - 4:00	Building a Solid MSP Foundation	Dan Wensley, VP Partner Development & Marketing	Building a Managed Services Practice (MSP) using the MSP maturity model is not just about the tools you use, it's about meeting your customers' needs through research, design, planning, and goal setting. Remote Monitoring and Management (RMM) and Professional Service Automation (PSA) alone are not enough to secure the success of your MSP. You need proven resources and tools to maximize your profit and secure your business's foundation for today and tomorrow. Come learn how Level Platforms and Autotask provide the deepest two-way integration capabilities allowing you to maximize efficiencies and capabilities to meet your customers' needs.
4:20 - 4:50	Managed Telepresence Services - Opportunities and Business Models	Akash Saraf, Founder & CEO, Zenith Infotech, Ltd.	Telepresence has generally been looked at as a technology that can only be used by large businesses having hundreds of thousands of dollars to spend on telepresence technology. VU Telepresence, a sister company of Zenith Infotech, has worked on an inexpensive telepresence system which allows MSPs to provide Managed Telepresence to their customer base. This session discusses the opportunities in managed telepresence especially as a lead product as it is something which immediately catches CEO level interest.
4:20 - 4:50	Five Ways to Improve Your Managed Services with SonicWALL GMS	Jan Sijp, Director, Product Management	Whether you are new to SonicWALL or a current partner, this short, one hour breakout session will highlight the five key ways partners can improve their managed services practice with SonicWALL Global Management System (GMS). SonicWALL GMS version 6.0 is the latest release of this powerful software for managed security. GMS 6.0 now enables partners to manage all of SonicWALL's major product lines. This release also incorporates the new Web Services API, which will enable deeper and more complete integration with Autotask in the future. SonicWALL and Autotask are a terrific combination for profitable, managed security services. Come learn why.
4:20 - 4:50	GFI MAX RemoteManagement: The Easy Way to Make Money from Managed Services!	Kelly O'Bray, Regional Manager	Whether you have yet to make the move to Managed Services or are already somewhere down the track, you will benefit from this session with Kelly O'Bray. Unlike many other Managed Services programs that make it all too complicated, GFI's common sense approach is, as you'd expect, simple, practical and straightforward - so you get great results fast! Kelly will outline how GFI's integration with Autotask will benefit you and how easy it can be to grow Managed Services revenue, reduce your stress levels and make scaling your business easier with the GFI MAX Building Blocks to Managed Services Program.
4:20 - 4:50	N-able	Mike Cullen, Vice-President of Sales, N-able Technologies	Join us for an interactive discussion where you'll learn how to make re-occurring service revenue sales easy. Hosted by Mike Cullen, this interactive discussion will dive deep within the MSP model in order to identify real-world sales strategies for driving reoccurring service revenue from reactive customers . By leveraging N-able Technologies' new N-central 7.0 platform and free licensing model, N-able partners have been able to grow and gain total service coverage and control of their customer base. BONUS! Just for attending this presentation, you will receive a free one-year subscription to N-central and its endpoint security module – a total value of $1,200! Use the free software to monitor, manage and secure up to 20 devices – all done remotely and easily from a single console. Register today!
4:20 - 4:50	Google		Course description coming soon!
5:00 - 5:50	The Top 15 Most Essential Executive Reports in Autotask	Amy Stahlman, Sr. Product Support Specialist, Autotask Corp.	This introductory overview will show you in Autotask how to use the new Executive Reports. Reporting in Autotask has always been extensive, so much so that it was hard to figure out where to start. We have taken away the mystery by loading 15 must use reports. This group of reports has been approved by your fellow Autotask users as essential for starting out with Autotask and a PSA tool. This is a must see for small technologist just getting their businesses up and running and anyone new to Autotask reporting!
5:00 - 5:50	Using the New & Improved QuickBooks Extension to Streamline Billing and Accounting	Melissa Hockenberry, Customer Experience Director, Autotask Corp.	With this year's enhancements to the QuickBooks Connector you have more choices than ever to configure how your products, services, and labor will flow into QuickBooks. This course will start at the beginning and walk through an initial set-up for the QuickBooks Extension, discuss the business implications with each selection and for established users we will discuss benefits and implications of reconfiguring the QuickBooks Extension.
5:00 - 5:50	How to Manage Your Projects Inside Autotask	Jackie Hebert, Sr. Client Svcs. Consultant, Autotask Corp.	This session will unwrap the mystery around the Autotask Projects Modules' capabilities and is specifically designed for those users who have not yet ventured into this area. We will demonstrate how to Create a Project, create Project Templates, Manipulate Projects, Share Certain Tasks, Enter Time, and manage your projects through Dashboards and Reports.
5:00 - 5:50	Peer Group Simulation Game	Josh Peterson, Taylor Business Groups	Wondering about peer groups and how they can help your business? Well now you can experience it firsthand. You'll play the role of an executive at a fictional company and learn how to compare results, benchmark against best in class and recommend best practices to improve your bottom line. This session is led by the facilitator for all the Autotask Business Improvement Groups (BIGs).
5:00 - 5:50	How To Avoid Gotcha's in Managed Services Contracts	Erick Simpson, VP/CIO MSP University	In this session Erick Simpson will discuss the components of a successful Managed Services Agreement, including specifics on what to include and what to exclude, the term of the Agreement and developing a prioritization and response and resolution process for effective SLA management. Using an example Managed Services Agreement, and covering each section in a granular, step-by-step manner, Erick will share valuable information tailored to protect you and your organization through effective Managed Service Agreement design, and discuss how to increase the value of your organization through your Managed Services Agreements. As a special bonus, each attendee to this valuable session will receive an electronic copy of MSP University's newest publication "The Best NOC and Service Desk Operations BOOK EVER!".
5:00 - 5:50	How to Supercharge Your Marketing Campaigns with Autotask CRM	Barbara Dove, Dove Help Desk	Modern marketing is a lot more than sending out a postcard. You need schedules and lists, and you need to keep track of what you've done. Join us and find out how a successful MSP is on track to doubling their top-line revenue this year by taking advantage of the marketing and CRM capabilities in Autotask.

Tuesday, April 20, 2010

9:30-10:30	Thinking Outside the Box. Service Innovation & Success Factors:	Panel moderated by Joe Panitierri, Editorial Director, MSPmentor	Panel discussion, panelists to be announced
9:30-10:30	What's New With Autotask Reporting: Sneak Peek	Pat Burns, Product Manager, Innovations, Autotask Corp.	Autotask will soon include an new reporting option that will provide you with more flexibility, options, calculations, and even graphics. We will demonstrate these features and more in a special non-production database to give you a jump start on all the functionality and flexibility that will be coming shortly.
9:30-10:30	The "Auto" in Autotask: Harnessing the Power of Workflow Rules - REPEAT	Steve Halligan, Implementation Manager, Autotask Corp.	Workflow rules continue to be one of the most powerful features in the Service Desk area, and yet, are under-utilized by many. This feature truly speaks to the "auto" in Autotask. This session will provide you with specific Workflow rules and examples to make your service desk function without you even being in town!
9:30-10:30	Panel: Thinking Outside the Box. Service Innovation & Success Factors.	Speakers to be announced	Listen to Autotask's most innovative customers discuss how they took their business models outside the box to implement compelling growth strategies supported by Autotask.
10:40 - 11:30	A Day in the Life of a Technician using Autotask REPEAT	Scott Vanier, Manager of Implementation Services, Autotask Corp.	This session will cover the use of Autotask in the day of a technician. Assuming a basic configuration and set-up, we will click through Autotask to perform all the functions in a typical technician's day. This includes, ticket creation, time entry, project tasks, timesheet use, expense reports, you name it!
10:40 - 11:30	Faster, Easier, More Efficient Billing	Elva Cipperly, Customer Experience Manager, Autotask Corp.	It has never been easier to bill your time worked and products than now. This session will go through the enhancements to Product Billing, Automated Billing for Xerox, Batch Billing, and the new family of billing exports. See how easy it is to turn you time into money.
10:40 - 11:30	Getting Data In & Out of Autotask Using Web Services and APIs REPEAT	Steve Noel, Sr. Solutions Architect, Autotask Corp.	This session reveals one of the best-kept secrets of Autotask: a substantial (and ever growing) set of Web Services API integration tools that you can use to extend the functionality of our software. As part of this presentation, you'll get real-world examples of how to seamlessly get data into and out of Autotask for interaction other applications.
10:40 - 11:30	How to Build a Virtual Workforce Using Outsource Management	How to Build a Virtual Workforce Using Outsource Management, Joe Rourke, Director of Product Management	In this session you'll learn how to use Autotask's Outsource Management module to manage all your subcontractors, partners and vendors with speed, accuracy and convenience to expand your services and grow your business. As part of this presentation, Director of Product Management, Joe Rourke, will give you the "cook's tour" of the Outsource Management module, and demonstrate how it gives you unprecedented power to manage external resources the very same way that you manage those who work directly for you. He'll also show you how you can set term and rates, negotiate pricing, and receive invoices from your partners.
10:40 - 11:30	Using Management Dashboards to Drive Your Business	Frank Coker, CEO CoreConnex	Why do some companies struggle and others prosper? Can financial problems really be blamed on the economy? Are more sales the key to success? Many business owners spend a lot of money and effort trying to fix the wrong problem to answer these questions incorrectly. This presentation will bust some common myths and give business owners a set of tools and actions that can lead to solid business performance and growth. We will discuss a balance approach to business management that includes the use of business intelligence as a steering mechanism. Financial business intelligence (BI) is gained from data inside the business and external sources. BI when used well can help you understand where your business is headed relative to the market and can help you see what actions can be taken to build a thriving business. Take-Aways: Participants learn the 5 fundamentals of successful financial mangement and leave with a 30-minute action plan
10:40 - 11:30	How We Manage Tickets and Projects in Autotask to Streamline Workflows	Karl Palachuk of KPEnterprises	Whether you've been using Excel spreadsheets, expensive tools, or nothing at all, this session will give you a framework for managing all your projects in Autotask. Good for both AT Pro and AT Go users. That means you'll learn how to manage projects using service requests only or in the project module. In this presentation Karl will walk through managing a Small Business Server Migration project in Autotask. Karl W. Palachuk is the author of seven books including The Super-Good Project Planner for Technical Consultants and The Network Migration Workbook.
11:50 - 12:20	Facilitators of Excellence: How "Collaborative Partnerships" Help Both Clients and Partners Grow and Grow	Paul Cronin, CEO 1nService	The evolving world of high technology and the driving focus to a converged application driven business environment has presented great challenges for solution providers and the clients they serve. What once was clearly defined as separate market segments, products, and services is now a blurred line that requires solution providers to think differently as they prepare to take on the challenges of being more then what they are prepared to be. Today's all-in-a-box type vendor solutions combine the product and functionality that spans multiple technology segments and requires the solution provider have the advance skills critical to providing the life cycle services around it. Yet no one can be the best at everything and clients understand this, but still expect it. So how does the solution provider help its client accelerate business using technology while minimizing risk? Much opportunity exists for those that want to surround themselves with collaborative partners who share their passions. The business goal should be to build an entire ecosystem around all of your clients' needs and leverage client relationships to that your firm, their trusted solution provider, becomes the go-to authority they will call for anything they need, anytime they need it. When that happens, you have truly become a "facilitator of excellence".
11:50 - 12:20	Harness the Power of Internet Marketing for Your MSP	Michael Cooch, founder and CEO, Kutenda	Ready to take your MSP to the next level? Join Kutenda CEO Mike Cooch for a power-packed session designed to help you succeed with online marketing. Learn how to pick the right keywords for your business, optimize your website so search engines can find it, and how to automate your communications with email marketing. Learn how Kutenda and Autotask can work together to help you efficiently generate new leads and sales. Get ready to grow your business by harnessing the power of the Internet.
11:50 - 12:20	MSP On Demand		TBD

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1:20 - 2:10	What's New With Autotask Reporting: Sneak Peek REPEAT	Pat Burns, Product Manager, Innovations, Autotask Corp.	Autotask will soon include an new reporting option that will provide you with more flexibility, options, calculations, and even graphics. We will demonstrate these features and more in a special non-production database to give you a jump start on all the functionality and flexibility that will be coming shortly.
1:20-2:10	How to Improve Client Communication with Custom Notifications	Elva Cipperly, Customer Experience Manager, Autotask Corp.	No more dealing with the text only hard coded notifications. This introductory overview will show you in Autotask how to create custom notifications for your customer facing correspondences.
1:20-2:10	Best Practices for Contract Management REPEAT	Amy Stahlman, Sr. Product Support Specialist, Autotask Corp.	Contracts are just like many of the modules in Autotask, so powerful yet often under utilized or misused. We will: Provide the best practices for when to use which contract Walk you through the creation of each common contract type Show you how to manage your contracts long term.
1:20-2:10	The Autotask CommunITy: Influencing the Product Roadmap, Getting What You Need and Building Relationships	Bob Vogel, CMO, Autotask Corp. & Top CommunITy Members	This session is for both newbies to the Autotask Online CommunITy as well as our top contributors. In this session we'll help you leverage this powerful Autotask Module to make your overall Autotask user experience better. We'll review some of the latest new features in the Community, and provide tips and tricks on how to give and get the information you need.
1:20-2:10	Managing Your Sales Pipeline with Autotask	Mike Schmidtman, 4-Profit & Gary Martini, Exec. Director of Sales Autotask Corp.	Your sales pipeline can be a powerful forecasting and diagnostic tool if you know how to use it. Or it can be "garbage in / garbage out". This session shows what information is critical for sales success. Which sales metrics matter? What they can tell you about your salespeople and customer base? How do you measure and reward the right sales activities? How can you accurately forecast your future sales based on Autotask reports? This session will demonstrate all the best practices to manage your sales pipeline!
1:20-2:10	The Autotask Advantage: How We Use Autotask to Become Better Than the Competition	Ben Potaracke, IT Director, Locknet	When we were looking for a PSA solution, we looked at them all, and decided to buy Autotask. The reasons we selected Autotask have become a reality. In this session, I will share how Autotask transformed our organization into a lean, mean fighting machine including how finding lost revenue has increased our billable time by 200+%, ticket logging improved by 42%, and our billable rate increased from 7.4% to 19.7%. I will also reveal how we became more efficient than ever, getting more done with less people, and how we will make continual improvements by working with the Autotask support system.
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4:00 - 4:50	The Top 15 Most Essential Executive Reports in Autotask REPEAT	Amy Stahlman, Sr. Product Support Specialist, Autotask Corp.	This introductory overview will show you in Autotask how to use the new Executive Reports. Reporting in Autotask has always been extensive, so much so that it was hard to figure out where to start. We have taken away the mystery by loading 15 must use reports. This group of reports has been approved by your fellow Autotask users as essential for starting out with Autotask and a PSA tool. This is a must see for small technologist just getting their businesses up and running and anyone new to Autotask reporting!
4:00 - 4:50	The Admin Module: Keeping Your Processes and Your Company Running Smoothly REPEAT	Melissa Hockenberry, Customer Experience Director, Autotask Corp.	Employees come and go and even change roles. You need to have a plan to keep up with your Autotask Admin configuration. We will give you the plan and show you step-by-step how to ensure that your data stays secure and your company continues to run smoothly through all types of personnel changes.
4:00 - 4:50	How to Manage Your Projects Inside Autotask REPEAT	Jackie Hebert, Sr. Client Svcs. Consultant, Autotask Corp.	This session will unwrap the mystery around the Autotask Projects Modules' capabilities and is specifically designed for those users who have not yet ventured into this area. We will demonstrate how to Create a Project, create Project Templates, Manipulate Projects, Share Certain Tasks, Enter Time, and manage your projects through Dashboards and Reports.
4:00 - 4:50	How to Become a More Intentional, Profitable Leader	David Russell CEO MANAGEtoWIN, Inc.	A recent survey concludes 87 percent of employees intend to leave their firms in 2010 or are networking/updating their resumes. Stop assuming your people will stay and are highly productive. This session teaches proven steps you can take to increase profitability by becoming a more effective leader. As part of the discussion you will discover new ways to use Autotask and its integration with MANAGEtoWIN to set clear, measurable goals, pay your people based on performance, write performance reviews in half the time and increase employee retention giving them active career paths. It's time to stop assuming the best about your employees, and start fully engaging them by becoming a more intentional leader.
4:00 - 4:50	How We Manage Tickets and Projects in Autotask to Streamline Workflows	Karl Palachuk of KPEnterprises	Whether you've been using Excel spreadsheets, expensive tools, or nothing at all, this session will give you a framework for managing all your projects in Autotask. Good for both AT Pro and AT Go users. That means you'll learn how to manage projects using service requests only or in the project module. In this presentation Karl will walk through managing a Small Business Server Migration project in Autotask. Karl W. Palachuk is the author of seven books including The Super-Good Project Planner for Technical Consultants and The Network Migration Workbook.