

## WEDNESDAY, SEPTEMBER 14<sup>th</sup>

6:00 - "WELCOME TO MIAMI" - REGISTRATION & EVENING RECEPTION - *Grand Ballroom & Terrace, DoubleTree by Hilton Grand Hotel Biscayne Bay*  
9:00 PM

WELCOME & KEYNOTE - "CONNECTING WITH VALUE: READY FOR WHAT'S NEXT" - *Tom Samuel, CEO*

DINNER, DRINKS, NETWORKING & FUN

## THURSDAY, SEPTEMBER 15<sup>th</sup>

7:30 AM REGISTRATION, BREAKFAST & NETWORKING (OPTIONAL) - *Terrace*

8:30 WELCOME & "COMMITMENT TO VALUE REALIZATION" - *Neil Thomas, VP, Customer Operations, and Harolyn Salwei, Director, Customer Success - Grand Ballroom*  
Discover how our value measurement program can make a positive impact on your processes and support your strategic goals.

"CUSTOMER SUCCESS STORIES" - Hear directly from **SunExpress** and **WestJet** about the efficiencies they've achieved and additional successes realized.

10:05 BREAK

10:30 "CONTINUOUSLY INVESTING AND READY FOR WHAT'S NEXT" - *Shaq Mughal, VP, Product Development, and James Cox, Product Manager - Grand Ballroom*  
We're investing in product development more than ever. We'll highlight delivered and planned features and improvements, and you'll see the role your voice plays as we continue to strengthen our platform and continue solving the biggest challenges.

11:30 BEST PRACTICES + COLLECTIVE KNOWLEDGE - *Group Discussion - Grand Ballroom*  
Bring your best ideas and questions to your industry colleagues for one of the most popular features of Connections365 - the opportunity to hear from other customers and share your innovative efforts with Comply365 solutions and to learn from other organizations to bring fresh ideas back to your operation.

12:30 PM NETWORKING LUNCH - *Terrace*

1:45

**AVIATION BREAKOUT SESSION:**  
One for All

Having an initial offering for Airbus and Boeing manuals, as well as Company Manuals for Flight Ops and Tech Ops, Comply365 continues to realize the vision of a single, unified platform to manage all publications across the organization with its latest innovation that adds support for Tech Ops & Engineering OEM Manuals. Join Shaq Mughal, VP of Product Development and Neil Thomas, VP of Customer Operations, as they discuss and demonstrate the latest ProAuthor developments.

**RAIL BREAKOUT SESSION:**  
The New Era for Rail Operational Content

Interact with industry colleagues and Mark Weintraub, Head of Global Rail, in two roundtable discussions where you'll learn the business and use cases from each other. You'll have an open discussion on the future of conditional content, which is the concept of merging data from rail systems with content to author and distribute conditional information based on data.

2:45 BREAK

3:00 "REIMAGINED WEB USER EXPERIENCE PREMIERE"- *James Cox, Product Manager, and Joshua Balderson, UI/UX Developer - Grand Ballroom*  
Be here as we unveil the new web user experience – to which you actively contributed – and we'll walk you through a new experience you'll love. Learn about the rollout plan and hear recommended practices for change management as we prepare to make the new experience available.

3:45 PRESENTERS' PANEL DISCUSSION - *Grand Ballroom*  
Join all of our presenters for an interactive discussion as they answer your questions across the wide array of the conference's topics.

4:30 CONFERENCE CLOSING - *Tom Samuel, CEO, and Harolyn Salwei, Director, Customer Success - Grand Ballroom*