

Monday October 7th

Consultative Opportunities

2:30 - 4:30 PM

Registration & Exhibitor Showcase at the Sioux Falls Conference Center

Ask the Expert Sessions

5:00 - 7:00 PM

Monday Night Football Tailgate at The Blue Rock**

Utilization Report Cards

Grand Ballroom

7:00 - 8:00 am

Breakfast and Exhibitor Showcase

8:15 - 8:40 am

Welcome and Support Update - Ali Jenab and Enrique Olivas

8:40 - 9:25 am

eLation Product Update - Nathan Knuth, Robin Pooley and Dee Roy

9:30 - 10:30 am

Keynote Address - Holly Hoffman

Grand Ballroom

Executive Dashboards

Meeting Room 6 & 7

SDP Provision Monitoring

Meeting Room 8 - 10

New in Financials, Part 1

Meeting Room 11 & 12

eMap New Features

10:45 - 11:15 am

What's New in eLation Billing

SDP New Plugins

New in Financials, Part 2

Professional Services

11:30 - 12:00 pm

Lunch and Exhibitor Showcase

Broadband Buildout and Expansion

Underutilized features in financials

Security Best Practices

1:00 - 1:30 pm

Advance Search

Offline eMap

Work Orders and CPRs

Support Portal 101

1:45 - 2:15 pm

Kick Off eCommerce

eMap New Features*

Payroll Hot Topics, Tips and Tricks

Support Portal 101 Continued

2:30 - 3:00 pm

Accounts Receivable Tips and Tricks

Importance of GIS Mapping

Lori Fett's Favorite Features

Time Management & Reach

3:15 - 3:45 pm

Customer Communication

Mapping Roundtable

Financials Round Table

4:00 - 5:00 pm

Holly Hoffman Leadership Breakout

4:00 - 5:00 pm

Exhibitor Showcase

6:30 - 9:30 pm

Reception at Dave & Busters**

DAY ONE | Oct. 8

Grand Ballroom

Breakfast

Meeting Room 6 & 7

SDP Best Practices

Meeting Room 8 - 10

Underutilized Features in Financials*

Meeting Room 11 & 12

eLation Hosted

7:00 - 8:00 am

Exhibitor Showcase

SDP Best Practices Continued

Lori Fett's Favorite Features*

eLation for Utility Providers

7:30 - 10:30 am

Time Management/Mapping

SDP Roundtable

Work Orders and CPRs*

Metered Utility Round Table

8:00 - 8:30 am

Webchat and Chat Messenger

8:45 - 9:15 am

Billing Round Table

9:30 - 10:30 am

Grand Ballroom

10:45 - 12:00 pm

2024 Broadband Awards, Customer Panel and Closing Remarks

DAY TWO | Oct. 9