



Customer Excellence 09 Schedule

Pre Conference Tuesday June 9th

- 1pm-5pm Registration
- Success Orienting
- Learning Lab Available
- Visit our Exhibitors

7pm **Dinner at Don Vito's Italian Restaurant with ABS**

Wednesday June 10th

- 7am-5pm Registration
- 7am-8am Breakfast
- 8am-9am General Session
- 9am-12pm Breakout Sessions
- 9am-5pm Exhibits
- Learning Lab
- 12pm-1pm Lunch
- 1pm-5pm Breakout Sessions
- 5pm-6pm **ABS Reception with Prizes in Napa A**
- 6pm-10pm Food and Fun

Thursday June 11th

- 7am-8am Breakfast
- 8am-12pm Breakout Sessions
- 8am-3pm Exhibits
- Learning Lab
- 12pm-1pm Lunch
- 1pm-4pm Breakout Sessions
- 4pm-5pm Closing Session



Success Orienting™ (for end-users)

This half day event is offered exclusively for Open Systems, Inc. channel partners and their users. The course is designed to help existing users bring their business to the next level. The framework provided during this course includes proven principles and disciplines that will aid any organization to achieve higher results.