



User Summit Agenda

Main Sessions

Monday

2:00 - 4:00 **Local User Group Meetings** (St. George C, St. George D)

4:00 - 7:00 **Early Registration/Cocktail Reception during Partner Expo** (3rd floor Foyer)

Tuesday

8:00 - 8:30 **Registration/Continental Breakfast** (Staffordshire)

8:30 - 9:15 **Welcome**
Morris Panner, CEO of OpenAir; Zach Nelson, CEO of NetSuite
Essex South

9:15 - 10:15 **Strategy and the Fat Smoker: Doing What's Obvious but Not Easy**
Keynote Speaker: David Maister
Essex South

10:15 - 11:00 **Using EVM in OpenAir**
Tom Nagy, OpenAir
Essex North

Customizing OpenAir for Your Company
Liz Drummond, OpenAir
Essex Center

11:00 - 11:30 **Standardizing OpenAir in a Global Environment**
Jodi Cicci, TopSTEP Consulting
Essex North

Managing Different Businesses in OpenAir
Jonathan Schultz, Court Square Group
Essex Center

11:30 - 12:00 **Optimizing the Resource Management Process**
Amy Hassinger, Verint
Essex North

Leveraging OpenAir to Optimize your Global Infrastructure
Markus Kuepper, SoftwareAG
Essex Center

12:00 - 1:00 **Lunch** (Staffordshire)

1:00 - 1:30 **Power User Panel**
Essex South

1:30 - 2:00 **OpenAir 2008 Product Review**
Dan Grace, OpenAir
Essex South

2:00 - 2:45 **OpenAir & Siemens PLM**
Beat Neuhaus, Siemens PLM Software
Essex South

2:45 - 3:00 **Coffee Break** (3rd floor Foyer)

3:00 - 4:00 **Advanced Reporting in OpenAir**
Read Norton, OpenAir; Keith McInish, Seagull Software
Essex North

Managing Your Workforce in OpenAir
Brian Martin, OpenAir; Carrie Cox, DTI
Essex Center

4:00 - 5:00 **The New Frontier in Services Automation**
Zach Nelson, CEO of NetSuite
Essex South

5:00 - 7:00 **Networking Reception and Partner Expo** (3rd floor Foyer)



User Summit Agenda

Break-out Sessions

Tuesday

10:30 - 11:30	Reporting 101 in OpenAir Carolyn Turley, OpenAir St. George C	MS Project Connector Jessica Aldea, OpenAir St. George D
11:30 - 12:00	Salesforce.com Integration Professional Services Team, OpenAir St. George C	Crystal Integration Demo Brett Crane and Marie Wolfe, OpenAir St. George D
12:00 - 1:00	Lunch (Staffordshire)	
1:00 - 2:00	OpenAir End User Training Chris Conner and Emily Chalko, OpenAir St. George C	
3:00 - 4:00	Creative Track OpenAir Client Management St. George C	3:00 - 3:30 QuickBooks Integration James Sampson, OpenAir St. George D
		3:30 - 4:00 OpenAir Offline Jessica Aldea, OpenAir St. George D

One-on-One Support Sessions

Sign up for a 60 minute session with an OpenAir Support team member.

10:00 - 12:00 and 2:00 - 4:00, in St. George B

One-on-One Pro-Serv Sessions

Sign up for a 30 minute session with an OpenAir Professional Services consultant.

1:00 - 3:00, in St. George D



User Summit Agenda

Main Sessions

Wednesday

8:00 - 8:30	Continental Breakfast (Staffordshire)	
8:30 - 9:30	Time and Expense in OpenAir—What's New? Tom Nagy, OpenAir; Ryan Cantrell, RTP Essex North	Project Accounting in OpenAir Ed Marshall, OpenAir; Tina Wheeler, PRTM Essex Center
9:30 - 10:00	OpenAir Checkup – Organization's Process Needs Read Norton, OpenAir Essex North	Operational Excellence Platform Cydney Berry, nGenera Essex Center
10:00 - 10:30	Coffee Break (3rd floor Foyer)	
10:30 - 11:30	Advanced Resource Management Techniques Brian Martin, OpenAir; Erika Imhoof, Beaconfire Essex North	Project Management from A to Z Jill Fitzgerald, OpenAir; Nicole David, PreVisor Essex Center
11:30 - 12:00	Financial Forecasting Through Resource Planning James Cho, SPSS Essex North	MS Sharepoint Integration with OpenAir Daniel Cohen-Dumani, Portal Solutions Essex Center
12:00 - 1:00	Lunch (Staffordshire)	
1:00 - 2:00	What They Don't Teach You at the Services Business School Keynote Presenter: Randy Myslevic Essex South	
2:00 - 3:00	Keep Your Resources Off of the Bench—Managing Resources in OpenAir Liz Drummond, OpenAir; Jignesh Jain, Niteo Essex North	Financial Forecasting in OpenAir Larry Goldberg, OpenAir Essex Center
3:00 - 3:30	Coffee Break (3rd floor Foyer)	
3:30 - 4:00	Top 10 Hurdles to Optimizing OpenAir for Your Company Jodi Cicci, TopSTEP Consulting Essex North	Administration Tips and Tricks Melanie Winfrey, ITA Essex Center
4:00 - 4:30	OpenAir 2009 Roadmap Dan Grace, OpenAir Essex South	
4:30 - 5:00	Closing Remarks Morris Panner, CEO of OpenAir Essex South	
5:00 - 7:00	Networking Reception (3rd floor Foyer/Bar 10)	



User Summit Agenda

Break-out Sessions

Wednesday

8:30 - 9:00	Salesforce.com Integration Professional Services Team, OpenAir St. George D	
9:00 - 10:00	OpenAir End User Training Chris Conner and Emily Chalko, OpenAir St. George D	
10:00 - 10:30	Coffee Break (3rd floor Foyer)	
10:30 - 11:30	NetSuite Demo NetSuite Sales St. George D	
11:30 - 12:00	Crystal Integration Demo Brett Crane and Marie Wolfe, OpenAir St. George D	Integration Manager Training Brett Iannucci, OpenAir St. George C
12:00 - 1:00	Lunch (Staffordshire)	
1:00 - 2:00	NetSuite Demo NetSuite Sales St. George D	
2:00 - 2:30	Invoicing in OpenAir Brett Iannucci, OpenAir St. George D	

One-on-One Support Sessions

Sign up for a 60 minute session with an OpenAir Support team member.

9:00 - 12:00 and 2:00 - 4:00, in St. George B

One-on-One Pro-Serv Sessions

Sign up for a 30 minute session with an OpenAir Professional Services consultant.

8:30 - 10:00, 10:30 - 11:30, 2:00 - 3:00, in St. George C



User Summit Agenda

Breakout Sessions Descriptions

To enhance your experience at the User Summit, we are pleased to offer the following breakout sessions in addition to the main presentations.

Reporting 101 in OpenAir

A 60 minute session discussing the basics of reporting in OpenAir. Carolyn Turley will explain the merits of both Summary and Detail reports, and will walk beginners through the steps of creating a report in OpenAir.

MS Project Connector

A 60 minute session in which Jessica Aldea will demonstrate the capabilities of the OpenAir Projects Connector. The presentation is directed towards Project Managers and Administrators familiar with project management in both MS Project and OpenAir.

Salesforce.com Integration

A 30 minute session led by the OpenAir Professional Services Team. This session will focus on demonstrating the SFDC Integration with OpenAir.

Crystal Integration Demo

A 30 minute session discussing and demonstrating the Crystal Reports integration with OpenAir.

OpenAir End User Training

A 60 minute presentation and q&a focusing on time and expense for users in OpenAir.

Creative Track

A 60 minute session led by Jillian Fitzgerald in which clients in the creative industry can discuss topics such as OpenAir functionality, tips and tracks, and industry challenges.

QuickBooks Integration

For OpenAir administrators who are currently facilitating an OpenAir > QuickBooks integration. James Sampson will discuss topics including: error message troubleshooting, and general keys to success when integrating OpenAir with QuickBooks.

OpenAir Offline

A 30 minute session discussing the OpenAir Offline tool. Jessica Aldea will discuss how the Offline tool can be utilized for entering time and expenses for Windows users who spend time on the road.

One-on-One Support Sessions

60 minute sessions, throughout Tuesday and Wednesday. A member of the OpenAir Support Team will help you: troubleshoot, learn tips & tricks, get answers to technical or general questions about your OpenAir account.

One-on-One Pro-Serv Sessions

30 minute sessions, throughout Tuesday and Wednesday. A member of the OpenAir Professional Services Team will help you: with potential integrations (QuickBooks, G/L, Salesforce, etc.), get answers to your business process questions, learn more about how OpenAir's Professional Services team can help you get the most out of OpenAir through services engagements and training.

NetSuite Demo

A 60 minute presentation by the NetSuite Sales Team.

Integration Manager Training

A 30 minute session in which Brett Iannucci will provide a basic overview of the OpenAir data loading tool, Integration Manager.

Invoicing in OpenAir

A 30 minute session in which Brett Iannucci will demonstrate the necessary steps to creating an Invoice in OpenAir. The presentation will include basic information on billing rules, charges and creating invoices.