

The background of the slide is a photograph of the Nashville skyline. On the left, the AT&T Building is prominent, featuring its distinctive tiered, Art Deco-style top. To the right, a large green steel truss bridge spans across the frame. The foreground shows lush green trees and a modern architectural structure with curved, white, wave-like elements. The sky is a clear, bright blue with some light clouds.

medea client summit

Nashville, Tennessee



Welcome - Eric Levitan

Agenda

9:30 – 11:30 AM

Ballroom Two

CONFERENCE KICKOFF

Opening remarks from COO Eric Levitan
Medea product roadmap update
Support overview
Keynote speaker Mitch Oscar

12 – 4 PM

Breakout Rooms

SMALL GROUP LUNCH AND BREAKOUTS

Break out into small groups of your peers facilitated by a SintecMedia team member to discuss industry challenges and best practices

7 – 10 PM

Saint Añejo

DINNER

Please join us for dinner as we celebrate another successful Medea Client Summit!

Welcome to the 14th Medea Client Summit

“The times they are a changing...”

Bob Dylan, 1964

What's New for SintecMedia in 2017

Acquired Operative

- Leading digital order management
- Bringing the world's best products together
- 16 Years of TV & digital expertise

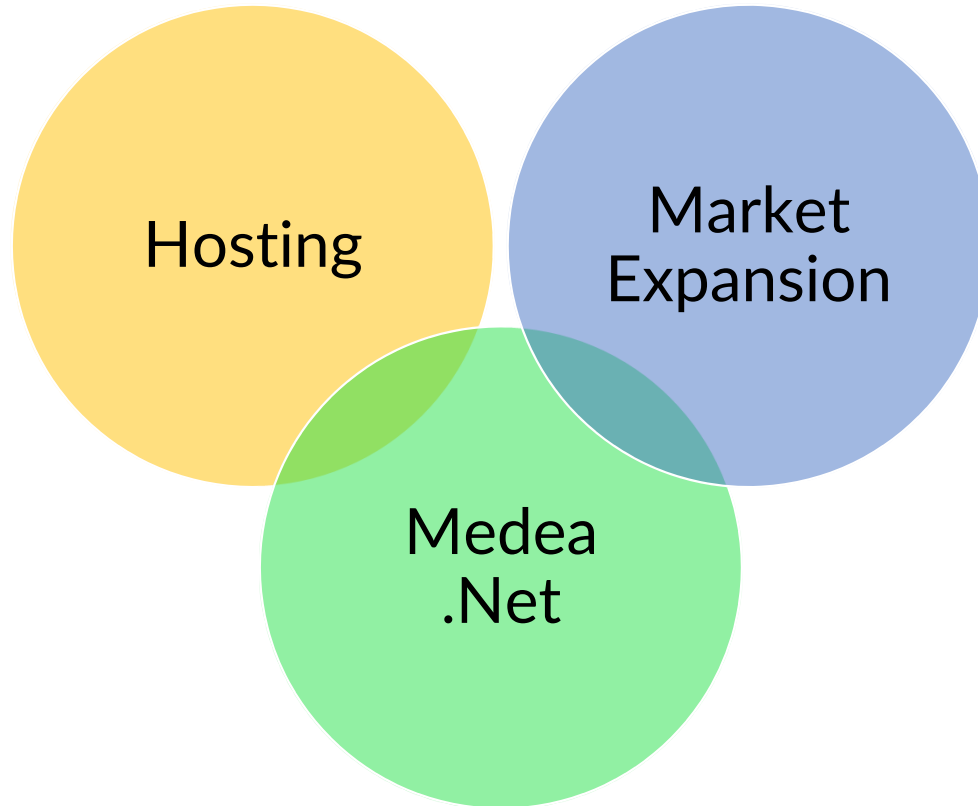
Introduced Our Product Strategy

- OnBoard – Unified Platform
 - Convergence
 - Channel Management
 - Universal Product Catalog

New CEO

- Lorne Brown, former CEO of Operative
- Vast experience in TV and digital
- Focused on product quality, customer satisfaction and innovation

Medea Strategic Initiatives for 2017





Medea Product Roadmap Update - Andrew Levine

Medea Product Roadmap Update

- Recent Enhancements
- .NET Invoice Generator Rollout
- Future Medea Roadmap

Recent Enhancements

■ Finance

- Added the ability to undo 'Soft Close' to revert users' access to make financial edits
- Payment Transfers are now easier with service as a lookup option
- CPI Rate Updates now allow users to update rates with CPI by Subscriber Type
- New Contract and Rate History report shows contract and rate changes in a single report
- Search for cash on the Cash Summary report by Batch Description
- Search the Cash Adjustment and Payment Transfer Report by Contract Security Group

Recent Enhancements cont.

- Contract and Affiliate Management
 - Copy Rate Card data when creating a new Rate Card
 - Add taxes when launching systems via the Mass Launch / Drop Wizard creation of System Service-Level Tax during launch
- Signal Management
 - Auth Mod now supports Arris DSR-7400 and PNC version 13
 - Restrict Model Number and Authorization System by Service
 - Smart Cards (Intl Only)
 - Search by Card Status, MSO ID, Contract ID, and Smart Card Recipient
 - Added a warning message that will now appear if a Smart Card is added for a service which is not carried by the MSO

Recent Enhancements cont.

■ IT

- Added the ability to copy Security Groups, and added a filter to the Menu Location
- Batch PDF Invoice Export
 - Added a separate security option that is not tied to Invoice Generation
 - Users can now specify the path where invoices are saved
- Configure e-mail invoice settings by Contract Security Group

.NET Invoice Generator is Here!

- Timing
 - Beta release in 20.07; wide release in 20.09
- What's Different?
 - Concurrent use of Invoice Generator – no more waiting for it to free up!
 - 25-75% time savings
 - Invoice Generator window now shows status of current and prior invoice runs
 - Multi-server, multi-threaded capability
- Next Steps
 - Talk to Support if you'd like to begin testing .NET IG; new hardware may be required
 - Both .NET and legacy IG available in 20.09 and 20.12
 - Beginning in spring 2018 release, only .NET IG will be available

Future Medea Roadmap

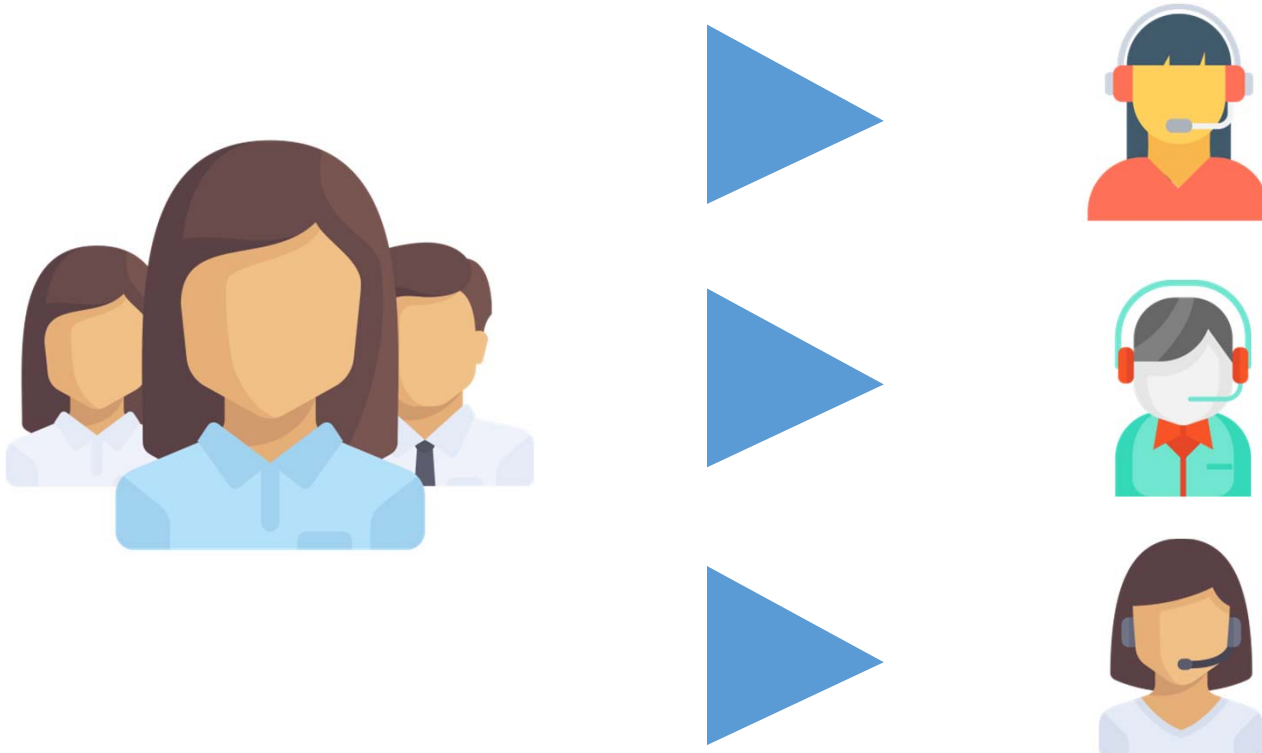
		2017	2018	2019→	
.NET Conversion	Business Logic	Invoice Generator	Budget / Forecast Generator Medea Data APIs Maintenance & Security	Signal Management Affiliate Mgmt & Sales Finance	
	User Interface	UI Framework & Architecture	UI Redesign	UI Implementation by Functional Area	
	Reporting	Architecture & Prototyping	Report Migration by Functional Area		
			Dashboard POC	Finance Dashboard	
	Infrastructure	Cloud Hosting	SQL Server 2016	Enhanced Logging Enhanced Installers	Multi-tenancy / SaaS POC
Market-driven Enhancements	Sub Entry Portal	Reverse Compensation	Down-conversion Management Late Payment Fees	Flexible Approval Chains (Workflow)	



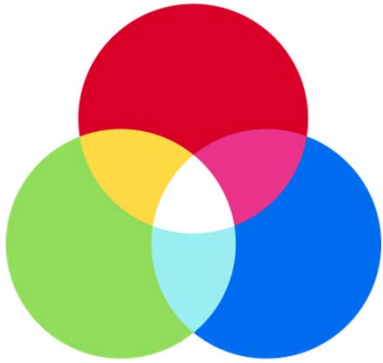
Support Update - Bradley Reznik

Current State: Sintec Product Support

Our customers have multiple Sintec products and multiple touch points



Solution: Sintec Product Support



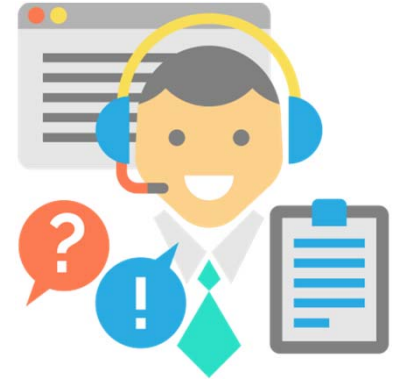
Multiple products supported by unified team



Level 1 Help Desk in North America facilitating support, supplemented by Level 2 product experts



Online tool for tracking queries, enhancement requests, and issues



Phone support with cross-trained CSRs in client-specific pods

JIRA

Customer.sintecmedia.com

Goals: Sintec Product Support

Goals

- Positive customer experience with visibility into all communications with Sintec Support
- Central support team familiar with client specific processes and configuration
- Gained efficiency in item resolution for interconnected products by cross trained CSRs
- JIRA – increased item tracking including detail history, status updates, and solutions



Keynote Speaker - Mitch Oscar

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- President of HocusFocus, a media and marketing consultancy
- Prior experience includes senior executive positions at major advertising agencies, including EVP, Managing Director of Innovation at MPG; EVP, Carat Digital; and SVP/Director of Media Futures at Universal McCann
- Architect and moderator of The Collaborative Alliance, a quarterly forum for media professionals to help navigate the future of the consumer and advertiser relationship within the evolving televisual landscape. Its most recent iteration is The Secret Society



THANK YOU!

WHERE LINEAR AND DIGITAL MEET

 SintecMedia

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 info@sintecmedia.com

#medeainmusiccity

#medeaclientsummit