



Forum Agenda **Coconut Point Hyatt Regency** **March 5-8, 2018**

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| Monday March 5 9:00pm – 12:00pm | <i>Trustees Only for Afternoon Board Meeting, Driftwood Room</i> ING Board of Trustees |
| Monday March 5 1:00pm – 5:00pm | <i>Members and Partners lunch and afternoon sessions, Estero C</i> |
| 1:00pm – 1:20pm | Welcome, JP Thomas, INg President |
| 1:20pm – 1:30pm | ING Financial Review , Renee Durre, Allison Payment Systems, INg Treasurer |
| 1:30pm – 1:45pm | Member and Partner Introductions |
| 1:45pm – 2:15pm | Transformations/Uluro |
| 2:15pm – 2:25pm | New Member Introduction: JLS |
| 2:25pm – 2:45pm | Break |
| 2:45pm – 3:15pm | Xerox |
| 3:15pm – 3:45pm | Solimar |
| 3:45pm – 4:00pm | Member Introduction: BMS Direct |
| 4:00pm – 4:45pm | Member Open Forum What keeps you up at Night John Delaney, EVP Ops, OSG Billing Services Fred Van Alstyne, COO, Content Critical Solutions |
| 4:45pm – 5:30pm | ING Vendor Partners closed meeting with the INg Board |
| 6:30 – 8:30pm | ING FORUM WELCOME DINNER AND COCKTAILS Waterfall Pool Deck/Cypress Room |

What are the big questions that keep you up at night?



All Forum Attendees and Guests



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Tuesday March 6

Members and Partners for meetings, All attendees and guests
Estero C

7:30am – 8:30am

Breakfast – *Estero B*



8:30am – 9:00am

Ricoh

9:00am – 10:00am

More Workflow Wizardry: 10 Workflow Practices to Review Today
Pat McGrew, Director, Keypoint Intelligence-InfoTrends
Production Workflow Service

In a series of 2016-2017 blogs, Keypoint Intelligence identified the top ten areas that require attention in most print service providers. Some are high-level and some dig into the nitty gritty of daily production life, but all impact the bottom line revenue. By the end of this presentation, you will know what you have to look at and you will have some decision criteria. Along the way the results of the latest surveys and forecasts will provide insight into why this important for you.

10:00am – 10:30am

Break, *Foyer JKL*

10:30am – 11:00am

Riso

11:00am – 11:30am

Quadiant

11:30am – 12:30pm

Keynote Speaker, Gary Vitti, Legendary Trainer for the LA Lakers, Motivational Speaker

Mr. Vitti has worked in the healthcare field for over 35 years, spending the last 32 years as the Head Athletic Trainer for the storied Los Angeles Lakers. During his tenure he has worked with basketball Hall of Fame greats Kareem Abdul-Jabbar, Magic Johnson, Shaquille O'Neal, Jamaal Wilkes, James Worthy, and future Hall of Famer, Kobe Bryant



12:30pm – 1:30pm

Lunch - Estero B

1:30pm – 2:00pm

Standard Finishing Systems

2:00pm – 2:45pm

Ng Open Forum Discussion: Workflow Best Practices
Moderator: Pat McGrew, Director, Keypoint
Intelligence/InfoTrends

2:45pm – 3:00pm

New Member Introduction - Doxim

3:00pm

adjourn

5:00pm – 9:00pm

Cocktails and Dinner Cruise on the Naples Princess





ING Forum Agenda Coconut Point Hyatt Regency March 5-8, 2018

Wednesday March 7th *Members and Partners for meetings, All attendees and guests
Estero C*

7:30am – 8:30am Breakfast *Foyer JKL*

8:30am – 9:00am ***Pitney Bowes***

9:00am – 10:00am **Keypoint Intelligence-InfoTrends – INg Membership
Performance and Perspective Report
Matt Swain, Group Director, Keypoint Intelligence-InfoTrends**
Results of InfoTrends study on INg member critical business areas of technology, software, hardware and infrastructure, services, staffing and trends.

10:00am – 10:30am ***Crawford Technologies***

10:30am – 10:50am Break – *Foyer JKL*

10:50am – 11:20am ***Screen USA***

11:20am – 11:30pm ***New Member Introduction – The PLD Group***

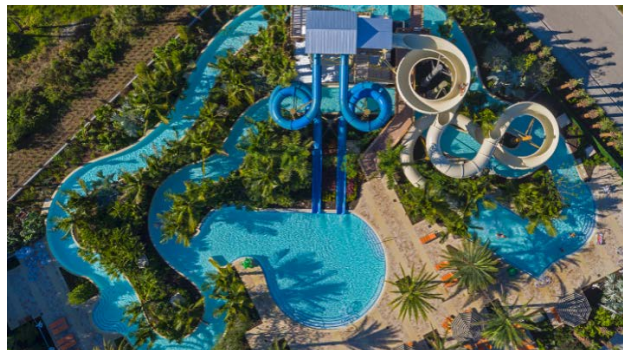
11:30pm – 12:00pm ***Canon***

12:00pm – 12:30pm **Bell and Howell**

12:30pm – 1:00pm Lunch, Estero B

1:00pm Adjourn – Afternoon and Dinner on your own

7:00pm – 9:00pm **Cocktails and Hors d'oeuvres, Banyan Courtyard**





2018 INg Forum Agenda **Coconut Point Hyatt Regency** **March 5-8, 2018**

Thursday, March 8th *Members and Partners for meetings, All attendees and guests*

7:30am – 8:30am Breakfast – Foyer JKL

8:30am – 9:30am **“Paper: Everything you should know and more”**
Aggie Nodari, Domtar

Domtar Corporation is the largest integrated producer of uncoated freesheet paper in North America and the second largest in the world based on production capacity, and is also a manufacturer of paper grade pulp. Come hear from this paper expert on how paper best practices can help you grow your ink jet print solutions.

9:30am – 10:00am **Racami**

10:00am – 10:30am Break

10:30am – 11:00am **How to grow market share with the latest technology/solutions offerings- case study/success story based on INg and non-ING case studies**
Bill Riley, President, Ironsides

11:00am – 11:15am **New Member Introduction**

11:15am – 12:00pm **Member Panel Discussion – “Labor pains?”**
Moderator: Dave Henkel, CEO, Johnson & Quin

Many INg members have vocalized issues around finding and retaining good talent. The labor market is tighter than ever and certain positions are getting harder to fulfill or retain such as skilled print and mail operators, I.T/developers, and key management. During this session we will share best practices and strategies.

12:00pm – 1:00pm Lunch

1:00pm – 2:00pm **Member Panel – Data Security/Compliance, Are You Prepared for more Regulations, Higher Costs, Increased Liability?**

Moderator: Marianne Gaige, CEO, Cathedral Corporation

Have you incorporated data breach policies to address PII, PHI, FTI and IP? Do you find the cost of protecting your client data going up and up? Do you have a strong Incident Response/DR plan? Are your customers requiring more and more internal and external audit results? If you answered yes to any of these questions or others around data protection this will be a session not to miss.

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| 2:00pm – 2:15pm | Member Introduction: Content Critical Solutions |
| 2:15pm – 2:45pm | Break |
| 2:45pm – 3:30pm | <i>Update from Tim Wackel Sales Training</i> INg Members who attended the INg Tim Wackel Sales Training will give updates on training strategies which worked. |
| 3:30pm – 4:45pm | INg Member and Partner Review JP Thomas, INg President |
| 5:30pm – 8:00pm | Closing Dinner Estero Terrace <i>All Forum Attendees and Guests</i> |