

# ServicePower's Advisory Council



NOVEMBER 9 – 10  
FONTAINEBLEAU HOTEL, MIAMI, FL

## DAY 1 | WEDNESDAY, NOVEMBER 9<sup>TH</sup>

1:00 p.m. – 2:00 p.m.	Lunch
2:00 p.m. – 2:30 p.m.	Welcome & Company Update
2:30 p.m. – 3:00 p.m.	ServicePower Platform Updates
3:00 p.m. – 3:15 p.m.	Break
3:15 p.m. – 4:15 p.m.	State of the FSM Industry
4:15 p.m. – 4:30 p.m.	Closing Remarks
7:00 p.m. – 10:30 p.m.	Evening Cocktails & Dinner

## DAY 2 | THURSDAY, NOVEMBER 10<sup>TH</sup>

9:00 a.m. – 9:45 a.m.	Breakfast
10:00 a.m. – 10:15 a.m.	Welcome to Day Two
10:15 a.m. – 11:15 a.m.	Tech Spotlight: ServiceOrder & ServicePower Hub
11:15 a.m. – 11:30 a.m.	Voice of Customer   3-Year Road Map Discussion
11:30 a.m. – 12:30 p.m.	Break
12:30 p.m. – 1:30 p.m.	Lunch
1:30 p.m. – 2:30 p.m.	Round Table Breakouts: Customer Experience, Blended Workforce Management, Sustainability in FSM
2:30 p.m. – 3:00 p.m.	Break
3:00 p.m. – 4:00 p.m.	Round Table Recaps and Presentations
4:00 p.m. – 4:30 p.m.	Open Discussion
4:30 p.m. – 4:45 p.m.	Closing and Thank You