



2018 CIECA Symposium Agenda

Monday, September 17, 2018

4:00 to 8:00 pm	Registration
6:00 to 8:00 pm	Happy Hours & Gathering

Tuesday, September 18, 2018

7:00 to 8:00 am	Registration, Continental Breakfast & Networking
8:15 – 8:20 am	Welcome by CIECA Director Fred Iantorno
8:20 – 8:30 am	Welcome by CIECA Chair Clint Marlow
8:30 – 9:45 am	Keynote Speaker Michael Hertzig : <i>Introduction to Blockchain</i>
9:45 – 10:30 am	George Avery : <i>Anyone Can Give Good Customer Service...</i>
10:30 – 10:45 am	Break
10:45 – 11:30 am	Session A: Jeff Saye : <i>Thinking About Photo Estimating?</i> Session B: Andy Bober : <i>Xsd2JsonSchema and How It Was Done</i>
11:30 am – 12:15 pm	Session A: Susanna Gotsch : <i>The Evolution of Automobile Technology</i> Session B: Dan Seats : <i>Painless Trading Partner Onboarding for BMS</i>
12:15 – 1:30 pm	Lunch
2:15 – 3:00 pm	Session A: Chuck Olson : <i>Scan Data, Trouble Codes, Calibrations</i> Session B: Raj Pofale : <i>Photo Estimating</i>
3:00 – 3:15 pm	Break
3:15 – 4:00 pm	Dawn Mortimer : <i>How Telematics is Driving No-Touch Claims</i>
4:00 – 4:45 pm	Mike Anderson : <i>Positioning Yourself in the Collision Repair Industry</i>
4:45 – 5:00 pm	Meeting Wrap-up
5:00 – 6:00 pm	NABC Recycled Rides Gifting
6:00 – 7:00 pm	Break
7:00 – 9:30 pm	Reception & Networking

Wednesday, September 19, 2018

7:00 – 8:15 am	Continental Breakfast
8:30 – 9:15 am	Sean Carey : <i>Connected Cars, Connected Claims</i>
9:15 – 10:00 am	Renee Cacchillo : <i>Let customers drive your business transformation... or not</i>
10:00 – 10:15 am	Clint Marlow : <i>Top Technology/Consumer Trends Impacting Industry</i>
11:00 – 11:55 am	Don Porter, Ginny Whelan : <i>Automated Parts Procurement</i>
11:55 am – Noon	Conference Closing Remarks