



**BOSS® LM Client Conference 2011**

**Location -- The Galt House, Louisville, KY**

**Wednesday, October 26, 2011**

Note: All Meetings in the COE Room with Lunch in the TAYLOR Room

Time	Session	Leader
8:00 a.m.	Client Check-in, Continental Breakfast	
8:30 -8:45	Welcome and Review Agenda	Mike Smith
8:45-9:45	Practical Outcomes from Integrating BOSS LM with Microsoft Dynamics <ul style="list-style-type: none"> <li>• Key results from integrating BOSS LM with Microsoft Dynamics</li> <li>• Comparing full integration and standalone solutions</li> </ul>	Kristi Tallent, Associates Solutions
9:45-10:00	<b>Break</b>	<b>All</b>
10:00-10:45	Leveraging BOSS LM Reports in your Business <ul style="list-style-type: none"> <li>• Which reports are indispensable</li> <li>• Using reports for performance monitoring</li> <li>• Looking at key measures for success</li> </ul>	Kevin Kehoe, Three Point Group Scott Hall, Classic Landscaping
10:45-11:30	BOSS LM Update <ul style="list-style-type: none"> <li>• 2011 Overview</li> <li>• Product Roadmap</li> </ul>	Mark Tipton
11:30-12:45	<b>Lunch</b>	<b>All</b>
12:45-1:30	BOSS LM Update Continued	Mark Tipton
1:30-2:15	BOSS LM Best Practices, topics include: <ul style="list-style-type: none"> <li>• Purchasing</li> <li>• CRM</li> <li>• Operational Control</li> <li>• The Setup for Success</li> </ul>	Moderated by Mark Tipton, an informal panel of clients and industry experts discuss key elements of getting the most from your BOSS LM implementation.
2:15-2:30	<b>Break</b>	<b>All</b>
2:30-3:15	Are you buying, selling or willing? <ul style="list-style-type: none"> <li>• The importance of indentifying your goal for your business and then setting a strategy to achieve it</li> </ul>	Mike Rorie, GIS Dynamics
3:15-3:45	Client Services Update	Rick Judd/Julie Elson
3:45-4:00	<b>Break</b>	<b>All</b>
4:00-4:15	Super User Awards	Tony Koester
4:15-4:45	Client Enhancement Voting	John Morlock
4:45-5:00	Closing Comments	Mark Tipton/Tony Koester
5:00-5:15	Evaluations Complete Client Conference evaluations	Mike Smith