

NorthStar – User Conference Agenda

TUESDAY EVENING				
5:30pm —7:30pm	REGISTRATION			
DAY 1				
7:30am —8:45am	BREAKFAST & REGISTRATION			
	Track 1 Training and Best Practices	Track 2 Business Process Optimization	Track 3 Meter Data Management and Smart Grid	Track 4 NorthStar Enterprise Solution Portfolio
Session 1 8:45am—10:15am	OPENING ADDRESS			
10:15am—10:30am	BREAK			
Session 2 10:30am—12:00pm	NORTHSTAR UTILITIES SOLUTIONS OPENING ADDRESS			
12:00pm—1:00pm	LUNCH			
Session 3 1:00pm—2:30pm	NorthStar CIS – What's New? What's Next?	NorthStar MDM – What's New? What's Next?	NorthStar FINS – What's New? What's Next?	
2:30pm—2:45pm	BREAK			
Session 4 2:45pm—4:15pm	Tips and Tricks - Managing Customer Relationships with NorthStar CIS	Implementing TOU within NorthStar CIS	Navigating successfully through the world of AMI and MDM - What you need to know	Leveraging NorthStar CIS Extensions and Partnership Ecosystem
6:00pm—8:00pm	BUSINESS UNIT COCKTAIL RECEPTION			
DAY 2				
8:00am—8:45am				
	Track 1 Training and Best Practices	Track 2 Business Process Optimization	Track 3 Meter Data Management and Smart Grid	Track 4 NorthStar Enterprise Solution Portfolio
Session 5 8:45am—10:15am	Tips and Tricks - Collections Strategies with NorthStar CIS	NorthStar Analytics - Changing Data into Information	AMI/MDM - Defining a new Utility	Managing your Assets across the NorthStar Enterprise Solution
10:15am—10:30am	BREAK			
Session 6 10:30am—12:00pm	Tips and Tricks - Cashiering and Payment Methods with NorthStar CIS	Meter Exchange and Management Cycle	MDM Analytics - What does it mean to your utility?	Managing Service and Work Orders across the NorthStar Enterprise Solution
12:00pm—1:00pm	LUNCH			
Session 7 1:00pm—2:30pm	Tips and Tricks – Service Orders with NorthStar CIS	Enabling the Power of Customer Self Service with NorthStar CIS	Improving utility operations and efficiencies using NorthStar MeterSense	Streamlining your Operations using the NorthStar Automation Platform
2:30pm—2:45pm	BREAK			
Session 8 2:45pm—4:15pm	Customer Experiences: Customer Service and Self Service Initiatives	Document Management Solutions – Loris	Customer Experiences: AMI/MDM - Implementations	Customer Experiences: NorthStar Upgrade

5:30pm—10:00pm	COCKTAIL RECEPTION & BANQUET
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DAY 3

8:00am—8:45am	BREAKFAST
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	Track 1 Training and Best Practices	Track 2 Business Process Optimization	Track 3 Meter Data Management and Smart Grid	Track 4 NorthStar Enterprise Solution Portfolio
Session 9 8:45am—10:15am	Tips and Tricks – eBilling and eCare with NorthStar CIS Add-Ons	Business Case for NorthStar 6.X	Enabling TOU with MDM	Auditing and Security within NorthStar

10:15am—10:30am	BREAK			
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Session 10 10:30am—12:00pm	Tips and Tricks – Billing with NorthStar	System Maintenance for Optimum Performance	MDM: Before or after AMI?	
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12:00pm—1:00pm	LUNCH & CLOSING REMARKS			
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Session 11 1:00pm—2:30pm	NorthStar Enterprise Solution – Support Center – Come and Visit us!			
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