

# SESSION 1 10:15 A.M.

## **MS OFFICE 365 TIPS AND TRICKS FOR USERS AND ADMINISTRATORS**

You've been using Office 365, but are you getting the most out of it? In this session we'll look at several ways for you to maximize your O365 investment. You'll leave with action steps you can take to help improve the productivity of your team, administer your deployment, as well as planning tips for future success. Presented by Microsoft.

## **SPEAKING INFORMATION SECURITY**

The language barrier that exists within the Information Security industry often prevents effective communication between "normal" people in the organization. In this session, learn about solutions that will help break down the language barrier and simplify the security conversation within your organization. Presented by FISASCORE.

## **DEFENDING THE FORGOTTEN THREAT - YOUR WIRELESS DEVICES!**

Learn how to defend your wireless network from advanced threats, that until now, have been difficult to protect against. Discover how a Trusted Wireless Environment can protect your employees, guests and all wireless devices from the 6 most highly used wireless threats. We will also discuss some tools that help minimize management time by providing alerts and monitoring or by taking automatic prevention actions when a performance or security event is happening in your wireless environment. Presented by WatchGuard.

## **CLOUD, HYBRID AND THE FUTURE OF PRINTING**

The last few years have seen a rapid adoption of cloud computing in business across the world. Learn how your printing environment can embrace, enhance and evolve with the new IT models while still providing local security and control of data. Presented by NTWare.

## **FUTURE-PROOF TODAY'S STORAGE INFRASTRUCTURE**

In this session we'll discuss the benefits of Software Defined Storage (SDS), Hyper Converged Infrastructure (HCI) and where the industry is trending for data center storage technologies. Presented by DELL EMC.

## **WORK BETTER, FASTER AND SMARTER WITH SPEECH RECOGNITION**

The Problem: Document overload. The Solution: A workflow that incorporates Speech Recognition to empower your staff with a faster way to accurately create documents, fill out form-based reports, or delegate tasks — in the office or on the road — all by voice. In this session we will discuss and demonstrate how organizations are leveraging speech recognition to work smarter and boost both accuracy and efficiency in their workflows. Presented by Dragon/Phillips.

# SESSION 2 1-2 P.M.

## WHY BUILD A NETWORK TO FAIL WHEN YOU CAN BUILD A FAILSAFE NETWORK?

Only a Failsafe SD-WAN works for Mission-Critical Applications. While SD-WAN certainly increases network capacity and can improve traffic reliability, only a failsafe implementation of the technology truly delivers a higher quality of user experience, increased visibility into the WAN and link aggregation while lowering costs. Presented by Talari.

## TODAY'S ENTERPRISE CLOUD JOURNEY – THERE'S MORE TO CONSIDER THAN YOU REALIZE

Organizations work tirelessly to add resiliency, simplicity, efficiency, speed, security and so much more to their operations. It sounds great, but who is working on the business? Learn how datacenter infrastructure and cloud can be made invisible, elevating IT to focus on business applications and services. Enterprises small and large are seeing the benefits of converging private, public and distributed clouds, bringing one-click simplicity and agility to infrastructure and application management. Join us to learn how your teams can rapidly deliver against business needs at a favorable TCO, while retaining the hardware and virtualization technology that best suit their skills. Presented by Nutanix.

## CONTINUOUS IMPROVEMENT METHODS AND TECHNOLOGY – FIND THE VALUE IN WORKEXCELLENCE

Come to this interactive breakout session to discuss the current state of continuous improvement methods in technology. This interactive group conversation will apply a visualization technique to "see the work" and "frame the interaction." Participants will discuss the following: What is the current state of work? What are others doing? What has not been helpful? Where is the value coming from? Come hear expert insights on improving work in technology from WorkExcellence Coaches. These WorkExcellence Coaches have assisted technology companies and departments in applying timeless work improvement principles for the last 15 years. This session will be full of high-value conversations and will definitely be worth the time. Presented by WorkExcellence.

## THE NEW AND SECURE PRINT ECOSYSTEM

While companies use multiple security methods to protect their data, networks, servers, laptops and mobile devices, office copiers and printers are often overlooked. The security exposure and costs can be high, whether from unattended printed documents, sensitive data processing from the computer to the device or confidential information on the device hard drives. At this session we invite IT professionals who work with network devices and security initiatives to learn about the strategic roadmap to follow for securing printers in office environments. Presented by Loffler.

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# SESSION 3 2-3 P.M.

## **DIGITAL TRANSFORMATION'S (DX) IMPACT ON CONSUMER INTERACTION AND THE CONTACT CENTER**

This session addresses business and technical resources to better understand DX as it relates to their contact center. You Will Learn:

- Why DX is such a game changer for today's contact centers
- What DX is and how can it be rolled out in a meaningful way
- How to break down and think about your consumer interaction for the future
- How to review sample consumer engagement functionality
- How to understand DX Do's and Don'ts as it relates to your contact center.

Presented by Mitel.

## **MICROSOFT AZURE ADOPTION BEST PRACTICES**

Cloud, Cloud, Cloud. It is everywhere, but is it in your business? Are you ready for it? Will it help? Does going to cloud mean you give up control? What about my existing hardware investments? Is it secure? You may be an expert, just getting started or not sure how to begin. In this session our speaker from Microsoft will serve as your virtual CTO advisor, discussing best practices for adopting and using Microsoft Azure.

Presented by Microsoft.

## **DIGITALLY TRANSFORM YOUR ACCOUNTS PAYABLE**

A manual accounts payable (AP) process can be slow, cumbersome and frustrating for everyone involved. Data entry errors, duplicate work and late payment fees are symptoms of a manual AP process. At this session we will discuss when and why automation makes sense, the goals of automation and how to achieve them. Presented by ABBYY.

## **THE FUTURE OF BUSINESS COMMUNICATIONS: DELIVERING A UNIQUE CUSTOMER EXPERIENCE**

The purpose of business communication is not only to inspire workers but to educate and inform them. By taking a strategic approach to communication, employers can create value for customers through the employees that serve them, not in spite of them.

Presented by NEC.

## **THE ROLE OF THE VIRTUAL CISO IN YOUR ORGANIZATION**

In this session we'll introduce the concept of a fractional Chief Information Security Officer to help guide your organization in adopting an Information Security program. This session is aimed at small to medium-sized organizations which typically do not have a person in this critical role. Presented by Loffler Security Solutions.

## **YOUR SECRET WEAPON IN THE WAR AGAINST CYBERCRIME**

Business downtime is much more common than you may think. Every business faces risk of business interruption every day, from an employee clicking on something that they shouldn't have to hardware failure and the list just goes on and on. Learn how to protect your business from this loss of production time and data. We will explore real world examples of downtime, and how you can protect yourself with a true business continuity solution. Join us to learn how to safeguard your organization. Presented by Datto.



# SESSION 4 3-4 P.M.

## **ENSURING COMPLIANCE WITH CONTENT MANAGEMENT GENERAL DATA PROTECTION REGULATION (GDPR)**

Document management can be key to any regulatory compliance strategy. In this session, we will discuss how you can leverage technology to support GDPR-compliant business practices while simultaneously producing secondary benefits throughout the organization. Although the GDPR provides motivation, the benefits realized through implementation of a robust document management solution provide a massive organizational benefit without even considering other factors. Learn how to address various data regulation scenarios, as well as the organizational challenges that go along with GDPR enforcement. Presented by Square9.

## **ROBOTIC PROCESS AUTOMATION: DRIVING DIGITAL TRANSFORMATION**

Robotic Process Automation (RPA) is becoming one of the fastest technology trends driving digital transformation today. Utilizing software robot operations will be critical to achieving efficiency in your front-and-back office applications. This seminar will discuss RPA and how it can assist your organization in reaching its full potential of digital transformation through automation. Presented by Loffler.

## **SOLVING THE ENTERPRISE SOFTWARE CHALLENGE**

Do you have a software portfolio that doesn't quite meet your business goals? In this session, we will show you how to create a visual representation of your software architecture, and build a software road-map that achieves your future business goals. We will also show you how to implement software and data integration best practice, while automating business process and increasing user satisfaction. During our discussion, we will also cover topics such as cloud vs. on-premise, mobile-readiness and buy vs. build. Presented by Perceptive Solutions.

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Presented by Mitel.

## **SECURITY OPERATION CENTER (SOC): A CRITICAL COMPONENT TO YOUR CYBER SECURITY JOURNEY**

Security is not a destination, it is a journey. Investing in a single product, solution, service or human does not solve or identify all of the risk that companies face. Small to medium sized enterprises have done a great job investing in three core pillars of security—identification, protection and recovery—but most have not invested resources in detection and response. And that's for one simple reason—humans are required. Join us for a discussion about why having security operation center functions are critical to any company's security posture, and learn how you can take advantage of enterprise quality security and greater visibility without having to build your own SOC. Presented by Arctic Wolf.