

ClickConnect NA 2009
<p>Solution Zone: During all the breaks a Solution Zone will be open offering deep dives into ClickSoftware products, information on common IT challenges and provide an opportunity to share tips, techniques and best practices.</p> <p>Partner Area: Spend time with our sponsors and see what they have to offer on their booths</p>

Sunday, November 1st
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2:00pm – 7:00pm	Registration Open	<i>Registration Desk</i>
5:00pm - 6:00pm	<p style="text-align: center;">Customer Communications Orientation Session <i>Simon Morris, VP, Marketing & Yaniv Butel, Director of Global Support</i> ClickSoftware</p> <p>This session is open to all customers interested in learning more about the tools and information available for the customer community. During this session, we will take a detailed look at the ClickSoftware Customer Zone, various worldwide support offerings, business consulting services, ClickSoftware Education training, developers forum, the inner workings of the customer advisory board, public relations opportunities and the reference point scheme. Discover what is available and share this with the rest of your organization.</p>	
6:00pm – 7:00pm	<p style="text-align: center;">Speed Networking</p> <p>You'll be surprised at how much you'll enjoy this. It's designed to quickly introduce you to a large number of new contacts in one powerful session. These meetings initiate contacts that often last well beyond the two days of the conference, and often blossom into fruitful and lasting relationships.</p>	
7:00pm – 9:00pm	<p style="text-align: center;">Formal Welcome Reception and Dinner for all delegates</p> <p>We hope that you will be inspired by the surrounding to network and share experiences with other ClickSoftware customers.</p> <p>Feedback forms from previous years always point to 'networking' as one of the biggest benefits so be sure not to miss this opportunity to get to know your peers in a relaxed and engaging setting.</p>	

Monday, November 2nd
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7:00am	Registration Opens	<i>Registration Desk</i>
7:30am - 8:15am	Breakfast	

8:15am – 8:30am	<p>Chairperson – Welcome and Opening Remarks <i>Speaker: Simon Morris, Vice President of Marketing</i> ClickSoftware</p>	
8:30am – 9:15am	<p>ClickSoftware Company Strategy and Direction <i>Speaker: Dr Moshe BenBassat, Founder and CEO,</i> ClickSoftware</p> <p>Professor BenBassat will provide the audience with an update on the progress that has been made at ClickSoftware over the past 12 months as well as sharing insight into future directions.</p>	
9:15am – 9:45am	<p>Implementing ClickSchedule and ClickAnalyze to Improve Service Quality and Responsiveness <i>Speaker: Phil Ogilvie, General Manager, Business Transformation</i> Downer EDI Engineering</p> <p>A subsidiary of Australia-based Downer EDI (ASX: DOW), Downer EDI Engineering provides end to end design, build and maintenance of telecommunications fixed line networks (copper and optical fiber), outside plants, radio systems, mobile telephony and subscription television infrastructure with national supply contracts to all major telcos in New Zealand including Telecom New Zealand, TelstraClear and Vodafone. Downer EDI Engineering use ClickSchedule and ClickAnalyze to automate scheduling for its field workforce and conduct in-depth analysis and reporting on performance over time.</p>	
9:45am - 10:30am	<p>Introducing the ClickSoftware Mobility Suite <i>Speaker: Gil Bounnick, Product Manager</i> ClickSoftware</p> <p>International technology research firm Aberdeen Group recently named ClickSoftware as the “Champion” in its 2009 AXIS™ Report on Mobile Field Service. Discover why ClickSoftware is ranked ahead of the eight other major vendors based on a total score representing market readiness and ability to deliver value to customers.</p>	
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10:30am – 11:00am	Refreshment Break	
11:00am – 11:35am	<p>Yield Control to Gain Control: Improving the Service Experience Through Collaboration <i>Speaker: Maureen Sundman, Director of Solution Consulting</i> ClickSoftware</p> <p>A few weeks ago, ClickSoftware was awarded a Patent for a Method and System for Sharing Knowledge in the Field. In this presentation we will examine the concept and business value of collaboration in the context of field service and, specifically, our customer communications solution, ClickContact.</p>	

11:35am – 12:00pm	<p>12 Months Later: Leveraging ClickSchedule to Drive Value for our Customers and the Business Speaker: Andy Huber, Manager of Systems Strategy Xerox</p> <p>At the User Conference in 2008, Andy presented Xerox's vision to transform their service operations with ClickSchedule. Andy will now present what has happened over the last twelve months (warts and all). Andy Huber is Manager of Systems Strategy where he provides strategic direction for new systems and technology enablement for Xerox Services in North America. He is working with the Xerox IT organization to migrate field technical services from legacy applications to leading edge systems.</p>	
12:00pm – 1:15pm	<p>Networking Lunch and Product Demos</p> <p>Find your table and network with your peers</p>	

1:15pm – 2:00pm	<p>ClickSoftware Product Roadmap Speaker: <i>Tal Geffen, Senior Director of Product Management</i> ClickSoftware</p> <p>In its most recent Field Service Management Report, Gartner estimated that continued investment in product development for end-to-end field service scheduling and analytics is higher for ClickSoftware than any other competitor in the market. Join this session, led by a familiar face to many of you, and take this opportunity to see what's cooking in the ClickSoftware kitchen.</p>	
2:00pm – 2:30pm	<p>Successfully Implementing ClickSchedule across all Lines of Business – from simple “same day” tasks to complex maintenance inspections and construction projects Speakers: <i>Jo Hope & Elena Kau</i> Terasen Gas</p>	
2:30pm – 3:00pm	<p>Maximizing Your ClickSoftware Investment Speaker: <i>Mike Karlskind, Senior Business Analyst</i> ClickSoftware</p> <p>ClickSoftware offers a full complement of services designed to help you build a business case for your enterprise software investment, get your software up and running quickly, and keep it operating at peak efficiency. Using case studies, this session will focus on three services – Discovering Your Service Policy, Service Operation Review and Schedule Optimization Tuning and the value they can deliver.</p>	

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3:00pm – 3:30pm	<p>Refreshment Break</p>	
3:30pm – 4:00pm	<p>The Evolution of Contractor Management Speaker: <i>Adrian Seakins, Solution Consultant</i> ClickSoftware</p>	
4:00pm – 4:30pm	<p>The Value of an Internal Service Center of Excellence Speaker: <i>Ateret Levin, Vice President of Professional Services,</i></p>	

	<p>ClickSoftware and <i>Stephen Malowney, IT Program Manager, Sempra Utilities</i></p> <p>In this session, discover the tangible return and lower total cost of ownership that a competency center can create for your business. Surprisingly, you will learn how this is available for clients of all sizes and complexity. This session will also feature a customer experience.</p>	
4:30pm – 4:45pm	<p>‘At the End of the Day’... <i>Hannan Carmeli, President & Chief Operating Officer</i> ClickSoftware</p> <p>In this closing session on Day 1, Hannan Carmeli will provide some insight into ClickSoftware operations. This session will also feature a special customer award.</p>	

6:00pm – Late	<p>Vendor Hospitality: Dinner and Entertainment 80’s style!</p> <p>To celebrate the launch of ServiceOptimization Suite Version 8.0, our evening event will be a totally tubular 80s theme party! Cruise Boston Harbor to the tunes of the BIG 80s ...and put on your best 80s costume to get everyone in the spirit! So, get out your Capizios, leg warmers, parachute pants and neon outfits for an evening of fun! There will be a prize for the best costume----so get creative!</p>	
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Tuesday, November 3rd

7:30am - 8:30am	Breakfast	
8:30am – 9:00am	<p>Successfully Implementing ClickSoftware’s Scheduling and Mobility Solutions to Drive Enhanced Customer Service and Operational Efficiencies <i>Speaker: JT Hwang, Chief Technology Officer</i> APX Alarms</p>	
9:00am – 9:45am	<p>The Trouble with Implementing a Workforce Optimization Solution is that People are Involved! Tips, Techniques and Best Practices for Managing the Change <i>Speaker: Felisa Berg, Business Analyst</i> ClickSoftware</p>	
9:45am – 10:30am	<p>Challenges and Complexities of Implementing a Mobile Workforce Management Solution in a Rapid Growth Environment <i>Speaker: Rupinder Goel, CIO - Enterprise Services, Group Chief Service Delivery</i> Bharti Airtel</p>	
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10:30am – 10:50am	Refreshment Break	

<p>10:50am – 11:20am</p>	<p>Shift Scheduling: Meeting the Challenge of In-House and Field Service Rostering <i>Speaker: Mike Karlskind, Senior Business Analyst, ClickSoftware</i></p> <p>Police forces, fire services, contact centers, hospitals, supermarkets, rails and airlines – they are all service providers, with labor intensive services and all face the challenge of balancing both customer satisfaction and financial considerations. Not to mention that they all they all understand the importance of optimal rostering. Sound familiar? Attend this session to learn where the field service industry fits into this equation and what we can learn from other industries.</p>	
<p>11:20am – 11:50am</p>	<p>It's the Little Things in Life! The dynamic nature of the field service industry can often make it a tough place to be. This session will provide Ten Tips on How ClickSoftware's service optimization solutions can make your life just that little bit easier... <i>Speaker: Tal Geffen, Senior Director of Product Management ClickSoftware</i></p>	
<p>11:50am – 12:00pm</p>	<p>Wrap Up and Closing Remarks</p>	