



2012 INg Forum Agenda
Hotel Del Coronado
March 14-17, 2012

Tuesday March 13th

Trustees Only for Afternoon Board Meeting
Continental Room

5:00pm – 7:00pm

ING Board of Trustees

Wednesday March 14

Meetings – *Continental Room*

Members Companies only till Lunch
Members and Partners lunch and afternoon sessions

7:30am – 8:30am

Breakfast – *Crystal Room*

8:30am – 8:40am

Welcome, Harry Stephens. INg President

8:40am – 9:50am

Member Introductions and Member Open Forum
“How is Your Company Battling the Recession
and What is Concerning You for 2012 ”
Moderator: Joe Tafs, CEO, NBS

9:50am – 10:00am

ING Financial Review, Tim Johnson, SCICOM, INg Treasurer

10:00am – 10:15am

Break – *Crystal Room*

10:15am – 11:15am

“What is Hot and New for 2012”
Noel Ward, Managing Director, Brimstone Hill Associates

11:15am – 11:45am

Members Q+A with the INg Board of Trustees
Overview of Member Survey
Moderator: JP Thomas, CEO, Allison Payment Systems

>>>>>>>Partners Welcome for Lunch and Afternoon Sessions<<<<<<<

11:45am - 12:45pm

Lunch – *Garden Room*
Peer2Peer Round Table Discussion

12:45pm – 1:00pm

New Member Introduction of LetterLogic
Sherry Duetschmann, CEO and President

1:00pm – 1:30pm

Riso
Steve Kaufmann, Sales Manager

1:30pm – 2:00pm

GMC Software
Michael Watts, COO

2:00pm – 2:15pm

Break – *Crystal Room*

2:15pm – 3:00pm

“E-Payments – Closing the Loop”

Panelist: Pat Maurer, President, Apex Print Technologies
Scott Bernstein, CEO, OSG Billing Services
Marianne Gaige, CEO, Cathedral Corporation

Moderator: Jon Dietz, CEO, FSSI

3:00pm – 4:30pm

Keynote Speaker: Peter Leyden

Noted expert on Megatrends and Technology Trends

“Our Age of Transformation: Major Trends in the 21st Century”

Leyden deeply understands the technology and new media, having served as managing editor of the original Wired magazine that introduced the digital revolution to the world and that pioneered the early online world of the web. Out of that experience, he will come speak to our group about Major Trends in the 21st Century

6:00 – 9:00pm

Welcome Reception
Windsor Complex

All Forum Attendees and Guests
Heavy hors d’oeuvres and Cocktails



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Thursday March 15th	<i>Members and Partners for meetings, All attendees and guests Continental Room</i>
7:30am – 8:30am	Breakfast – <i>Crystal Room</i>
8:30am – 9:00am	Welcome and Introduction of Partners, Harry Stephens
9:00am – 10:00am	<i>“Are You Up on All the Acronyms: SSAE16, PHI, HITECH, PAN, NIST, GLBA, PCI DSS, FISMA” Data Security Compliance and Regulation</i> Moderator: Tim Johnson, CEO, SCICOM, Howard Lee, CEO, InfoImage Dave Erwin, CMO, NCP Solutions Griffin McGahey, Sr. VP, High Cotton Chris Whitfield, CEO, Cash Cycle Solutions
10:00am – 10:15am	Break– <i>Crystal Room</i>
10:15am – 10:30am	<i>New Member Introduction – American Marketing</i> Dan Van Erden, Executive Vice President
10:30am – 11:00am	Paul Rokos, Pitney Bowes
11:00am – 11:30am	Shelley Sweeney, Xerox
11:30am – 12:30pm	<i>Ned Lenhart, MBA, CPA Sales Tax Strategies</i> There are a multitude of sales tax issues facing your industry and a wide range of issues facing multistate businesses in general. There is renewed interest in this area before Congress now and a many states are becoming more aggressive at finding ways to capture lost revenue from out-of-state companies who are doing business in their state
12:30pm – 1:30pm	Lunch - <i>Garden Room</i> <i>Peer2Peer Round Table Discussion</i>
1:30pm – 2:00pm	InfoPrint Suzanne Oles

2:00pm – 2:30pm

Solimar
Mary Ann Rowan

2:30pm – 3:15pm

Vrij Harry Presentation
Vrij Harry, CEO, Harry's Printers

3:15pm – 3:45pm

Break *Crystal Room*

3:45pm – 4:45pm

Dave Erlandson
General Manager Caslon, PODi

Opportunities for Color Digital Printing in the Production Digital Printing market.

This talk will take a look at the market opportunities in the production printing market that are enabled by digital printing. Dave will provide summary results from extensive research and provide insight into the leading applications and opportunities.

Growth of digital color printing is tied to simple economics; color digital printing has to create new value (and justify a higher print cost) or decrease costs of existing applications.

So how does digital color printing create new value? Dave will provide case studies and analysis of the following ways digital printing is used to create value

6:30pm – 10:00pm

Flagship Monte Carlo Dinner Cruise on the San Diego Bay

6:30pm

Boarding Time on the Loews Coronado Doc I

7:00pm

Debarkation

7:00pm – 8:00pm

Hors D'oeuvres

8:00pm – 9:00pm

Dinner

We will be on the luxury motor yacht, The California Princess.

On Board Casino featuring: 2 Black Jack Tables, 1 Roulette a 1 Craps Table





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Friday March 16

*Members and Partners for meetings, All attendees and guests
Continental Room*

7:30am – 8:30am

Breakfast – Crystal Room

8:30am – 9:00am

**Guy Broadhurst
Oce**

9:00am – 9:30am

**Mike Maselli
Bell + Howell**

9:30am – 10:00am

Break – Crystal Room

10:00am – 11:00am

Rob Unger, NACHA

Rob will give an overview of the February 2011 benchmark study and analysis of bill payment exceptions (where for any number of reasons a payment cannot be credited to a consumer customer account). The study looks across multiple payment types (ACH, check, credit card) and well as payment delivery channels (online banking, biller website, lockbox, walk-in etc) and will provide valuable insight into the causes of exceptions and industry best practices.

11:00am – 11:30am

**Doculynx
Terry Wiczorek, CEO**

11:30am – 12:30pm

Mail Optimization Panel

***By March 2012 there will be many changes from the USPS
Come hear from some of our members and
partners on ways to increase your mail options to your
customers***

Panelist: Harry Stephens, CEO, Datamatx Inc.
Corey Smith, Satori Software
George Promise, BCC Software/Bell + Howell
Jon Dietz, CEO, FSSI

Moderator: Bill Nichols, Blue Grass Mailing

12:30pm – 1:00pm

INg Membership Open Forum

*Come prepared to discuss ideas to improve our Association.
Announcement of 2013 Forum Location and 2012 Workshop
Details*

1:00pm – 2:00pm

Lunch – *Garden Room*

Peer2Peer Round Table Discussion

Afternoon and Evening on your own!



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Saturday March 17th	<i>Members and Partners for meetings, All attendees and guests</i>
7:30am – 8:30am	Breakfast – <i>Crystal Room</i>
8:30am – 9:00am	Uluro
9:00am – 9:30am	Satori Software
9:30am – 10:00am	Break
10:00am – 12:00am	<i>M+A Strategies – Three Perspectives</i> Moderator: Marianne Gaige, CEO, Cathedral Corporation Panelist: Chris Whitfield, CEO, CCS Dave Henkel, CEO, Johnson & Quin Scott Bernstein, CEO, OSG Billing Services Harry Stephens, CEO, DATAMATX
12:00pm – 1:00pm	In Depth Discussion – 3 Topics Rising Supply Costs Tablet and Mobile Devices Outsourcing “Development” Moderator: Dan Adler
1:00pm – 2:00pm	Lunch <i>Peer2Peer Round Table Discussion</i>
6:00pm – 7:00pm	Reception – Garden Terrace
7:00pm – 9:00pm	Awards Dinner at the Garden Terrace <i>All Attendees and Guests</i>