

Navigate 2014 Features Two Session Tracks:

Business Sessions

Industry leaders will guide you through a series of workshops, providing actionable insights into business strategy, economic models and ways to grow your business.

Technology Sessions

Our product and technical experts will lead sessions designed to help you get the most out of your investment with the Continuum. In addition, we've assembled an impressive roster of speakers that will provide tips and advice on service delivery optimization.

Our sessions will be led by **30+** industry and business leaders.



Sunday, Sept. 21

Technical Forum
9-noon

Lunch
noon-1 PM

Technical Forum
1-4 PM

Navigate Registration
3-7 PM

Navigate Welcome Reception | Tech Showcase
4:30-6:30 PM

Monday, Sept. 22

Registrations | Breakfast
8-9 AM

Opening Remarks
9-9:15 AM

Keynote
Peter Isler
9:15-10 AM

Keynote
Michael George
10-10:45 AM

Break
10:45-11 AM

Business & Technology Sessions
11-11:45 AM

Lunch | Tech Showcase
11:45-1 PM

Business & Technology Sessions
1-1:45 PM

Break | Tech Showcase
1:45-2 PM

Business & Technology Sessions
2-2:45 PM

Break | Tech Showcase
2:45-3:15 PM

Tech Sessions
3:15-3:45 PM

Break
3:45-4 PM

Business & Technology Sessions
4-4:45 PM

Tech Showcase | Meet-ups
4:45-6 PM

**Boston Harbor Cruise
Sponsored by Autotask**
7-10 PM

Tuesday, Sept. 23

Breakfast | Table Topics
7:30-9 AM

Keynote
Paul Chisholm
9-9:45 AM

Industry Trend Panel
9:45-10:15 AM

Keynote
Mark Cattini
Autotask
10-10:45 AM

Break | Tech Showcase
10:45-11:15 AM

Business & Technology Sessions
11:15-noon

Lunch | Sponsor Showcase
noon-1 PM

Business & Technology Sessions
1-1:45 PM

Break
1:45-2 PM

Business & Technology Sessions
2-2:45 PM

Break | Sponsor Showcase
2:45-3 PM

Keynote
Tony Scott
3-3:30 PM

Awards | Closing Remarks
3:30-4 PM

END OF MAIN CONFERENCE

HAVE QUESTIONS ABOUT NAVIGATE?

Check out the FAQs at:
continuum.net/navigate
or email us at:
navigate@continuum.net

DAY 1

Sunday, Sept. 21

9-12 AM

Technical Forum Workshop BASIC:
Introduction to Security
Continuum Technical Account Manager
9-noon



12-4 PM

Lunch
noon-1PM

Technical Forum
Workshop ADVANCED:
Tips & Tricks: Scripting
and Client Communica-
tor
Continuum Technical
Account Manager
1-4PM



MSP Peer Group Work-
shop:
Shared Best Practices
Arlin Sorensen
1-4PM



4-8 PM

Navigate Registration
3-7PM

Navigate Welcome Reception | Sponsor Showcase
4:30-6:30 PM



**VIEW SESSION DESCRIPTIONS,
SPEAKER BIOS, AND MORE,
ONLINE AT:**

www.continuum.net/navigate

DAY 2

Monday, Sept. 22

8-10 AM

Registration | Breakfast

8-9 AM

Opening Remarks

9-9:15 AM

Keynote

Peter Isler

9:15-10 AM

Keynote

Michael George

10-10:45 AM

10-12 AM

Break

10:45-11 AM

Level Up Your Value: Becoming a Virtual CIO for Your Clients

Bryan Gilliom

11-11:45 AM



Keys to Attracting and Retaining Good Sales Talent

Mike Schmidtman

11-11:45 AM



Best Practices for Technology Budget Reviews

Joy Beland

11-11:45 AM



Cloud and Continuum C3 Primer

Paiman Nodoushani

11-11:45 AM



12-2 PM

Lunch | Tech Showcase

11:45-1:00 PM

Managed IT Services Business Model: Maxi- mize Your Propts and Optimize Your Business Value

Mitch Morgan

Chris Ryne

1-1:45 PM



An Anatomy of an Effective Sales Process

Gil Cargill

1-1:45 PM



Breaking the Rules to Improve Customer Satisfaction

Peter Melby

1-1:45 PM



New Product Announcement

Adrianna Gugel

1-1:45 PM



Break | Tech Showcase

1:45-2 PM

2-4 PM

Generating Leads: Achieving Your Reve- nue Goals Through Sales Enablement

Harbinder Khara

2-2:45 PM



Breaking Through the Wall from SMB to Enterprise Accounts

Mark Rouleau

2-2:45 PM



Retaining Customers Means Rethinking Your Approach to Customer Service

Scott Jones

2-2:45 PM



Continuum Product Strategy

Dee Zepf

2-2:45 PM



Break | Tech Showcase

3-3:15 PM

Tech Session

Autotask

Platinum Sponsor

3:15-3:45 PM

Tech Session

LogMeIn

Gold Sponsor

3:15-3:45 PM

Tech Session

TBD

Gold Sponsor

3:15-3:45 PM

Tech Session

RapidFire

Sliver Sponsor

3:15-3:45 PM

Break

3:45-4 PM

4-6 PM

Stop Drowning in Devices - Pivot to People

Jeff Connally

4-4:45 PM



Why Inbound Market- ing is a "Must Do" for Sales Success

Jeanne Hopkins

4-4:45 PM



Maximizing Deploy- ment of IAAS and Private Cloud Services

Bruce Nelson

Marc Silverman

4-4:45 PM



Communication, Ticketing, and Access Levels

Ray Vrabel

4-4:45 PM



Tech Showcase | Meet-ups

4:45-6 PM

6-10 PM

Boston Harbor Cruise - **Sponsored by Autotask**

7-10 PM

DAY 3

Tuesday, Sept. 23

7-10 AM

Breakfast | Table Topics

7-9 AM

Keynote

Paul Chisholm

9-9:45 AM

Industry Trend Panel

9:45-10:15 AM

Keynote

Mark Cattini

Autotask

10-10:45 AM

10-12 AM

Break | Tech Showcase

10:45-11:15 AM

From SLA to Operational Metrics - Managing By the Numbers

Don Viar

11:15-noon



New Frontiers - 5 Key ProPt Opportunities for MSPs

Anurag Agrawal

11:15-noon



How HIPAA Changes Your Service Delivery

Chris Johnson

Nick Bruno

11:15-noon



What's New in Continuum Products

Amory Wakefeld

11:15-noon



12-2 PM

Lunch | Tech Showcase

noon-1:15 PM

Managed Services is not a Product: It's a Business Model

Stuart Selbst

1-1:45 PM



New Tactics for Closing More Qualified Sales Leads

Chris Wiser

1-1:45 PM



How to Deliver "Wow" in Service Delivery and Build Unbreakable Customer Relationships

Vincent Fung

1-1:45 PM



Testing and Preparing for Disaster Recovery & Optimizing Your Vaults

Jeff Neumann

1-1:45 PM



2-4 PM

Break

2-2:15 PM

How to Monetize and ProPt from MDM

Jay McBain

2-2:45 PM



Topic TBD

Mark Wadnizak

2-2:45 PM



How to Increase Operational Efficiency and Drive Higher Margins

Jack Knocke

2-2:45 PM



Leveraging Continuum Products with Mobile Devices

Nicolas Dard

2-2:45 PM



Break

2:45-3 PM

Keynote

Tony Scott

3-3:30 PM

Awards | Closing Remarks

3:30-4 PM

END OF MAIN CONFERENCE

	Time	Scheduled Event
DAY 1 September 21	Pre-Conference Workshops: 1-4 PM	
DAY 2 September 22	Session Group 1: 11-11:45 AM	
	Session Group 2: 1-1:45 PM	
	Session Group 3: 2-2:45 PM	
	Tech Sessions: 3:15-3:45 PM	
	Session Group 4: 4-4:45 PM	
DAY 3 September 23	Session Group 1: 11:15-noon	
	Session Group 2: 1-1:45 PM	
	Session Group 3: 2-2:45 PM	