CentralSquare 2019: Canada

DETAILED AGENDA

Tuesday, September 17, 2019

*** PRE-EVENT PAID TRAINING AGENDA ***

7:00 AM - 8:00 AM REGISTRATION IN REGENCY BALLROOM FOYER (3rd Floor)

7:00 AM - 8:00 AM BREAKFAST IN REGENCY C (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
8:00 AM	12:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: Payroll Training Part 1 (Bring Your Own Device)	Katie Copeland, Mohammed Mohammed	Regency Ballroom A	3rd Floor	This training is designed as a full day session. Upon completion of the full day, participants should have a complete understanding of how Diamond Payroll, REACH, and some aspects of Human Resources. We will be looking at the core functionalities of aspects of Diamond Payroll & HR including: REACH, which includes time banks and main paycodes, modules that you may not be using in your REACH package (eAdvice, Pension Reporting, Retro Pay),and some new REACH functionalities as well; a review of Canadian Payroll core functionality where we will also touch on syncing your Canadian Payroll employees with Human Resources and the benefits of using this module; and a Q&A period, time permitting, where we will address concerns and questions you may have regarding your own environment.
8:00 AM	12:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: Smartlist Builder Training (Bring Your Own Device)	Vicki Jull	Regency Ballroom B	3rd Floor	Find out how you can unleash the power of Smart List & Smart List Builder to satisfy all your ad-hoc reporting needs. Smart List offers an easy and flexible way to report on data in Dynamics GP. In this session, we will cover using Smart List to run reports, searching for information in a Smart List, as well as creating and modifying basic Smart Lists with Smart List Builder. Learn about finding tables, selecting fields, adding calculations, restrictions and summaries. This course will also cover security.
8:00 AM	12:00 PM	iCity	ICITY | Pre-Event Paid Training: iCity Reporting (Bring Your Own Device)	Gail Desnoyers, Dawn Coad	Regency Ballroom E	3rd Floor	iCity® Reporting is an advanced, customizable, browser-based, comprehensive reporting tool that is a must-have value-added product to iCity® Desktop. Management will delight in the ability to extract and share data from within any iCity® module. This hands on session will demonstrate how to edit, create and customize reports. Learn how quickly you can create dashboards to consolidate sections of your reports for analysis and management reporting.
8:00 AM	12:00 PM	WorkTech	WORKTECH | Pre-Event Paid Training: Optimizing WorkTech Pearl Part 1 (Bring Your Own Device)	Nate Hitchcock	Regency Ballroom F	3rd Floor	In this full day session, you will learn how to get the most out of your WorkTech product. As with all systems, the benefits derived from its use depends not only on the data that is entered into it but also on the on the setups and configurations within the database. This session will help you understand how Pearl is best used so you can derive the most from its use. Pearl is a Job costing software package and as such, the better the jobs are setup, the better will be the outputs, In this session, job setups and optimizations with be reviewed. This will include approaches on how the General Ledger can be streamlined through the setups of the jobs within Pearl rom its use.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
8:00 AM	12:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: Management Reporter Training Part 1 (Bring Your Own Device)	Rita Genge, Craig Arnault	Plaza A	2nd Floor	This session is designed as a full day session. Upon completion, participants should have a complete understanding of how management reporter can be used to: •improve management engagement and ownership of their budget; •provide a detailed analysis of expenditures by department; and •leveraging previous years financial data to assist in forecasting the upcoming budget for both operational and capital expenditures. Topics addressed in post conference training include: •the basics of creating building blocks such as; Row, Column and Report Definitions to advanced options including; •Reporting Trees, •Different types of analysis reports and FIR Statements. Other sub-topics that commonly arise during these sessions are: •chart of account structures and why it's important to be maintained; •best practices around financial reporting; and •how to further enhance your G/Ls for financial reporting. Whether you are a new user, transitioning from FRx or are currently a moderate user; this session is designed to define those next steps for enhancing your current procedures around financial reporting.

12:00 PM - 1:00 PM LUNCH IN REGENCY C

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
1:00 PM	5:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: Payroll Training Part 2 (Bring Your Own Device)	Katie Copeland, Mohammed Mohammed	Regency Ballroom A	3rd Floor	This training is designed as a full day session. Upon completion of the full day, participants should have a complete understanding of how Diamond Payroll, REACH, and some aspects of Human Resources. We will be looking at the core functionalities of aspects of Diamond Payroll & HR including: REACH, which includes time banks and main paycodes, modules that you may not be using in your REACH package (eAdvice, Pension Reporting, Retro Pay),and some new REACH functionalities as well; a review of Canadian Payroll core functionality where we will also touch on syncing your Canadian Payroll employees with Human Resources and the benefits of using this module; and a Q&A period, time permitting, where we will address concerns and questions you may have regarding your own environment.
1:00 PM	5:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: eSend and Integration Suite Training (Bring Your Own Device)	Vicki Jull	Regency Ballroom B	3rd Floor	This half day session of comprehensive training will help you maximize the usage of electronic transfers as well as paperless notification functionality built into the system as well as teach you how to use the Integration Suite. Undergo a complete and fully-supported day of training that includes eSend and the integration Suite and more. Topics include: Electronic Funds Transfer for Payables Management and Receivables Management; eSend (Taxes, Utilities, Cash Receipting, AR Invoices); Electronic Mortgage Journal; eAdvice (REACH) Emailing Customer Statements and Invoices for Receivables Management We will also review the Integration Suite Modules so you can learn how to set up automatic imports from Third Party software for General Ledger, Accounts Payable or Accounts Receivable as well as AutoPost those transactions.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
1:00 PM	5:00 PM	iCity	ICITY | Pre-Event Paid Training: iCity Optimization (Bring Your Own Device)	Gail Desnoyers, Dawn Coad	Regency Ballroom E	3rd Floor	Join this session to experience some tips and tricks to streamlining your iCity experience. •Are you confused when adding new employees and security permissions? Learn how to streamline user roles, groups and managing permissions. •Boost automated processes through the use of email functionality •getting the most out of your modules with the use of Mail Merges Learn what other municipalities achieved with optimizations review
1:00 PM	5:00 PM	WorkTech	WORKTECH | Pre-Event Paid Training: Optimizing WorkTech Pearl Part 2 (Bring Your Own Device)	Nate Hitchcock	Regency Ballroom F	3rd Floor	In this full day session, you will learn how to get the most out of your WorkTech product. As with all systems, the benefits derived from its use depends not only on the data that is entered into it but also on the on the setups and configurations within the database. This session will help you understand how Pearl is best used so you can derive the most from its use. Pearl is a Job costing software package and as such, the better the jobs are setup, the better will be the outputs, In this session, job setups and optimizations with be reviewed. This will include approaches on how the General Ledger can be streamlined through the setups of the jobs within Pearl rom its use.
1:00 PM	5:00 PM	Diamond	DIAMOND | Pre-Event Paid Training: Management Reporter Training Part 2 (Bring Your Own Device)	Rita Genge, Craig Arnault	Plaza A	2nd Floor	This session is designed as a full day session. Upon completion, participants should have a complete understanding of how management reporter can be used to: •improve management engagement and ownership of their budget; •provide a detailed analysis of expenditures by department; and •leveraging previous years financial data to assist in forecasting the upcoming budget for both operational and capital expenditures. Topics addressed in post conference training include: •the basics of creating building blocks such as; Row, Column and Report Definitions to advanced options including; •Reporting Trees, •Different types of analysis reports and FIR Statements. Other sub-topics that commonly arise during these sessions are: •chart of account structures and why it's important to be maintained; •best practices around financial reporting; and •how to further enhance your G/Ls for financial reporting. Whether you are a new user, transitioning from FRx or are currently a moderate user; this session is designed to define those next steps for enhancing your current procedures around financial reporting.
1:00 PM	5:00 PM	Tempest	TEMPEST | Pre-Event Paid Training: Revenue Management (Bring Your Own Device)	Chris Hahn, Brian Booth	Georgia A	2nd Floor	Tempest Revenue Management Training- Learn tips on how to use the software to allow you to be more proficient in your everyday tasks for tax and utility processing. Attendees will learn best practices for topics such as Notice and Reminder generation, Financial Adjustments and Processing, and the very latest in software functionality that is such a key part to your cities revenue management.
1:00 PM	5:00 PM	Tempest	TEMPEST | Pre-Event Paid Training: Community Development (Bring Your Own Device)	Chris Mcluckie, Marc Weigel	Georgia B	2nd Floor	In this new digital era, cities and towns are struggling to keep up with the demands from contractors. Is your municipality ready for the increased pace of the development community and offering permitting solutions online? See what other municipalities are doing to attract more housing, increase efficiency and reduce application times! This course will show users how to prepare their Prospero environment for receiving applications electronically with our eApply solution. Many clients have been utilizing Prospero for many years, this course teaches users of the techniques used by Professional Services Consultants to assist clients in preparing to take their existing solution to the next level.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description

*** CENTRALSQUARE 2019: CANADA AGENDA ***

3:00 PM - 3:50 PM Tempest Collectors Group / User Meeting in Plaza C

4:00 PM - 8:00 PM EARLY REGISTRATION IN REGENCY BALLROOM FOYER (3rd Floor)

6:00 PM - 8:00 PM WELCOME RECEPTION ON PERSPECTIVES LEVEL (34TH Floor)

Wednesday, September 18, 2019

8:00 AM - 5:00 PM REGISTRATION IN REGENCY BALLROOM FOYER (3rd Floor)
8:00 AM - 8:45 AM BREAKFAST IN REGENCY C/D (3rd Floor)
8:00 AM - 8:50 AM FDM CANADA EAST USER GROUP IN REGENCY BALLROOM E (3rd Floor)
8:00 AM - 8:50 AM FDM BC USER GROUP IN REGENCY BALLROOM F (3rd Floor)
8:00 AM - 8:50 AM FDM US USER GROUP IN PLAZA C (2nd Floor)
8:00 AM - 8:50 AM FDM AB USER GROUP IN PLAZA A (2nd Floor)
9:00 AM - 10:15 AM GENERAL SESSION IN REGENCY C/D (3rd Floor)
10:15 AM - 11:00 AM REFRESHMENT BREAK & NETWORKING IN REGENCY BALLROOM FOYER (3rd Floor)
10:15 AM - 11:55 AM DIAMOND, ICITY, TEMPEST AND WORKTECH CUSTOMER SUPPORT USABILITY LAB IN PLAZA B (2nd Floor)
10:15 AM - 12:00 PM CUSTOMER EXPERIENCE ZONE IN REGENCY BALLROOM FOYER (3rd Floor)

10:15 AM - 11:55 AM CENTRALSQUARE PRODUCT DEMOS IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
11:00 AM	11:50 AM	Tempest	Processing - Best Practices and t	John Jakobs	Regency Ballroom A	3rd Floor	Hear from your colleagues and explore current best practices and emerging trends around payment processing. We will also take a look into what the future of payments might offer.
11:00 AM	11:50 AM	Tempest	Communication Automation	Chris Hahn	Regency Ballroom B	3rd Floor	This interactive focus group will discuss how various municipalities are using the existing tools found in the Licensing, Calls for Service, and Prospero to increase communication between both staff members and with the residents. Learn how to standardize and automate internal and external communications. (remove Join us to hear what new features have recently been released and what we are currently working on. This session will also give all clients the opportunity to provide comments, thoughts and feedback.)
11:00 AM	11:50 AM	FDM	Web Fire RMS	Neha Kapadia	Regency Ballroom E	3rd Floor	Overview of the FDM Web Fire RMS product offering
11:00 AM	11:50 AM	Public Administration	Best Practices: How HRIS can save your employees time and you money!	Wes Pogorzelski	Plaza A	2nd Floor	Wouldn't it be great to have a dead simple way to enter time, plan leave and obtain critical payroll, payslip and T4 information from any device, anywhere and at any time? HRISMyWay delivers the tools for employees and managers to do more on their own in Payroll and HR. This has been the go-forward product for Diamond payroll and is coming to Vadim iCity soon. We will step through the features and benefits and how it extends your payroll solution.
11:00 AM	11:50 AM	Diamond	Have you found balance?	Craig Arnault, Rita Genge	Georgia A	2nd Floor	Do you find you are wasting time trying to find out why your subledgers don't balance to the General Ledger? Join us at this session to learn all about reconciling your subledgers to the general ledger – best practices, tips & tricks for month end and year end processes

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
11:00 AM	11:50 AM	Diamond	Doing a System Health Check on Diamond	Cherry Lambert	Georgia B	2nd Floor	Learn how to complete a full Diamond health check and experience Diamond's full capabilities when best practices, streamlined integrations and reporting are put in place
11:00 AM	11:50 AM	Public Administration	Project Management	Andrea Alzate	Prince of Wales	3rd Floor	Learn all about what project management services can provide you that will help you have a successful project implementation.
11:00 AM	11:50 AM	iCity	Integration Suite - GL and AR Imports	Tanya McEnery, Dianna Moore	Balmoral	3rd Floor	Learn how you can eliminate duplication and save time by automatically importing 3rd party software transactions. If you've ever wondered why there isn't an easier way to get data into your iCity financial system – this is your opportunity to find out the solution!
11:00 AM	11:50 AM	WorkTech	g a System Health Check on Work	Nate Hitchcock	Grouse	34th Floor	Learn how to complete a full Pearl health check and experience Pearl's full capabilities when best practices, streamlined integrations and analytics are put in place.

12:00 PM - 1:00 PM LUNCH IN REGENCY C/D (3rd Floor)

1:00 PM - 5:00 PM CUSTOMER EXPERIENCE ZONE IN REGENCY BALLROOM FOYER (3rd Floor)
1:00 PM - 5:00 PM DIAMOND, ICITY, TEMPEST AND WORKTECH CUSTOMER SUPPORT USABILITY LAB IN PLAZA B (2nd Floor)
1:00 PM - 5:00 PM PRODUCT DEMOS IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
1:00 PM	1:50 PM	Tempest	Everything You Need to Know About eApply	Wes Pogorzelski	Regency Ballroom A	3rd Floor	Power Amazing Public Experiences using eApply. Enable your citizens to apply for dog licenses, permits, business licenses, PAWs, and submit calls for service online, on any device, any time. This session will review what is available in eApply in Tempest to help make a better impact on the communities you serve and drive better efficiencies in the office.
1:00 PM	1:50 PM	Tempest	Bylaws Focus Group	Chris Hahn	Regency Ballroom B	3rd Floor	Join this open forum to learn and discuss specific topics related to bylaws within municipalities.
1:00 PM	1:50 PM	FDM	Mobile Inspections Version 2	Neha Kapadia	Regency Ballroom E	3rd Floor	Overview of the FDM Mobile Inspections Version 2
1:00 PM	1:50 PM	Public Administration	Best Practices: Preparing for retirement/Planning for attrition	Nate Hitchcock	Plaza A	2nd Floor	We're seeing a large amount of turnover in the municipal space whether it's millennial's aggressive growth strategies, high turnover positions or retirements, both early and planned. Come to this session to learn about how you can plan for this attrition and how you can put strategies in place to ensure that you are left in a good position.
1:00 PM	1:50 PM	Diamond	Adhoc Reporting the "SMART" way- Smartlist & Smartlist Builder	Vicki Jull	Georgia A	2nd Floor	Find out how you can unleash the power of Smartist & Smartlist Builder to satisfy all your ad-hoc reporting needs. SmartLists offers an easy and flexible way to report on data in Dynamics GP. In this session, we will cover using SmartList to run reports, searching for information in a SmartList, as well as creating and modifying basic SmartLists with Smartlist Builder.
1:00 PM	1:50 PM	Diamond	Advanced Invoice and PO processing with Paramount	John Jakobs	Georgia B	2nd Floor	One of the most impactful and under-utilized processes in organizations is an effective pre-approval process for engaging in business with an outside vendor.his session will focus on the illustrating why pre-approval is important, how enforcing financial and project budgets can save time and money. Come explore with us all of the available advanced processing and purchasing options now available including:Check Requests – with related invoice queues, workflow, inline attachments Advanced OCR processing - have invoices automatically hit your corporate email and be processed automatically without a single keystroke! Inline document attach - Invoices and other documents that find their way into the system are automatically attached to Paramount transactions and by virtue of DocInsite attached to Dynamics GP documents

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
1:00 PM	1:50 PM	iCity	It's all about Reporting	Gail Desnoyers	Prince of Wales	3rd Floor	Are you confused about all your reporting options? Are you wondering which reporting tool is the best option for the information you need? Join us to learn all about Vadim/iCity reporting.tools.
1:00 PM	1:50 PM	iCity	Integration Suite - Enhanced PCards	Tanya McEnery, Dianna Moore	Balmoral	3rd Floor	Want to track purchasing cards more effectively? Come learn about our new module Integration Suite - Enhanced PCard Imports. In this session the process will be highlighting how you can get visibility down to merchant invoices. We will include a demonstration of how to create your own custom PCard imports to work with your individual Purchasing Card export files. .
1:00 PM	1:50 PM	WorkTech	Maximize your Payroll in WorkTech	Craig Arnault	Grouse	34th Floor	Want to know more about Payroll in WorkTech? Join us for this sessions to learn all about Time Entry, Payroll Policies, Submit-Approve, etc. We will be covering the end-to-end Payroll process.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
2:00 PM	2:50 PM	Tempest	Development Services	Ryan Monk, Maureen Dixon	Regency Ballroom A	3rd Floor	Learn more about our development services offerings that can help enhance your use of Tempest. Learn about the ROI, efficiency gains, and more!
2:00 PM	2:50 PM	Tempest	Best Practices: Tips on how to submit a support ticket and overview on the lifecycle of a ticket	Andrew Evans	Regency Ballroom B	3rd Floor	Have you ever wondered 'What happens to my case once support gets it?' This will be an open forum that will allow clients to share their experiences with Tempest support, tips and tricks on submitting a ticket with less back and forth with support, and learning about the lifecycle of a ticket.
2:00 PM	2:50 PM	Public Administration	Customer Success Jeopardy	Sabina Coyle, Wayne Bridge	Plaza A	2nd Floor	Join the Customer Success leaders at CentralSquare as we have a little fun discussing who we are and what we do in a friendly game of Jeopardy. Test your knowledge of CentralSquare and Customer Success in this fun-filled session. There might even be prizes!
2:00 PM	2:50 PM	Diamond	You can eEverything - eSend	Gerry Grant	Georgia A	2nd Floor	Citizen demand for electronic and automated information from their town hall has never been greater. In this session, see how you can both fulfill that demand AND save time and money by leveraging the eSend module. We'll also explore recent trends and ways you can increase adoption of "E" everything by your constituents.
2:00 PM	2:50 PM	Diamond	Common Support Problems	Katie Copeland, Alejandro Isa Adaniya	Georgia B	2nd Floor	Stuck batch, improper security access - no problem learn about how you can easily resolve these common system issues
2:00 PM	2:50 PM	iCity	Learn about options for Vadim Services Optimization engagements	Dianna Winslow	Prince of Wales	3rd Floor	Where do you start when you know your system can do more? This session will provide you with valuable knowledge about the various services you can leverage to optimize your current investment. Professional Services is not just for implementing projects! We provide a wide variety of services from Business optimization to consulting on new initiatives your organization is planning.
2:00 PM	2:50 PM	iCity	Budgeting in Vadim	Gail Desnoyers	Balmoral	3rd Floor	What are my options? What is the best method for department budget distribution and input in iCity? Come learn everything there is to know about budgeting options in iCity and decide what is best for your organization.
2:00 PM	2:50 PM	WorkTech	at's New, What's Next and client ir	Chris Paquet, John De Fazio	Grouse	34th Floor	In this session WorkTech will provide you with a unique insider perspective on what we are currently working and take you through a tour of new features recently released. This session will also give all clients the opportunity to provide feedback about how we are doing with the product.

2:50 PM - 3:10 PM REFRESHMENT BREAK IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
3:10 PM	4:00 PM	Tempest	Lethbridge's Online Permits	Wes Pogorzelski	Regency Ballroom A	3rd Floor	Learn about Lethbridge and their phenomenal Prospero success story in creating strategic and personalized experiences with the citizens they serve through their online building and construction process. By carefully re-examining all of their processes, fee structures, stakeholder interactions, and by carefully applying online tools powered by Tempest and electronic plan review by Hyland OnBase they were able to: Reduce counter staff from six to two, drop new home building approvals from three weeks to 1-2 days, have over 80% of new home permits applied for online, over 90% of electrical and plumbing permits applied for online, and have the vast majority of inspections booked, completed and communicated via online and mobile devices.
3:10 PM	4:00 PM	Tempest	Professional Services Session	Dianna Winslow	Regency Ballroom B	3rd Floor	Professional Services is more than an implementation team. CentralSquare's professional services offer additional services in: Customer service, change management, Health Checks Consulting Services, Server assistance, and business optimization. Our trusted advisors have many years of experience to assist you in your business needs.
3:10 PM	4:00 PM	FDM	CentralSquare CAD-to-CAD	Jonathan Mitchell	Regency Ballroom E	3rd Floor	Overview of CentralSquare's CAD-to-CAD offering
3:10 PM	4:00 PM	Public Administration	Best Practices: Do you need to revamp your GL Chart of Accounts?	Rita Genge, Gail Desnoyers	Plaza A	2nd Floor	Do you or your staff find it difficult to report on the information out of your general ledger? Are you unable to report easily to your provincial body? Do you have thousands of accounts that you don't really need? Maybe it is time to revamp your Chart of Accounts. Come find out if you are due for a General Ledger Chart of Accounts overhaul and the benefits of doing so. Learn what it will take to make this happen.
3:10 PM	4:00 PM	General	Introduction to Lucity	Don Pinkston	Plaza C	2nd Floor	Overview of Lucity Asset Management
3:10 PM	4:00 PM	Diamond	Data Automation via the Integration Suite - GL/AR/AP/AutoPost	Gerry Grant	Georgia A	2nd Floor	Would you like to learn how you can eliminate duplication and save time by automatically importing 3rd party software transactions, eg, Parks & Rec Journal Entries, Landfill Tipping fees or Marina slip fees etc., into your Diamond solution? Have you ever wondered why there isn't an easier way to get data into your Diamond/Dynamics GP Financial system? There is a solution! Come learn about all the modules available in the Diamond Integration Suite.
3:10 PM	4:00 PM	iCity	Payroll Best Practices	John Stanley	Prince of Wales	3rd Floor	Learn the best way to manage your benefits and smoothest ways to process payroll
3:10 PM	4:00 PM	iCity	Extending your system, store more data	Dawn Coad	Balmoral	3rd Floor	You may not be capturing all the data that you can. Are you tracking information related to iCity records in spreadsheets? Or forgoing tracking info because there is no centralized place to store it? Every iCity RIM install has an exciting feature allowing you to EASILY add new fields to existing records. Track FIR info along GL accounts, track additional employee data along with their records, track any data related to properties, etc. The options are limitless and we will show you how. Come learn about PILs and TABs
3:10 PM	4:00 PM	WorkTech	Securing your System	Esha Shukla	Grouse	34th Floor	Want to ensure that you have the most efficient security model? Unsure about all of your options? Join us to learn all about WorkTech security and the options available to you.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
4:10 PM	5:00 PM	Tempest	Mobilizing Your Workforce	Wes Pogorzelski	Regency Ballroom A	3rd Floor	Field staff need access to data for Calls for Service, Dog Licensing, Prospero Inspections, and Parking Tickets. We have solutions for all 4 through our Mobile Dashboard and Mobile Ticketing solutions in Tempest. Get rid of paper, use any device, and have real time access to your back office Tempest data for staff to drive fast and efficient service to residents.
4:10 PM	5:00 PM	Tempest	Alberta User Group	Ryan Monk, Lori Wood	Regency Ballroom B	3rd Floor	Come and join this open forum and discuss specific topics related to Alberta municipalities.
4:10 PM	5:00 PM	FDM	FireView	Liz Byers, Andy Smit	Regency Ballroom E	3rd Floor	Overview of CST FireView offering
4:10 PM	5:00 PM	Public Administration	Best Practices: Getting to know other municipalities in the CentralSquare Community	Sabina Coyle, Wayne Bridge	Plaza A	2nd Floor	Have you ever wondered how other municipalities do things or ask yourself there must be a better way to do this? Join us in this fully interactive speed networking session to share your stories and learn how your municipal counterparts have tackled problems, created efficiencies, and enhanced services delivered to citizens.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
4:10 PM	5:00 PM	Diamond	How to get your Workflow going	Vicki Jull	Georgia A	2nd Floor	You don't have to worry about inconsistent processes ever again! Attend this session and we will walk you through the basics of setting up and using workflows. Using Workflows for GP allows users to follow a process step-by-step that will help improve the overall consistency in your organization.
4:10 PM	5:00 PM	iCity	Tax tips and tricks	Dawn Coad, Rodrigo Morales-Loo	Prince of Wales	3rd Floor	Wondering how to optimize you property tax setup? Are you looking for ways to streamline your data entry? Want to better understand the assessment imports? Do you want to learn new ways of searching information and many other best practices to minimize your time and effort? Come to this action packed session of tips and tricks for Property Tax
4:10 PM	5:00 PM	iCity	Getting the most out of RIM	Gail Desnoyers	Balmoral	3rd Floor	Vadim/iCity added RIM in recent years, want to learn more about the benefits of using RIM and how to get the most out of RIM? This session will focus on the top RIM features municipalities are using. Make better decisions and free up time by using improved inquiries, centralizing more of your data, broaden and simplify access to that information.
4:10 PM	5:00 PM	WorkTech	10 Pearl Tips in 50 minutes	John De Fazio	Grouse	34th Floor	Make WorkTech work for you. There are many ways that WorkTech can make things easier that many current users don't know about. If you are interested in streamlining business processes, reducing keystrokes, and locating the information you need quickly, this session is for you. Technology should help us do our work more efficiently. We will highlight the recommended use of some Pearl features to make the overall process more efficient.

6:30 PM - 9:30 PM EVENING EVENT IN REGENCY C/D (3rd Floor)

Thursday, September 19, 2019

7:30 AM - 2:20 PM REGISTRATION IN REGENCY BALLROOM FOYER (3rd Floor)

7:30 AM - 8:15 AM BREAKFAST IN REGENCY C/D (3rd Floor)

8:30 AM - 11:30 AM CUSTOMER EXPERIENCE ZONE IN REGENCY BALLROOM FOYER (3rd Floor)

8:30 AM - 11:20 AM DIAMOND, ICITY, TEMPEST AND WORKTECH CUSTOMER SUPPORT USABILITY LAB IN PLAZA B (2nd Floor)

8:30 AM - 11:30 AM PRODUCT DEMOS IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
8:30 AM	9:20 AM	Tempest	Engaging your citizens	Brian Booth, Ryan Monk	Regency Ballroom A	3rd Floor	Tips to make the most of your .NET web products to ensure your citizens keep up to date
8:30 AM	9:20 AM	FDM	Product Roadmap	Andrew Smit	Regency Ballroom E	3rd Floor	Get a look at whats in the product pipeline for the FDM product 2019-2020
8:30 AM	9:20 AM	WorkTech	How to import data into WorkTech via Data Imports	John De Fazio	Regency Ballroom F	3rd Floor	Do you want to import data into WorkTech? We understand that Data may come from different sources and rather than building an integration clients have an option to import data from a file into Pearl. Central Square provides several areas where data can be imported. This session demonstrates the correct process of importing data for various types of information.
8:30 AM	9:20 AM	Public Administration	Best Practices: How to find what you need - Connect Community Portal	Troy Kitt, Kathy Auch	Plaza A	2nd Floor	At CentralSquare we believe in community and our customer portal is just that – a community. It is much more then a place to access support tickets or download updates. It is also a place to contribute to ideas or discussions on important topics. Learn about different initiatives and how to customize your portal experience.
8:30 AM	9:20 AM	Diamond	All about Utility Billing	Vicki Jull	Georgia A	2nd Floor	This fast paced session will discuss utility billing features and functions. We will show you all about estimating/calculating/averaging consumption for "snowbirds", a way to import meters and review other features such as eSend, reporting, estimates and maintenance. If you want to learn something new or just refresh on best practices in utilities this is the session you don't want to miss!

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
8:30 AM	9:20 AM	iCity	What's New, What's Next & Client Feedback	Chris Paquet	Prince of Wales	3rd Floor	In this session we will provide you with a unique insider perspective on what Vadim is currently working and take you through a tour of new features recently released. This session will also give all clients the opportunity to provide feedback about how we are doing with the product.

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
9:30 AM	10:20 AM	Tempest	Taxation Focus Group	Jason Matthews	Regency Ballroom B	3rd Floor	This open forum discussion will allow clients to share tips and tricks on tax time processing. Tax Rates, New charges, Tax notice options learn from other organizations and provide an opportunity to discuss with Tempest ways in which the tax department is evolving. Bring your checklists to help share your ideas.
9:30 AM	10:20 AM	FDM	Enterprise CAD/Mobile Overview	Liz Byers, Valeria Ferrell, David Tawadras	Regency Ballroom E	3rd Floor	This will be an end to end overview demonstration of CAD/Mobile.
9:30 AM	10:20 AM	WorkTech	Going Mobile - Mobile Work Orders, Mobile Stock Transactions	John De Fazio	Regency Ballroom F	3rd Floor	Learn all about the Mobile options that can compliment your WorkTech Pearl solution. A live demo of the WorkTech mobile solution including Work Orders and Stock Transactions. Mobile Work Orders has new features since last year and the newly built Stock Transactions allows real time Stock selection using bar codes.
9:30 AM	10:20 AM	Public Administration	Best Practices: Municipal Best Practices	Nate Hitchcock, Cherry Lambert	Plaza A	2nd Floor	Have you ever asked yourself, "I wonder how other people do this?" Come learn about the practices and features that others are utilizing in order to do more work with less effort through automation and other best practices. Join us for a discussion on improvements that you can put in place utilizing your investment in your ERP solution.
9:30 AM	10:20 AM	Diamond	Extend your system - store more data	Craig Arnault	Georgia A	2nd Floor	You may not be capturing all the data that you can. Are you tracking information related to Diamond data in spreadsheets? Or forgoing tracking info because there is no centralized place to store it? Join us at this session to learn how through using Extender you can collect more information by extending your windows.
9:30 AM	10:20 AM	Diamond	Virtual City Hall - your online citizen portal	Gerry Grant	Georgia B	2nd Floor	Learn all about how you can provide 24/7 self-service to your constituents and what type of information they can see
9:30 AM	10:20 AM	iCity	Making Utilities work for you	Dawn Coad	Prince of Wales	3rd Floor	This jam-packed session will discuss utility billing features and functions. If you want to learn something new or just refresh on best practices in utilities this is the session you don't want to miss!

10:20 AM - 10:40 AM REFRESHMENT BREAK IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
10:40 AM	11:30 AM	Tempest	What's New, What's Next with Tempest	Lori Wood	Regency Ballroom A	3rd Floor	Join us to hear what new features have recently been released and what we are currently working on. This session will also give all clients the opportunity to provide comments, thoughts and feedback.
10:40 AM	11:30 AM	FDM	Enterprise CAD/Mobile Roadmap	David Tawadras, Valeria Ferrell	Regency Ballroom E	3rd Floor	Overview of Enterprise Mobile offering
10:40 AM	11:30 AM	WorkTech	Pearl ERP Integration	Nate Hitchcock	Regency Ballroom F	3rd Floor	Experience the future-state integration for SQL based ERP solutions. Integrate Time-Sheeting, Purchasing, Budgeting and many others with full job costing with our direct integrations. The demonstration will showcase the integration between Pearl and Dynamics GP with Diamond, but will touch on future states for Vadim and other ERPs as well.
10:40 AM	11:30 AM	Public Administration	Best Practices: eBilling Adoption and the future	Cherry Lambert	Plaza A	2nd Floor	The future of eBilling – join us to discuss ROI, enrollment, best practices, what you can eBill and surcharges. Learn all about what different municipalities are doing to drive adoption and go paperless.
10:40 AM	11:30 AM	General	Introduction to Lucity	Don Pinkston, Wes Pogorzelski	Plaza C	2nd Floor	Overview of Lucity Asset Management

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
10:40 AM	11:30 AM	Diamond	Payroll tips & tricks	Katie Copeland, Mohammed Mohammed	Georgia A	2nd Floor	Want to know how to get the best out of your Dynamics GP Payroll system? Are you looking for an easier way to improve your processes? Join us to explore the efficiencies you can find in payroll. This session is designed for those who seek to improve and enhance day-to-day operations with Canadian Payroll.
10:40 AM	11:30 AM	Diamond	Learn about options for Diamond Services Optimization engagements	Rita Genge	Georgia B	2nd Floor	Where do you start when you know your system can do more? This session will provide you with valuable knowledge about the various services you can leverage to optimize your current investment in Dynamics GP/Diamond. Attendees will learn how we can help streamline processes and help enhance the use of the system resulting in improved efficiency, timely access to important information, fewer errors, and the elimination of redundancy.
10:40 AM	11:30 AM	iCity	25 Vadim tips in 50 minutes	Dawn Coad, Gail Desnoyers	Prince of Wales	3rd Floor	Want practical tips, that you can use when you return to the office, to make your life easier? Are you interested in doing things faster, more efficiently with your Vadim/ iCity solution? Join us at this fast paced session to learn how to improve your usage of Vaidm/iCity.

11:30 AM - 12:30 PM LUNCH IN REGENCY C/D (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
12:30 PM	1:20 PM	Tempest	Contact Management	Marc Weigel	Regency Ballroom A	3rd Floor	Over time, your Tempest contacts become further and further from ideal. Many factors affect this, including staff dedication and new ways of contact information seeping into your database, including online applications - eApply. Join this session to find out all about how contacts work in Tempest, and strategies for keeping your contacts as clean as possible.
12:30 PM	1:20 PM	Tempest	Utilities Focus Group	Ryan Monk	Regency Ballroom B	3rd Floor	Utilities open forum to discuss variety of topics in this module: billing, meter readings, processing tips, container management and more!
12:30 PM	1:20 PM	FDM	Product Roundtable	Andrew Smit	Regency Ballroom E	3rd Floor	Open round table discussion with the FDM team
12:30 PM	1:20 PM	WorkTech	Making the most of Pearl Work Orders	Oshin Channi	Regency Ballroom F	3rd Floor	Come learn about best practices and how you can streamline your work order process to increase efficiency. This session will touch on Equipment Usage, Stock Usage and Time Sheets as well as general Work Management in Pearl.
12:30 PM	1:20 PM	Public Administration	Best Practices: Budgeting & Performance Management	John Jakobs	Plaza A	2nd Floor	Learn all about Questica modules. We will show you how you can use your investment in your ERP software together with Questica to build budgets and far more! We will not only show you how budgeting is made simple through Questica we will also show you how to build a full corporate performance dashboard that can satisfy the demands of your diverse stakeholders from department managers to the senior leadership team and council to even citizens and other stakeholders like provincial authorities
12:30 PM	1:20 PM	Diamond	25 tips in 50 minutes	Cherry Lambert, Rita Genge	Prince of Wales	3rd Floor	Want practical tips, that you can use when you return to the office, to make your life easier? Are you interested in doing things faster, more efficiently with your Diamond solution? Join us at this fast paced session to learn how to improve your usage of Diamond
12:30 PM	1:20 PM	iCity	Common Support Problems	Vanessa Banham, Rodrigo Morales-Loo	Balmoral	3rd Floor	Errors, improper security access - no problem learn about how you can easily resolve these common system issues

12:30 PM - 2:20 PM CUSTOMER EXPERIENCE ZONE IN REGENCY BALLROOM FOYER (3rd Floor)
12:30 PM - 2:20 PM PRODUCT DEMOS IN REGENCY BALLROOM FOYER (3rd Floor)

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description

Start Time	End Time	Brand	Session Title	Presented By	Location	Floor	Abstract / Session Description
1:30 PM	2:20 PM	Tempest	Automation and Leveraging Your Background Server	Jason Isaak, Township of Langley	Regency Ballroom A	3rd Floor	All municipal governments act as several smaller entities under a single umbrella, which requires multiple software products working in concert. Leveraging the Tempest Background Server and utilizing tools such as FME and Microsoft Power Apps allows you to better control the integration points and establish an Enterprise Service Bus (ESB) that can keep Tempest as the source of truth across your organization while minimizing manual effort.
1:30 PM	2:20 PM	Tempest	Prospero Focus Group	Marc Weigel	Regency Ballroom B	3rd Floor	An open forum to discuss a variety of topics including further insight into how other clients are using Prospero and the trends that others are seeing in the field.
1:30 PM	2:20 PM	General	False Alarm Management Overview	Liz Byers	Regency Ballroom E	3rd Floor	False Alarm Management Overview
1:30 PM	2:20 PM	WorkTech	How Asset Management and Performance is critical to your business	Nate Hitchcock	Regency Ballroom F	3rd Floor	Learn about how Asset Management can help you including keeping an accurate inventory of your assets, utilizing inspections and using condition ratings to impact your organization positively. We will review how these two fit together with creating performance modeling for your infrastructure and why performance modeling ends up becoming indispensable to both the Operational and Financial teams.
1:30 PM	2:20 PM	Public Administration	Best Practices: Technology Lifecycle – What does this mean? Why is it Important?	Sabina Coyle, Wayne Bridge	Plaza A	2nd Floor	You've already made an investment into your software, now how can you make your investment last longer and perform better. Come to this session to learn about why putting money aside for training, moving to the cloud, staying on the latest upgrades not only improves efficiency but actually can make your employees lives easier.
1:30 PM	2:20 PM	Diamond	What's New, What's Next & Client Feedback	Chris Paquet	Prince of Wales	3rd Floor	In this session Diamond will provide you with a unique insider perspective on what we are currently working and take you through a tour of new features recently released. This session will also give all clients the opportunity to provide feedback about how we are doing with the product.
1:30 PM	2:20 PM	iCity	Workflow	Dawn Coad, Gail Desnoyers	Balmoral	3rd Floor	Want improved reliability, and better tracking of processes? We will show you how using Workflows in iCity allows users to follow a process step-by-step that will help improve the overall consistency in your organization.