

**Tuesday May 11<sup>th</sup>, 2010**

Time		Session	Speaker(s)	Location
7:00 am	5:00 pm	<b>Vendor Setup</b>	Exhibit area open for setup. All vendors must be setup by 5pm.	Florentine Ballroom
1:00 pm	2:30 pm	<b>Vendor Session</b>	The Intelitech Group	Roman III
1:00 pm	2:30 pm	<b>Vendor Session</b>	Compass	Roman IV
1:00 pm	2:30 pm	<b>Vendor Session</b>	Columbia Ultimate – Ajility Call Management Suite	Anzio
1:00 pm	2:30 pm	<b>Vendor Session</b>	Dantom	Capri
3:00 pm	4:30 pm	<b>Vendor Session</b>	Healthware	Roman III
3:00 pm	4:30 pm	<b>Vendor Session</b>	Ecliptics	Roman IV
3:00 pm	4:30 pm	<b>Vendor Session</b>	Cubs Consulting	Anzio
3:00 pm	4:30 pm	<b>Vendor Session</b>	Agility Recovery	Capri
3:00 pm	6:00 pm	<b>Registration</b>		Office 2
4:30 pm	5:30 pm	<b>CU Users Group Board Meeting</b> – Open to all members	You are encouraged to attend if you would like to be more involved with user group decisions.	Forum Boardroom
6:00 pm	10:00 pm	<b>Opening Reception</b>	Free appetizers and drinks.	Florentine Ballroom

**Wednesday May 12<sup>th</sup>, 2010**

7:00 am	7:45 am	<b>Registration</b>		Office 2
7:00 am	8:00 am	<b>Breakfast</b>		Florentine Ballroom
7:00 am	8:00 am	<b>Vendor Area Open</b>		Florentine Ballroom
8:00 am	8:30 am	<b>Welcome and 99 Second Commercials</b>		Roman III
8:30 am	9:00 am	<b>Keynote Speaker</b> – State of Columbia Ultimate	Fred Houston-Columbia Ultimate	Roman III
9:00 am	9:45 am	<b>Utilities Overview and XLIB programs</b>		Roman III
		<b>Intelliscript</b>		Roman IV
		<b>MangeMed RFE's and Forum</b> – Hey this would be cool		Anzio
		<b>Menu Builder</b> – How to use and why		Capri
9:45 am	10:15 am	<b>Break and Vendor Networking</b>		Florentine Ballroom
10:15 am	11:15 am	<b>Disaster Recovery Workshop</b>		Roman III
		<b>CU*Schedule</b>		Roman IV
		<b>The Collector System RFE's &amp; Forum, top 10 interactive ranking</b>		Anzio
		<b>Account Flow Manager</b>	Ryan McBride – Bonneville Collections	Capri
11:15 am	12:00 pm	<b>Business Continuity – What to do after the disaster</b>		Roman III
		<b>Month-end processing</b>		Roman IV
12:00 pm	1:30 pm	<b>Lunch and Keynote Speaker</b>	Valerie Hayes - Corporate Counsel Vice President, Legal and Government	Florentine Ballroom

			Affairs ACA International	
1:30 pm	3:00 pm	<b>ManageMed Update</b>	Mike Wright – Columbia Ultimate	Roman III
		<b>The Collector System - Users Helping Users</b>		Roman IV
3:00 pm	3:30 pm	<b>Break and Vendor Networking</b>		Florentine Ballroom
3:30 pm	5:00 pm	<b>Collector System Update</b>	Mike Wright	Roman III
		<b>ManageMed – Users helping users</b>		Roman IV
<b>Thursday May 13<sup>th</sup>, 2010</b>				
7:00 am	8:00 am	<b>Breakfast</b>		Florentine Ballroom
7:00 am	8:00 am	<b>Vendor Area Open</b>		Florentine Ballroom
8:00 am	8:30 am	<b>Closing Remarks-</b> Closing remarks, Vendor giveaways and 99 second commercial winner		Roman III
8:30 am	9:15 am	<b>Business Meeting –</b> All members encouraged to attend. Help us shape the direction of the group and give input on key decisions for the coming year	CU Users Group and Conference Attendees. <i>Includes the voting &amp; induction of new Directors &amp; Officers</i>	Roman III
9:15 am	10:00 am	<b>Paragraphs &amp; Phrases</b>	Mark Myerscough – Wilber & Assoc.	Roman III
		<b>IS, Data security trends, regulations, audits, Management strategies (Roles &amp; Profiles)</b>		Roman IV
		<b>Utilities Overview and XLIB programs</b>		Anzio
		<b>Intelliscript</b>		Capri
10:00 am	10:30 am	<b>Break and Vendor Networking</b>		Florentine Ballroom
10:30 am	12:00 pm	<b>Business Intelligence - Utilizing Analytics to Drive Results.</b> During this session scoring solutions will be discussed but our focus will instead mainly be on how to apply your score of choice within your Columbia Ultimate software in an integrated fashion. Also learn of integrated tools like cost analysis and dashboards to leverage your data in making decision. Case studies and real examples shall be included.	Joe Beekman – The Intelitech Group	Roman III
		<b>Collector Performance Monitoring/Measurement</b>		Roman IV
		<b>Account Flow Manager</b>	Ryan McBride – Bonneville Collections	Anzio

12:30 pm	1:30 pm	Lunch		Florentine Ballroom
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