

Customer and Partner Conference

Customer Agenda

Monday - October 12

3:00-6:00 PM Registration

7:00-9:00 PM Welcome Reception

Tuesday - October 13

7:30 Breakfast

8:30 Welcome - Einar Haukeland, president and CEO, Westbrook Technologies

9:00 General Session - Keynote by Ken Schmidt, former director of corporate and financial communications, Harley-Davidson

End User Solution Track

Certification Track

9:50 Session Transition

10:00 Getting Started: Customer and Partner Breakout Sessions

10:20 Session Transition

10:30 **Fortis** in the future: Enhancements and road map

Solution Design Specialist

Learn how to use tools and best practices to design and grow your **Fortis** solution across departments and processes

11:20 Session Transition

11:30 Users reveal how they've deployed **Fortis** to better use resources and improve their organization's efficiency for a healthier bottom line

Solution Implementation Specialist

Learn how to develop and configure the core elements of a document management solution for any department

12:15 Lunch and Exhibitor Showcase

1:30 Tips and Tricks: How to get more out of **Fortis**

Capture Options Specialist

Learn about options that make the indexing process more efficient with tips on configuration and usage

2:20 Session Transition

2:30 Apply best practices in accounting and HR

Process Options Specialist

Learn about options that improve business processes including **Fortis Inflo** and **Fortis Imagelt** with tips on configuration and usage

3:20 Session Transition

3:30 Work Smarter Part I: Automate workflow, improve processes, and increase productivity

Output Options Specialist

Learn about options that make sharing **Fortis** documents more efficient with tips on configuration and usage

4:30 - 6:30 Exhibitor Showcase and Cocktail Reception

7:30 Universal City Walk - Group Event

Customer Agenda

Wednesday - October 14

7:30	Breakfast	
8:30	General Session - Keynote: Jim Just, IMERGE - The changing landscape of information creation and management	
	End User Solution Track	Certification Track
9:20	Session Transition	
9:30	Ten steps to identify areas for business process improvement	Solution Design Specialist Learn how to use tools and best practices to design and grow your Fortis solution across departments and processes
10:20	Session Transition	
10:30	Users reveal how they've deployed Fortis to better use resources and improve their organization's efficiency for a healthier bottom line	Solution Implementation Specialist Learn how to develop and configure the core elements of a document management solution for any department
11:20	Session Transition	
11:30	Exhibitor Presentations	
12:15	Lunch and Exhibitor Showcase	
1:30	Integration Workshop: Put data from your line-of-business systems to work	Capture Options Specialist Learn about options that make the indexing process more efficient with tips on configuration and usage
2:20	Session Transition	
2:30	Work Smarter Part II: Automate workflow, improve processes and increase productivity	Process Options Specialist Learn about options that improve business processes including Fortis Info and Fortis ImageIt with tips on configuration and usage
3:20	Session Transition	
3:30	Web 2.0 Forms: Eliminate duplicate data entry, reduce errors while integrating with Fortis	Output Options Specialist Learn about options that make sharing Fortis documents more efficient with tips on configuration and usage
4:30 - 6:00	Exhibitor Showcase and Raffle	

Thursday - October 15

7:30	Breakfast	
8:30	Thin client applications - Cloud computing, Web services, and SOA	
	End User Solution Track	Product Labs
9:20	Session Transition	
9:30	Productivity boosters: Newest Fortis options	Fortis Hands-on Lab
10:20	Session Transition	
10:30	Import and Export – getting information into and out of Fortis with ease	Fortis Hands-on Lab
11:20	Session Transition	
11:30	Event Recap / Closing Remarks	
12:20	Box Lunch	

Please note: Agenda is subject to changes, please visit the *Insight 2009* section of our Web site for updates