














Sunday, April 18th

	Autotask Academy Accelerator Bootcamp: Full Day Training <i>Separate Registration Required</i>
8:00 – 5:00 p.m.	Registration
5:00 – 7:00 p.m.	Welcome Reception & Sponsor Showcase
7:00 – 9:00 p.m.	Sponsor After-Party Suites
9:00. – 10:30 p.m.	

Monday, April 19th

7:00- 8:00 a.m.	Breakfast					
8:00 - 8:30 a.m.	Welcome - Sharing the Vision					
8:30 - 9:20 a.m.	Keynote - Bob Godgart, Redefining Product and Services Automation					
9:20 - 9:40 a.m.	Break					
	Autotask Product Curriculum			Business Curriculum		
9:40 - 10:40 a.m.	A Day in the Life of a Technician Using Autotask <i>Scott Vanier, Manager of Implementation Services, Autotask</i>	Best Practices for Contract Management <i>Amy Stahlman, Sr. Product Support Specialist, Autotask</i>	Putting the Profitability Back Into Product Sales: Panel, moderated by Scott Campbell, Editor, Everything Channel for CRN			
10:50 - 11:50 a.m.	The Admin Module: Keeping Your Processes and Your Company Running Smoothly <i>Melissa Hockenberry, Customer Experience Director, Autotask</i>	Getting Data In & Out of Autotask Using Web Services and APIs <i>Steve Noel, Sr. Solutions Architect, Autotask</i>	Social Media 2010: Building Your Business in the New Decade Vincent Everts, Trendwatcher & Internet Media Guru			
11:50 – 1:10 p.m.	Lunch & Networking Activity					
	Autotask Product Curriculum			Business Curriculum		
1:10 - 2:00 p.m.	Contact Group Manager: More than Just an E-mail Marketing Engine <i>Kirt Coonrad, Exec Director Client Services, Autotask</i>	Service Desk Tips & Tricks (Working Smarter Not Harder) <i>Steve Halligan, Implementation Manager, Autotask</i>	Taskfire & Client Access Portal: New Business. New Revenue. New Opportunities <i>Jake Carroll, VP Channel Sales & Mike Bienvenue, Director, Channel Development Autotask</i>	Autotask User Group Leader Networking Session - Mark Crall, Executive Director of Community Development, Autotask.	Defining Your Managed Services Catalog to Increase Sales and Profitability - Len DiCostanzo, Sr. VP & Dean of Autotask Academy	Extending Autotask to Meet Your Information Needs - Amos Brown, Alpheon Corporation
2:10 - 3:00 p.m.	Allocation Code and Contract per Time Entry <i>Steve Noel</i>	The New Face of Opportunities & Quotes <i>Jackie Hebert, Sr. Client Svcs. Consultant, Autotask</i>	The "Auto" in Autotask: Harnessing the Power of Workflow Rules <i>Steve Halligan, Implementation Manager, Autotask</i>	Making Money in a Cloud Computing Environment, <i>Jason Beal, Director of Services Sales, N. America, Ingram Micro</i>	How to Use VARStreet e-Commerce to Build Your Business- Len DiCostanzo, Sr. VP & Dean of Autotask Academy	How I Gained a Competitive Advantage and Won Recurring Service Revenue with Taskfire - Jason Caras, IT Authorities
3:00 - 3:30 p.m.	Break					
	Autotask Integration Partner Sessions					
3:30 - 4:00 p.m.	Cloud Computing and HaaS - The Next Evolution of Managed Services <i>Akash Saraf, Founder & CEO, Zenith Infotech</i> 	Five Ways to Improve Your Managed Services with SonicWALL GMS <i>Jan Sijp, Director, Product Management</i> 		Making Re-Occurring Service Revenue Sales Easy <i>Mike Cullen, Vice-President of Sales, N-able Technologies</i> 	Building a Solid MSP Foundation <i>Dan Wensley, VP Partner Development & Marketing</i> 	
4:20 - 4:50 p.m.	Managed Telepresence Services - Opportunities and Business Models <i>Akash Saraf, Founder & CEO, Zenith Infotech</i> 	Five Ways to Improve Your Managed Services with SonicWALL GMS <i>Jan Sijp, Director, Product Management</i> 	GFI MAX RemoteManagement: The Easy Way to Make Money from Managed Services! <i>Kelly O'Bray, Regional Manager</i> 	Making Re-Occurring Service Revenue Sales Easy <i>Mike Cullen, Vice-President of Sales, N-able Technologies</i> 		
	Autotask Product Curriculum			Business Curriculum		
5:00 - 5:50 -p.m.	The 15 Most Essential Executive Reports in Autotask <i>Amy Stahlman, Sr. Support Specialist, Autotask - REPEAT</i>	Using the Improved QuickBooks Extension to Streamline Billing & Accounting, Melissa Hockenberry, Customer Experience Director	How to Manage Your Projects Inside Autotask <i>Jackie Hebert, Sr. Client Svcs. Consultant</i>	Peer Group Simulation Game, Josh Peterson, Taylor Business Groups	How To Avoid Gotcha's in Managed Services Contracts, Erick Simpson, VP/CIO MSP University	How to Supercharge Your Marketing Campaigns with Autotask CRM, Barbara Dove, Dove Help Desk
5:50 - 7:00 p.m.	Sponsor Showcase & Reception					
7:00 - 9:30 p.m.	Entertainment - Networking Night Out at Havana's, Private Club with Live Latin Fusion Musicians					

Tuesday, April 20th

7:30 - 8:30 a.m.	Breakfast					
8:30 - 9:30 a.m.	Keynote: Product Roadmap, Joe Rourke, Director Product Development & Adam Steward, VP Engineering					
	Autotask Product Curriculum			Business Curriculum		
9:30 - 10:30 a.m.	What's New With Autotask Reporting: Sneak Peek <i>Pat Burns, Product Manager, Innovations Autotask</i>	The "Auto" in Autotask: Harnessing the Power of Workflow Rules <i>Steve Halligan, Implementation Mgr., Autotask - REPEAT</i>	Thinking Outside the Box. Service Innovation & Success Factors: <i>Panel moderated by Joe Panitieri, Editorial Director, MSPmentor</i>			
10:40 - 11:30	A Day in the Life of a Technician Using Autotask <i>Scott Vanier, Manager of Implementation Services Autotask REPEAT</i>	Faster, Easier, More Efficient Billing <i>Elva Cipperly, Customer Experience Manager Autotask</i>	Getting Data In & Out of Autotask Using Web Services and APIs <i>Steve Noel, Sr. Solutions Architect, Autotask REPEAT</i>	How to Build a Virtual Workforce Using Outsource Management. <i>Joe Rourke, Director, Product Management</i>	Using Management Dashboards to Drive Your Business. <i>Frank Coker, CEO CoreConnex</i>	How We Manage Tickets and Projects in Autotask to Streamline Workflows - <i>Karl Palachuk, KP Enterprises</i>
11:30 - 11:50	Break					
	Autotask Integration Partner Sessions					
11:50 - 12:20 p.m.	Facilitators of Excellence: How "Collaborative Partnerships" Help Both Clients and Partners Grow and Grow <i>Paul Cronin, CEO 1nService</i> 	Harness the Power of Internet Marketing for Your MSP <i>Michael Cooch, founder and CEO, Kutenda</i> 		TBD	TBD	
12:20 - 1:20 p.m.	Lunch & Networking Activity					
	Autotask Product Curriculum			Business Curriculum		
1:20 - 2:10 p.m.	What's New With Autotask Reporting: Sneak Peek <i>Pat Burns, Product Manager, Innovations Autotask REPEAT</i>	How to Improve Client Communication with Custom Notifications <i>Elva Cipperly, Customer Experience Manager Autotask</i>	Best Practices for Contract Management <i>Amy Stahlman, Sr. Product Support Specialist, Autotask REPEAT</i>	Autotask CommunitY: Influencing the Product Roadmap, Getting What You Need & Building Relationships - <i>Bob Vogel, CMO</i>	Managing Your Sales Pipeline with Autotask <i>Mike Schmidman, 4-Profit; & Gary Martini, Exec. Director of Sales, Autotask</i>	The Autotask Advantage: How We Use Autotask to Become Better Than the Competition- <i>Ben Potaracke, IT Director, Locknet</i>
2:10 - 2:50 p.m.	Q&A with Autotask, hosted by Bob Godgart, Autotask founder & CEO					
3:00 - 3:50 p.m.	Allocation Code and Contract per Time Entry <i>Steve Noel, Sr. Solutions Architect, Autotask - REPEAT</i>	The New Face of Opportunities & Quotes <i>Jackie Hebert, Sr. Client Svcs. Consultant, Autotask - REPEAT</i>	The 15 Most Essential Executive Reports in Autotask <i>Amy Stahlman, Sr. Product Support Specialist, Autotask - REPEAT</i>	Peer Group Simulation Game, <i>Josh Peterson Taylor Business Group REPEAT</i>	How to Use e-Commerce to Build Your Business - <i>Len DiCostanzo, Sr. VP & Dean of Autotask Academy - REPEAT</i>	How I Gained a Competitive Advantage and Won Recurring Service Revenue with Taskfire - <i>Jason Caras, IT Authorities - REPEAT</i>
4:00 - 4:50 p.m.	The Admin Module: Keeping Your Processes & Your Company Running Smoothly <i>Melissa Hockenberry, Customer Experience Director - REPEAT</i>	How to Manage Your Projects Inside Autotask <i>Jackie Hebert, Sr. Client Svcs. Consultant, Autotask - REPEAT</i>	Taskfire & Client Access Portal: New Business. New Revenue. New Opportunities <i>Jake Carroll, VP Channel Sales & Mike Bienvenue, Director, Channel Development REPEAT</i>	How to Become a More Intentional, Profitable Leader <i>David Russell CEO MANAGEtoWIN, Inc.</i>		How We Manage Tickets and Projects in Autotask to Streamline Workflows - <i>Karl Palachuk, KP Enterprises REPEAT</i>