

Conference Agenda

Sessions and times are subject to change. Attendees will be notified of any modifications to this schedule.

SUNDAY MAR. 13

5:30PM-9:00PM

Wynne UC Kickoff Networking Event & Registration

Networking

We open up our 2016 Wynne User Conference with a celebration to welcome conference delegates. Food and drinks are included in the cost of your registration, so feel free to relax to music and unwind by the pool with other rental professionals. Attire is casual and all guests are encouraged to attend!

Intended Audience: All

Location: Indulge Pool

MONDAY MAR. 14

7:30AM-8:30AM

Breakfast & Registration

Networking

Start your day with a big breakfast and a little networking!

Intended Audience: All

Location: Oasis Court

8:30AM-9:50AM

Welcome & Keynote

All

Wynne's General Manager, John Bureau, opens Day One of our conference with a presentation outlining the past, present and future of Wynne. He will be joined by Wynne's Director of Development, Tran Ly, who will discuss new product development and roadmap.

Gary McArdle, Keynote presenter and COO of Rouse will share the latest data on rental equipment market trends. Gary will present market data on used equipment values, fleet composition, fleet growth, average fleet age, utilization, rental rates and rental market growth.

Intended Audience: All

Location: Terrace Ballroom

Presenters: John Bureau, General Manager, Tran Ly, Director of Development, Gary McArdle, COO, Rouse Analytics

10:00AM-12:00PM

Executive Roundtable

Executive

Kick off the user conference with Wynne Systems management in a free-form roundtable discussion. Discuss market penetration and the health of the Rental Industry. Discover how RentalMan can solve issues facing you now and contribute to how the product might grow to support your business down the road.

Intended Audience: Business Owners, Executives, Managers

Location: Ocean Room

Presenters: John Bureau, General Manager, Tran Ly, Director of Development, Mike Stilwagner, Director of Business Development, Rich Wildey, Director of Operations

Accounting Best Practices

Finance

Every accounting office is different, but it doesn't hurt to have some guidelines. Wynne Systems accounting gurus review best practices for keeping your financial house in order.

Intended Audience: Accounts Payable, Accounts Receivable, Controllers

Location: Surf Room

Presenters: Becky Huusfeldt, Customer Success Manager, Jenn Willson, Customer Success Manager, Ginni Easter, Implementation Specialist

10:00AM-10:50AM

Reduce Missed Opportunities: Focusing on Asset Management

Operations

A system is only as good as the data you put into it. Poor fleet structuring can obscure visibility of usage and availability, leading to inaccurate numbers and lost rental opportunities. In this session, we examine different fleet configuration strategies to increase visibility and efficiency and eliminate lost opportunities.

Intended Audience: Operations Managers, Fleet Managers

Location: Lagoon Room

Presenters: Hernan del Aguila, Implementation Specialist/Technical Product Specialist, Steve Easter, Implementation Specialist

11:00AM-12:00PM

Getting the Most Out of Mobile Applications

Operations

Businesses today are racing to keep up with the advantages offered by rapidly expanding technology market. In this session, we explore ways Wynne Systems Mobile App Suite can streamline your business processes to cut costs, maximize productivity and help you track operations in real time.

Intended Audience: Operations Managers, Sales Reps, Technology Managers

Location: Lagoon Room

Presenters: Diego Brousset, Sales, Robert Gray, Director of Initiatives

12:00PM-1:30PM

Lunch & Short Presentation

All Networking

Focusing on Cloud Options

Meridian IT will present cloud solutions for Wynne's product suite. Meridian IT has helped Wynne customers put their day-to-day operations in the cloud as well as create robust disaster recovery solutions to keep your applications up and running.

Lunch Break – Terrace Ballroom

Presenter: Peggy Serena, Senior Director, Cloud & Hosting Solutions, Meridian IT Inc.

1:30PM-2:20PM

Reporter Enhancements

Executive

Join us as we discuss the new features of Reporter, and what new dashboards we've created for:

- Improving the truck dispatch experience
- Knowing what to prep for rent
- What's coming back in on rent and when
- Overdue contracts
- Executive dashboards every manager needs

Intended Audience: Business Owners, Executives, Operations Managers

Location: Ocean Room

Presenter: Chris Kennedy, Analyst

Perfecting the Bank Reconciliation Process

Finance

In this session, accounting experts Becky Huusfeldt and Jenn Willson explain everything you want to know about how to reconcile bank statements in RentalMan.

Intended Audience: Accounts Payable, Controllers

Location: Surf Room

Presenters: Becky Huusfeldt, Customer Success Manager, Jenn Willson, Customer Success Manager

Getting a Handle on RM Security

Operations

Do your users have access to all of the RentalMan functions they need? Do they have access to a few they don't? Recent enhancements to RentalMan security have made managing user access intuitive and simple. We discuss security management techniques, like cascading group profiles, to make access management efficient, painless and secure.

Intended Audience: System Administrators

Location: Lagoon Room

Presenters: Hernan del Aguila, Implementation Specialist/Technical Product Specialist, Steve Easter, Implementation Specialist

2:30PM-3:20PM

Increasing Your Profit Margin: Incremental Revenue

Executive

Industry research suggests ancillary fees and incremental revenue can comprise up to 15% of a rental business' total income. If you're incremental revenue falls short of this mark then do not miss this session. We review ways to boost your revenue stream through ancillary charges.

Intended Audience: Business Owners, Executives, Managers, Operations Managers

Location: Ocean Room

Presenters: John Bureau, General Manager, Mike Stilwagner, Director of Business Development

How Cash Flows through RentalMan

Finance

From the front office to the back office, we detail how cash flows through RentalMan. This session is an essential introduction to RentalMan Accounting for all accounting personal.

Intended Audience: Accounts Receivable, Controllers

Location: Surf Room

Presenter: Ginni Easter, Implementation Specialist

Stop Late Payments: Customer Invoicing Options

Operations

How you get your invoice to your customer can directly affect how quickly you get paid. In this session we explore how document distribution, summary billing and other billing options allow you to find the right fit for your business and your customers.

Intended Audience: Accounts Receivable, Operations Managers

Location: Lagoon Room

Presenter: Scott Detwiler, Customer Success Manager

3:20PM-3:45PM

Networking Break

Networking

Take a quick break and mingle with other rental professionals or spend some time checking out the vendor booths.

Intended Audience: All

Location: Terrace Ballroom

3:45PM-5:00PM

Finance Roundtable

Finance

Talk shop with your peers in the rental industry. Discover solutions to the challenges accounting departments face and new practices by participating in this free-form group discussion.

Intended Audience: Accounts Payable, Accounts Receivable, Business Owners, Controllers, Executives, Managers

Location: Surf Room

Presenters: Becky Huusfeldt, Customer Success Manager, Jenn Willson, Customer Success Manager, Ginni Easter, Implementation Specialist

Operations Roundtable

Operations

Participate in a group discussion with your peers and Wynne Systems operations experts. Discuss challenges and solutions relevant to rental operations.

Intended Audience: Business Owners, Executives, Managers, Operations Managers

Location: Lagoon Room

Presenters: Mike Stilwagner, Director of Business Development, Steve Easter, Implementation Specialist
Scott Detwiler, Customer Success Manager, Elvis Essavi, Customer Success Manager, Ashish Udeshi, Project Manager

5:00PM-5:30PM

Feedback

Finance

This session is focused on you. We want to hear your thoughts on Wynne's products and services. What areas could we improve, and what areas are we successful? This session is specifically designed to allow you to speak freely. Wynne staff will be on hand to take notes and to listen to your feedback.

Intended Audience: All

Location: Surf Room

Moderator: Kathy Panzl, Director of Marketing

Feedback

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Intended Audience: All

Location: Lagoon Room

Moderator: Jill Becker, Marketing Manager

5:30PM-6:30PM

Networking at the Solution Center

Networking & Appetizers

A networking opportunity to meet and mingle with other user conference guests. This networking event will be held in our Solutions Center, to allow you to meet with our business partners and learn more about their technology and how they can help manage your operations. Visit all the booths to learn more about our vendor's offerings and Wynne's Professional Services and mobile offerings. Plus win some great prizes just for visiting. We will provide drinks and appetizers to make your visit even better.

Intended Audience: All

Location: Terrace Ballroom

TUESDAY MAR. 15

8:00AM-9:00AM

Breakfast

 Networking

Start your day with a big breakfast and a little networking!

Intended Audience: All

Location: Oasis Court

9:00AM-10:15AM

Version 12 Enhancements

 All

Discover how RentalMan Version 12 can simplify and enhance your business processes. Wynne Systems Application Experts review the important enhancements in version 12. If you are considering upgrading to version 12 or if you're already on version 12 and wondering how to get the most out of it, you won't want to miss this session.

Intended Audience: All

Location: Terrace Ballroom

Presenters: Mike Stilwagner, Director of Business Development, Steve Easter, Implementation Specialist, Scott Detwiler, Customer Success Manager, Elvis Essavi, Customer Success Manager

10:15AM-10:30AM

Networking Break

 Networking

Take a quick break and mingle with other rental professionals.

Intended Audience: All

Location: Terrace Ballroom

10:30AM-12:00PM

Mobile Apps and Signature Capture

Executive

Contribute to the direction of Wynne's mobile development by participating in an open discussion about the role of mobile technology in the future of the rental industry. We will also showcase our newest addition to our suite of technology, signature capture. Learn...

- How the signature capture process works
- Adding signature fields to contracts and documents
- Adding multiple approvers and the approval process
- Notifications
- Following up on unsigned documents

Intended Audience: Business Owners, Executives, Managers, Operations Managers, Sales Reps

Location: Terrace Ballroom

Presenters: Tran Ly, Director of Development, Mike Stilwagner, Director of Business Development

Creating Effective Training Material to Fit Your Business

Operations

What is the best way to train your employees? Size, experience and timing are for all determining factors in how to effectively train your team. Wynne Systems training specialists examine available training options and how to know which method is best for your business.

Intended Audience: Operations Personnel, System Administrator

Location: Lagoon Room

Presenters: Ginni Easter, Implementation Specialist, Steve Easter, Implementation Specialist

12:00PM-1:30PM

Lunch

Networking

Lunch Break

Intended Audience: All

Location: Oasis Court

1:30PM-2:30PM

The Impact of Technology on Business: Customer Success Stories

Executive

We examine how getting on board with new technology can help cut costs and maximize production using examples from actual Wynne Systems customers.

Intended Audience: Business Owners, Executives, Managers

Location: Ocean Room

Presenter: Tran Ly, Director of Development

Getting the Job Done: Job Management

Operations

Designed for production-based companies, the Job Management module offers an operation process that is far more comprehensive than the traditional rental-out. In this session, we demonstrate this robust new feature and how it can provide the cost-tracking functionality your business requires.

Intended Audience: Operations Managers

Location: Lagoon Room

Presenters: Loren Elsen, Sr. Programmer Analyst, Elvis Essavi, Customer Success Manager

Big Rentz: Delivering a Great Rental Experience

All

Big Rentz will discuss how you can deliver an unparalleled level of service to your customers through their cutting-edge technology platform. BigRentz CEO, COO, and CTO will share the tools they have developed to streamline equipment rentals across the nation.

Intended Audience: All

Location: Surf Room

Presenters: Dallas Imbimbo, CEO, Liam Stannard, CTO, Joe Dixon, COO

2:30PM-2:45PM

Networking Break

Networking


Take a quick break and mingle with other rental professionals.

Intended Audience: All

Location: Terrace Ballroom

2:45PM-4:00PM

Acquisition Strategies Revealed

 Executive, Operations


In this session we discuss the challenges involved in bringing another company onto your RentalMan system after acquisition.

Intended Audience: Executives

Location: Lagoon Room

Presenter: Hernan Del Aguila, Implementation Specialist/Technical Product Specialist

Harnessing the Power of Information

 Executive, Operations

You have the tools to measure every performance metric of your business, but what metrics are worth measuring and what do you do with that information? We explore how information about your business translates to real world action to improve efficiency and promote growth.

Intended Audience: Business Owners, Executives, Operations Managers

Location: Ocean Room

Presenter: John Bureau, General Manager

5:30PM-10:00PM

Closing Ceremony at the Marconi Automotive Museum

 Networking

We're closing this year's conference with a bang at the Marconi Car Museum. Join us for a night of networking, games, dancing and great food surrounded by an impressive collection of historical, exotic and classic cars.

Intended Audience: All

Location: Marconi Museum, board buses outside hotel lobby at 5:30 sharp!