7:30—8:15 Registration / Welcome

8:35—9:30 AM—Keynote Speaker—Donal De Paor—Sage
"The future of fully integrated management accounting systems (ERP) (CRM) - The Road Ahead"

Description: Technology seems to be moving at an ever increasing rate. Where does the industry think it is headed? How will this impact us as small to medium size business? If you want to learn about what's coming from Sage and the Sage 300 ERP team in 2015 and beyond. Learn about the new integrated features and functionality being introduced in future product releases and information that will help you to plan for the future of your business. We will share the product strategy and roadmap, with details on upcoming product releases.

9:30—9:45 Coffee Break

9:45—10:30 AM (Room 1) —Robert Lavery—Lavery & Associates
Clearing the fog around cloud computing

Description: Why do you use the **"Cloud"?** Do you want to? Do you have a choice? What does it cost to participate? What impact does Cloud Computing have on my business and why should I care? We'll look at the cloud from both sides now.

9:45—10:30 (Room 2) —Keith Greeno—Asyma Solutions   Dan Papakonstantino—Manusonic
Industry best practices with Human Resource Management Systems

Description: HR departments play a critical role in organizational growth, performance, and profitability. As a result, human resource professionals must continually look for opportunities to manage you employee life cycle and how this will positively affect your organizations bottom line. In this session you'll be provided with an overview of available solutions to manage you employee life cycle and see how this can provide huge benefits to your bottom line. Human capital management is not just for large enterprises.

10:45—11:40 PM (Room 1)—Rob Lawson—Sage
Customer Service in the 21st Century

Description: In today's increasingly competitive service environment, we're all looking for the **"secret sauce"** that will take our customer service to the next level. How do we keep our current customers satisfied while expanding our reach and touch to cultivate new ones? Extreme customer service changes everything--for you and your customer! This session will cover the powerful consolidation happening with the Cloud and Sage 300 ERP, Sage CRM. We will show you what it takes to distinguish your organization as an excellent provider of customer service and deliver true value to your customers.

10:45—11:40 PM (Room 2)—Keith Greeno—Asyma Solutions
Effective job management for field service

Description: An integrated approach for field service organizations is the only way to effectively initiate, plan, execute, monitor a service job. Without integrated systems business performance and productivity will suffer. This session will discuss how to effectively handle service jobs from start to finish. You will learn how integrated service management solutions help reduce data entry time and errors in the field and improvement timely field and management reporting. Plus you will see how to streamline billing and invoice processing.

11:50—1:15 Lunch Break

12:30—1:00 —Robert Lavery—Lavery & Associates
Increasing user adoption

Description: Business performance is generally measured by productivity improvements based on making processes more efficient and effective. Without motivated people behind the processes and clear objectives for what those processes should accomplish, many organizations fail to realize the benefits they are striving for. Add to this the trend towards "Big Data" and you have a recipe for what it might be like to order pizza in 2017.

1:15—3:30 PM (Room 1) —Ask the Expert

One on one or small group discussion; if you have specific questions you want to discuss. The Asyma staff and our specialists will be available to ask, discuss options and get solutions.

1:15—2:30—Keith Greeno, Dick Boorsma—Asyma Solutions
Tips and tricks for Sage 300 ERP

Description: Are you a current Sage 300 ERP user and want to learn how to use your system better? Were you using an older version and recently upgraded? From a beginner to an advanced user, this session will help you increase your productivity using Visual Process Flows, shortcuts for Importing and Exporting data, and more. You'll get great tips for using both new and existing features, and be able to wow your boss with everything you learned at Summit this year!

2:30—3:00 Coffee Break

2:30—3:00 PM—Brian Nunes—Website Pipeline
Extend the power of your Sage 300 ERP software to be a customer self-service superstar

Description: By unlocking the data inside your Sage 300 ERP you can give your customers access to a self-service portal that makes everything easier, less costly, and scalable for the future.

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3:00—4:00 —ROBERT LAVERY—LAVERY & ASSOCIATES
THE 5 BIGGEST CHALLENGES AND SOME TOOLS TO HELP SOLVE THEM!

DESCRIPTION: Orchid Systems' Information Manager is a useful tool for combining and managing all business data in Sage 300 ERP and eliminates the need for costly data warehouses. The suite of tools includes an OLAP (Online Analytical Processing) solution called Info Explorer. Info Explorer makes it easy for users to combine and manage all business data in Sage 300 ERP (Accpac) as well as other application data for multidimensional **"cube"** analysis such as Product, Sales, Profitability or Commission Reports and Financial/Income Statement data without the need for multiple Crystal or FR Reports.

4:00—5:00 PM —ASYMA SOLUTIONS, SAGE, LAVERY & ASSOCIATES, MANUSONIC, SHING DIGITAL, PANNI MANAGEMENT,
"PUTTING IT ALL TOGETHER FOR SMALL TO MEDIUM SIZED BUSINESSES" – PANEL – QUESTION/ANSWER PERIOD

DESCRIPTION: This roundtable session offers you the opportunity to discuss proven methods that you can employ to review and fine-tune your business practices and processes. Canadian business is said to be lagging behind US and Scandinavian countries in productivity. On average, most companies are using less than 20% of their current software solution's functionality and are using archaic management practices. We must correct this by embracing better management and technology which will allow us all to work smarter not harder. With the technology available today and enhanced processes we have our best hope for increasing productivity and remaining competitive.

We will have experts in system technology, cloud computing, and hosted services. We will have experts in management best practices, web store, reporting and process enhancement. We can discuss issues from disaster recovery to hosted security; it's all up to you. Don't miss this chance to gain valuable insight.

5:00—6:00 PM—WRAP UP—MIX AND MINGLE

DESCRIPTION: Wine and Cheese Networking event following the sessions; a chance to discuss the days topics and converse with likeminded peers.

REMEMBER TO FILL OUT OUR SURVEY FOR A CHANCE TO WIN A KINDLE FIRE!

DON'T FOR GET TO ENTER YOUR BUSINESS CARD TO WIN A SPORTS BAG!