# Service Edge Member Conference 2022
## November 16-18, 2022
## Agenda

## Tuesday, November 15, 2021

| Time | Event | Location |
|------|-------|----------|
| 5:00pm – 7:00pm | Registration | Osaka |

## Wednesday, November 16, 2022

### Day 1 General Events

| Time | Event | Location |
|------|-------|----------|
| 8:00am – 5:00pm | Registration | Legacy Foyer – 2nd Floor |
| 9:00am – 6:00pm | General Use Questions on Service Autopilot/FieldEdge | Seoul |
| 9:00am – 6:00pm | Conference Testimonials and Interviews | Singapore Room |
| 1:00pm – 6:00pm | Vendor /Partner Displays | Legacy Foyer |
| 6:30pm – 8:30pm | Welcome Reception | Legacy A-B/Foyer |

### Day 1 Conference Sessions

| Time | Session | Presenter | Location |
|------|---------|-----------|----------|
| 1:00pm – 1:30pm | Conference Kickoff! | Jonathan Pototschnik | Legacy C-E |
| 1:30pm – 2:30pm | Keynote: "SEVEN" – SEAL Team Maxims | Chad Williams | Legacy C-E |
| 2:30pm – 3:30pm | Automating Daily Operations | Mike Callahan | Legacy C-E |
| 3:30pm – 3:45pm | -- Break -- | | 2nd Floor Foyer |
| 3:45pm – 4:45pm | Guest Speaker | TBD | Legacy C-E |
| 4:45pm – 5:45pm | The Future of Field Service Software: 2023 Service Autopilot and FieldEdge Features | SA/FE Product Team | Legacy C-E |

# Thursday, November 17, 2022

## Day 2 General Events

| Time | Event | Location |
|---|---|---|
| 7:00am – 8:15am | Breakfast | Legacy A-B |
| 7:30am – 6:30pm | General Use Questions on Service Autopilot/FieldEdge | Seoul |
| 9:00am – 6:00pm | Conference Testimonials and Interviews | Singapore Room |
| 8:30am – 6:00pm | Vendor /Partner Displays | Legacy Foyer |
| 12:00pm – 1:00pm | Lunch | Legacy A-B |
| 12:00pm – 1:00pm | Academy Elite – Private Lunch | Private Dining Room |

## Day 2 Conference Sessions

| Time | Session | Presenter | Location |
|---|---|---|---|
| 8:30am – 8:45am | Opening Comments | Emcee | Legacy C-E |
| 8:45am – 9:45am | Keynote: Lead! Just Don't Manage the Process | Steve McClatchy | Legacy C-E |
| 9:45am – 10:00am | -- Break -- | | 2nd Floor Foyer |
| 10:00am – 12:00pm | TBD | Jason Cupp | Legacy C-E |
| 12:00pm – 1:00pm | Lunch | | Legacy A-B |
| 1:00pm – 2:00pm | Keynote: Boosting Your Time Management | Steve McClatchy | Legacy C-E |
| 2:00pm – 2:45pm | The Top 3 "Biggest Badasses" of 2022 Presented by the Academy | DeWayne Gibson, Chris Volpe | Legacy C-E |
| 2:45pm – 3:00pm | -- Break -- | | 2nd Floor Foyer |
| 3:00pm – 3:30pm | Software Strategies: Service Autopilot FieldEdge | SA Trainers FE Trainers | SA: Legacy C-E FE: Windrose 1-2 |

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| 3:30pm – 4:00pm | Software Strategies:<br>Service Autopilot<br>FieldEdge | SA Trainers<br>FE Trainers | SA: Legacy C-E<br>FE: Windrose 1-2 |
| 4:00pm – 5:00pm | Industry Trends:<br>Service Autopilot<br>FieldEdge: Financing & Payments | TBD<br>Jessie Barrack | SA: Legacy C-E<br>FE: Windrose 1-2 |
| 5:00pm – 5:15pm | -- Break -- | | 2nd Floor Foyer |
| 5:15pm – 5:30pm | Closing Remarks | | Emcee |
| 5:30pm – 6:15pm | Introduction to SA Academy:<br>For Those Interested in Joining | DeWayne Gibson, Chris Volpe | Legacy C-E |

# Friday, November 18, 2022

## Day 3 General Events

| Time | Event | Location |
|---|---|---|
| 7:00am – 8:15am | Breakfast | Legacy A-B |
| 7:30am – 5:15pm | General Use Questions on Service Autopilot/FieldEdge | Seoul |
| 9:00am – 5:30pm | Conference Testimonials and Interviews | Singapore Room |
| 8:30am – 5:30pm | Vendor /Partner Displays | Legacy Foyer |
| 12:00pm – 1:00pm | Lunch | Legacy A-B |
| 7:00pm – Midnight | After Party – Limited Availability – Advance Purchase Required | **Meet Buses at Hotel Main Doors – 1st Floor. Must be at buses by 6pm.** |

## Day 3 Conference Sessions

| Time | Session | Presenter | Location |
|---|---|---|---|
| 8:30am – 8:45am | Opening Remarks | Emcee | Legacy C-E |
| 8:45am – 9:45am | Guest Speaker | TBD | Legacy C-E |
| 9:45am – 12:00pm | Marketing Workshop: Build, Refine, and Execute Your Plan | Tony Ricketts | Legacy C-E |

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|---|---|---|---|
| 12:00pm – 1:00pm | Lunch | | Legacy A-B |
| 1:00pm – 2:00pm | Member Roundtable:<br>Service Autopilot<br>FieldEdge | TBD<br>TBD | SA: Legacy C-E<br>FE: Windrose 1-2 |
| 2:00pm – 2:30pm | Industry Trends:<br>Service Autopilot<br>FieldEdge | TBD<br>DeWayne Gibson | SA: Legacy C-E<br>FE: Windrose 1-2 |
| 2:30pm – 3:00pm | Software Strategies:<br>Service Autopilot<br>FieldEdge | SA Trainers<br>FE Trainers | SA: Legacy C-E<br>FE: Windrose 1-2 |
| 3:00pm – 3:15pm | -- Break -- | | 2nd Floor Foyer |
| 3:15pm – 4:00pm | Guest Speaker | TBD | Legacy C-E |
| 4:00pm – 4:15pm | -- Break -- | | 2nd Floor Foyer |
| 4:15pm – 4:45pm | Awarding of "Biggest Badass"<br>Presented by the Academy | DeWayne Gibson, Chris Volpe | Legacy C-E |
| 4:45pm – 5:00pm | Closing Remarks | Emcee | Legacy C-E |