



Northwest & Southwest Users Group Conference

Hosted by: Silver State CU
November 2 - 4, 2011 in Las Vegas, NV
RSVP at www.nwsymitar.org

Dates: Nov 2 - 4, 2011

Where: Newly Renovated Tropicana Resort

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Recommended Hotel:

Tropicana Las Vegas – Completely renovated from top to bottom

3801 Las Vegas Boulevard South

Las Vegas, NV 89109

1.800.GO2.TROP | 702.739.2222 -- Call for reservations & use SNWS11 to get the \$95 rate

Rooms are \$95 a night.

Rate is good through October 2nd

<http://www.troplv.com/>



Recommended Airport:

- Las Vegas - McCarran International Airport
<http://www.mccarran.com/>

Agenda

Wednesday, November 2, 2011

12:30 p.m. – 4:00 p.m.

12:30 PM – 1:00 PM	Registration
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Track 1 – Management & Operations

1:00 PM – 2:00 PM	<p><i>Make a Statement</i> <i>Presented by: IMS Integration</i></p> <p>Learn how you can increase e-statement adoption rates, enhance the member experience, generate unique income opportunities and reduce print costs by as much as 50%.</p>
2:00 PM – 2:15 PM	Break
2:15 PM – 4:00 PM	<p><i>What's New With Business Continuity, Remote Deposits, and Image Capture</i> <i>Facilitated by: Symitar, Centurion, and ProfitStars</i></p> <p>Join the meeting for an update from ProfitStars on mobile remote deposits in the industry and Check21. Additionally Centurion will provide an update on business continuity and it new Co-location and Hosted Failover offerings. Tour the "Branch on Wheels".</p>

Track 2 - Programming

1:00 PM – 2:00 PM	<p><i>SymForm PDF Programming</i> <i>Presented by: Ron Murray, Cutek</i></p> <p>Get an overview of programming for SymForm PDF.</p>
Break	
2:15 PM – 4:00 PM	<p><i>Programmers Challenge</i> <i>Facilitated by: Ron Murray, Cutek</i></p> <p>Test your skill and learn from the best. Programmers will work in teams to solve different problems.</p>

Branch on Wheels Tour

Don't miss the opportunity to see this truly mobile banking center that can be deployed anywhere and setup up within hours to provide temporary branch services and alternate workspace in the event of a disaster. Learn how credit unions can use this service for business continuity by ensuring member services are available in a local community presence at times when they are most needed. Centurion Disaster Recovery, through their business partnership with Rentsys Recovery Services, will have their Mobile Banking Center onsite at the Tropicana and available for tours Wednesday and Thursday during the Northwest and Southwest Symitar Users Conference.



AGENDA
Thursday, November 3, 2011
8:30 a.m. – 4:30 p.m.

8:30 AM – 9:00 AM	Registration & Continental Breakfast – Sponsored by 
9:00 AM – 9:30 AM	Introductions and “What’s New & How Can We Help” This is your chance to meet the other attendees and find out what everyone is working on.
9:30 AM – 10:00 AM	Vendor Rapid Fire Get a brief introduction to all of our vendors. Vendors get 30 second to share their story.
10:00 AM – 10:15 AM	BREAK
10:15 AM – 11:15PM	Symitar Presentation -- <i>Presented by: Symitar</i> Symitar will provide a brief Episys and management update. If you were not at SEC you missed Speed Demo get a quick look at the latest solutions for the Symitar client base. Symitar will provide a “replay” of many of the top solutions like Advanced Reporting for Credit Unions, Episys on the iPad, iPay Biz 2.0, NetTeller, and more.
11:15 AM – 12:00 PM	Electronic Document Portal: Engaging Member Communications at a Lower Cost <i>Presented by: Robert Gregory, Director Strategic Projects Xpress Data Inc.</i> XDI will show you how your credit union can use and benefit from electronic document portal technology. Learn about the unique marketing opportunity represented by an eDocs portal single sign-on integration.
12:00 PM – 1:00 PM	LUNCH – Sponsored by   
1:00 PM – 1:45 PM	The Engagement Banking Vision <i>Presented by: Kyle, Daigle, VP of Development, Geezeo</i> As technology becomes even more pervasive, more CU members experience your brand mainly through digital avenues. In this session, Kyle will talk about the engagement banking vision, the internet technology landscape, and ways your entire team (marketing, technology, and operations) can utilize these trends to work more effectively and improve the overall member experience.
1:45 PM – 2:15 PM	Projects in Need of Stakeholders & Beta Testing <i>Presented by: Jim Holden, CU of Southern California</i> Symitar projects can only move forward when they have committed stakeholder credit unions. Learn what it is to be a stakeholder, what projects are in need of stakeholders, and what you need to do to become a stakeholder. Jim will also speak about becoming a beta tester and the beta testing experience.
2:15 PM – 3:00 PM	BREAK – Vendor Expo & Networking
3:00 PM – 3:45 PM	Security <i>Presented by: Jim Stickley, TraceSecurity</i> Hear about the latest scams, vulnerabilities, and security issues from a renowned security expert. Jim has been involved in thousands of security services for financial institutions, Fortune 100 corporations, healthcare facilities, legal firms, insurance companies and Government agencies. He has physically breached the security of more than 1,000 facilities nationwide and had access to billions of stolen identities.
3:45 PM – 4:30 PM	Data Warehousing <i>Presented by: Eric Lizotte, Cutek</i> Description coming soon...

Happy Hour from 5:00 – 7:00
 Sponsored by



AGENDA
Friday, November 4, 2011
8:30 a.m. – 2:30 p.m.

8:30 AM – 9:00 AM	Registration & Continental Breakfast – Sponsored by 
9:00 AM – 9:30 AM	Moving to Security Groups <i>Facilitated by: Lynne Johanson, Unitus CU</i> Learn how to take advantage of security groups in Episys. Hear how Unitus CU transitioned away from individual privileges to security. Lynne will share the ups and downs of the transition and why it was worth the effort.
9:30 AM – 10:15 AM	Navigating the Digital Banking Landscape <i>Presented by: Brian McNutt, ORCC</i> During this fact-filled session, ORCC will discuss recent changes in the digital banking and payments landscape and the ways in which well-equipped Credit Unions can survive and thrive on the change.
10:15 AM – 10:45 AM	BREAK – Vendor Expo & Networking
10:45 AM – 11:30 AM	Mobile Banking, Layered Security and the new FFIEC Security Regulations <i>Presented by: Chris Doner, Access Softek</i> As mobile banking adoption increases and functionality expands, security and compliance become ever more important. With features rolling out that increase risk such as bill pay, ATM and PayPal integration what can the credit union do to secure the mobile channel and ensure compliance. This presentation discusses how the mobile channel is different than the online channel, what is new in the guidance that applies to mobile and how best to accomplish compliance.
11:30 AM – 12:00 PM	Rolling Quest Out to the Masses <i>Presented by: Tracey Scriven, Silver State Employees CU</i> Silver State CU has been up and running with Quest for over a year. Tracey will share how they successfully deployed Quest to then entire credit union and how their employees handled the change.
12:00 PM – 1:00 PM	LUNCH – Sponsored by  
1:00 PM – 1:45 PM	CU Technology & Trends Roundtable <i>Facilitated by: James Burke Frazier, Wescom CU</i> This is round table discussion where you get to drive the conversation. This is your chance to get your questions answered. We'll be discussing what's new in CU technology, the issues we're struggling with, and best practices for solving common problems.
1:45 PM – 2:30 PM	Migrating from Microsoft to Google Apps <i>Presented by: Otto Radke, Oregon Employees CU</i> Oregon Employees from Microsoft Exchange to Google Apps. Otto will explain why they made the change, the process for the change, and how Google Apps works for them.