

Color Coded by Subject

Parts	Service	Sales/Rental	Finance/Admin	Dealer Principa/ Management	IT	General	HR	Vendors
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Dealer Solutions JDUG Summit 2018 Agenda "Maximizing Customer Connections"

Mon 2/19	Imperial A	Imperial B	M103	M301	M302	A601	A602	A701	A702	A703	A704	A706	L540-L505	L506-L507
1:00 PM	EQUIP™ Financial Roadmap	EQUIP™ Parts Systems Roundtable	Effective and Efficient Utilization of Parts ADVISOR™	Understanding Legal Issues Related to Retail Financing & Leasing	Best Practices in Safety	Maximize Parts Sales with more Customer Connections - Dealer Customer Portal	Service Operations Roadmap	Sandhills Publishing – The One-Stop Shop	A New Customer Experience Platform - Introducing Anvil App Works	Emotional Intelligence in Today's Workplace	Rental Process/Best Practices		Laura Getty - HR Managers/HR Professionals Network	Laura Getty - HR Managers/HR Professionals Only Session
2:15 PM	How to Prepare Your Dealership Infrastructure for the Future		The Meat behind the Metrics – Driving Results with JDPrism			Linking Your DBS Customer and John Deere Customer		Sedona Sales Workflow - Connecting your Salesmen AND your Customers	Are you Spending Your Marketing Budget Wisely in 2018?					
3:15 PM	*** Break & Vendor Display***													
3:45 PM	Total Cost of Ownership for Construction Equipment	Maintenance Manager	Service Delivery Administration Best Practices	Dealer Solutions Service Desk: Tips & Tricks to Reduce Billable Service Tickets	Selling Tiered Portfolio	Case and Contact Management System (CCMS)	Readiness for Sales Center (and DIT) - Dealer data clean-up	Handle 2.0 and CRM Success	3 Things You Need to do to Scale your IT Security	AT&T	Retail Finance Systems Roundtable		Laura Getty - HR Managers/HR Professionals Network	Laura Getty - HR Managers/HR Professionals Only Session
5:30 PM	General Session in Marquis Ballroom Keynote Speaker: Mark Theuerkauf, Director - Global IT Channel Keynote Speaker: Frank Abagnale													
6:45 PM	Dealer Reception 6:45 - 9:00 Georgia Aquarium													

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Dealer Solutions JDUG Summit 2018 Agenda "Maximizing Customer Connections"

Tue 2/20	Imperial A	Imperial B	M103	M301	M302	A601	A602	A701	A702	A703	A704	A706	L540-L505	L506-507
8:00 AM	How to get IT a Seat at the Management Table	IntelliDealer 4.0 Service Enhancements (CDK only)	EQUIP™ Service Queries	Dealer Inventory Tracking	Customer Portfolio Connection	Case and Contact Management System (CCMS)	JDIS Leadership Dealer Channel Overview	Emotional Intelligence in Today's Workplace	New Digital Marketing Playbook for Equipment Sales	EQUIP™ Sales: Processing Updates	Parts Pricing Admin	Financial Basics - Month End / Year End Process Detail		
9:00 AM	*** Break & Exhibitor Area***													
9:30 AM	Financial Roundtable 201	John Deere Connected Support™ for Ag & Turf Dealers	Dealer Satisfaction Survey	New Employee Onboarding - Beyond Compliance	Windows Server 2016 / Citrix / Remote App: First Looks	Data Security in Today's Insecure Environment	A&T Leadership Presentation	Surveillance and Security: Camera Brothers Discussion	Deere Employees Credit Union – A World-Class Benefit for JDUG	Dealer Solutions Service Desk: Tips & Tricks to Reduce Billable Service Tickets	Barcode 2.0	Sales Roundtable	Laura Getty - HR Managers/HR Professionals Network	
10:45 AM		Centralized Management for your Mobile Fleet	Effective and Efficient Utilization of Parts ADVISOR™		VPN & Beyond - Meraki and You	Data Security in Today's Insecure Environment	C&F Leadership Presentation	Handle 2.0 and CRM Success	IATC - Manage your Alerts from Anywhere!	Dealer Insights Portal	Are You Digging for Documents in Boxes or Cabinets? – Performa 101			
11:45 AM	*** Lunch & Exhibitor Area***													
1:00 PM	EQUIP™ Rental Integrations & More	How to Prepare Your Dealership Infrastructure for the Future	Service Delivery Workshop	JDIS Statement - Maximize your understanding	EQUIP™ Financial Roadmap	Understanding Legal Issues Related to Retail Financing & Leasing	What Not to Miss (Guided Tour)	DealerCustomerPortal (DCP) User Group Question and Answer Session	Merger and Acquisition Strategies and Stories from the Road	Developing a Registered Apprenticeship Program Through US Department of Labor	Selling Tiered Portfolio	Key Account Best Practices	Laura Getty - HR Managers/HR Professionals Network	
2:15 PM		Managing Service Agreements with SVAP and CDK (CDK Dealers Only)		Employee Recognition and Rewards	Maximize Parts Sales with more Customer Connections - Dealer Customer Portal	DPA Impact to your Dealership		Foresight Intelligence - Increase Your Bottom Line	Solving IT Problems Before they Happen	Processing ACH Bank Transactions in EQUIP™	Become an Excel Ninja	Maintenance Manager		
3:15 PM	*** Break & Exhibitor Area***													
3:45 PM	Sales Admin: Best Practices	John Deere Connected Support™: C&F Advanced Machine Monitoring	MFFPro – C&F	Financial Tips & Tricks / Do's & Don'ts of an Acquisition or Merger	Developing Job Codes and Inspections with John Deere Expert Services	Maximize Customer Connections through Centralized Aftermarket Functions	JDQuote2 Admin Process & System Integrations	Maximizing your Parts & Equipment Sales through your Website		AT&T	MachineFinder Pro Ag & Turf - Using Integrations to Manage Inventory	Office 365 - Getting the full Benefit of O365	Laura Getty - HR Managers/HR Professionals Network	
5:00 PM	On your own													

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Dealer Solutions JDUG Summit 2018 Agenda "Maximizing Customer Connections"

Wed 2/21	Imperial A	Imperial B	M103	M301	M302	A601	A602	A701	A702	A703	A704	A706	L540-L505	L506-507
8:00 AM	Retail Finance Systems Roundtable	Service Delivery Administration Best Practices	The Meat behind the Metrics – Driving Results with JDPriSM	Managing Service Agreements with SVAP and CDK (CDK Dealers Only)	Developing Job Codes and Inspections with John Deere Expert Services	Maximize Parts Sales with more Customer Connections - Dealer Customer Portal	Attract and Retain the Best Through Benefits Programs	Tax Reform - Will It Be HUGE and Beautiful for Your Dealership and/or Your Customers?		Customer Portfolio Connection	EQUIP™ Rental Roundtable			
9:00 AM	*** Break & Exhibitor Area***													
9:30 AM	VeriFone Credit Card for EQUIP™	Service Roundtable	EQUIP™ Parts Best Practices	Barcode 2.0	Total Cost of Ownership for Construction Equipment	Windows Server 2016 / Citrix / Remote App: First Looks	Employee Recognition and Rewards	UCC Security Interests – What They Are, How They Work, and Why They are Important to Your Business	How to Boost Sales with an Integrated Marketing Plan	Readiness for Sales Center (and DIT) - Dealer data clean-up	Linking Your DBS Customer and John Deere Customer	Sedona Sales Workflow - Connecting your Salesmen AND your Customers	Laura Getty - HR Managers/HR Professionals Network	
10:45 AM					Dealer Insights Portal	DPA Impact to your Dealership	Maximize Customer Connections through Centralized Aftermarket Functions	5 Benefits to Outsourcing your IT Help Desk Services	Deere Employees Credit Union – A World-Class Benefit for JDUG	Dealer Inventory Tracking	Become an Excel Ninja	Key Account Best Practices		
11:45 AM	*** Lunch & Exhibitor Area***													
1:00 PM	Financial Roundtable 301	Centralized Management for your Mobile Fleet	MFPro – C&F	Emotional Intelligence in Today's Workplace	Parts Pricing Admin	IntelliDealer 4.0 Parts Enhancements (CDK Dealers Only)	VPN & Beyond - Meraki and You	Solving IT Problems Before they Happen			MachineFinder Pro Ag & Turf - Using Integrations to Manage Inventory		Laura Getty - HR Managers/HR Professionals Network	
2:15 PM		John Deere Connected Support™: C&F Advanced Machine Monitoring			IntelliDealer 4.0 Sales Enhancements (CDK only)	Case and Contact Management System (CCMS)	Office 365 - Getting the full Benefit of O365	Dealer Satisfaction Survey		JDIS Statement - Maximize your understanding		Security Roundtable		
3:15 PM	*** Break & Exhibitor Area***													
3:45 PM		John Deere Connected Support™ for Ag & Turf Dealers		JDQuote2 Tips and Latest Enhancements						IntelliDealer 4.0 Financial Enhancements (CDK Dealers Only)			Laura Getty - HR Managers/HR Professionals Network	
5:00 PM	Adjourn													