

HCTC
2023



Gaylord Palms Resort

Orlando, FL
December 5–7

Harris Customer Training Conference 2023 December 5 - 7 Gaylord Palms | Orlando, FL

Dear valued Harris customer,

The annual Harris Customer Training Conference (HCTC) will take place December 5–7 at the Gaylord Palms in Orlando, FL. HCTC provides a three-day learning opportunity for you to increase technical know-how, leverage best practices from industry peers and influence your chosen products and solution offerings.

This year you will be provided with an opportune time to network with other Harris users, explore products and services to help your organization maximize your software investment and learn new tips and tricks to increase productivity and efficiency.

Accommodations

Gaylord Palms | Orlando, FL

- Hotel rate \$212 plus resort fee of \$38 plus applicable taxes

Resort fees include:

- Enhanced in-room wireless Internet Access for up to six (6) devices
- Basic Wireless Internet in Public Areas and Convention Center on a Shared Network
- Two (2) bottled waters replenished daily in your guest room
- Scheduled shuttle service to Walt Disney World® Theme Parks & Disney Springs®
- Two (2) pieces of Dry-Cleaning Daily
- Admittance for two (2) people to Yoga Classes – Offered twice a day, seven (7) days a week

Registration Fees

Our aim is to make the HCTC registration fee as economical as possible.
The fee will be disclosed in April 2023

Registration Opens

- May 2023

We look forward to seeing you at HCTC 2023!



SMARTWORKS
Make the Complex Simple



Harris Customer Training Conference

December 5 - 7, 2023

Gaylord Palms | Orlando, FL

SmartWorks HCTC Sessions:

Tuesday, December 5, 2023

	Start Time	End Time
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Opening Address: SmartWorks • Eric Chabot, Tim Berson, and Marianne Pelletier	10:00am	10:55am
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Session 1: SmartWorks Compass: New and Noteworthy • Sharat Balachandran	1:30pm	2:25pm
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The SmartWorks Compass platform continues to add new features and capabilities, expanding its breadth of functionality. In this session we will look at all the latest features and enhancements that allow you to better visualize patterns, analyze trends and transform complex data sets into easy-to-understand insights.

Session 2: KPI Dashboards • Martin Cathrae	2:30pm	3:25pm
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KPI Dashboards are not new, but are you using them to their full potential? We'll look at the basics of a KPI then dive into the full depth of what our KPI's can do to give your utility the best at a glance pages for all groups.

Session 3: VEE Part 1 • Benjamin Liptak and Manny Dhaliwal	4:00pm	4:55pm
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A two-part presentation highlighting how MeterSense can be used to validate and manage your reads. Using customer-focused case studies, we will show you how to get the most out of your validation setup. Whether it is a leaky faucet, a malfunctioning transformer or simply preparing for the next bill cycle, we can show you how validation can make your life easier.

Session 4: VEE Part 2 • Manny Dhaliwal and Benjamin Liptak	5:00pm	5:55pm
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A two-part presentation highlighting how MeterSense can be used to validate and manage your reads. Using customer-focused case studies, we will show you how to get the most out of your validation setup. Whether it is a leaky faucet, a malfunctioning transformer or simply preparing for the next bill cycle, we can show you how validation can make your life easier.





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SmartWorks HCTC Sessions:

Wednesday, December 6, 2023

	Start Time	End Time
Session 5: Instant Insight - The Future of Data Analytics • Tim Berson Our shopping lists and reminders are in a smart speaker. The minute a thought enters our head, we can speak a command knowing that it will be interpreted, understood and the information delivered back to us in a structured way when we need it. We aim to bring this level of convenience to data analytics. We're giving you a way to bypass the configuration of reports in a UI and the writing of database queries. As soon as the need arises, you'll voice your analytics question, the technology will analyze the data and return the answer. We are convinced that in 10 years we will be interacting with data totally differently. SmartWorks' Instant Insight is your first opportunity to interact with data in this way. In this session you'll hear from one of the early users and get a taste of the future of analytics.	8:30am	9:25am
Session 6: Hear from your peers • Véronique Gagnier The "Hear from your peers" session is a moderated discussion with your fellow peers. You will hear how utilities leverage SmartWorks solutions to improve different areas of their business. We will also cover some "lessons learned" to make sure you can benefit from others' experience. You are invited to join in the conversation to share your own examples and ideas.	9:30am	10:25am
Session 7: Hidden Gems in SmartWorks Compass • Nathan Spencer and Manny Dhaliwal How many Hidden Gems have you found in Compass? In this session we will explore SmartWorks Compass and discover some of the lesser known features that users have found especially helpful. We'll visit the heat map analysis, markers and many more. Plus we'll revisit some of the tricks you'll have seen in the KPI Dashboard session. We're also looking for hidden gems you may have found in your day-to-day use of Compass, so come prepared to share. You'll learn some now tricks to save time and better understand your data.	1:00pm	1:55pm
Session 8: Advanced Analytics • Sharat Balachandran In this session, we will look how to combine different insights from utility data to gain a better understanding of your customers. We will explore techniques such as segmentation of customers based on their usage patterns, as well as predictive modeling to forecast future consumption. By the end of the session, you will have a solid foundation for leveraging advanced analytics to better understand your customers and optimize your operations.	2:00pm	2:55pm





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SmartWorks HCTC Sessions:

Wednesday, December 6, 2023

Session 9: Business Process Automation
• Benjamin Liptak

Start Time **End Time**
3:30pm 4:25pm

In this session, you will learn how to leverage the Rules Engine to streamline your operations and reduce manual work. We will explore how to use this powerful tool to automate a range of tasks from billing to customer service, and data management. With a focus on challenges our customers face, this session will provide you with practical skills and knowledge to optimize your workflows and improve your organization's efficiency.

Session 10: Corner the Experts
• Team SmartWorks

4:30pm 5:25pm

In this informal session you will have one on one access to the people that build, implement and support SmartWorks products. Discuss issues specific to your utility or request personalized training on specific parts of the system. There are no bad questions and we'll do our best to give you the answers you need. Just drop by and ask!

Thursday, December 7, 2023

Session 11: And the answer is...
• Véronique Gagnier and Nathan Spencer

Start Time **End Time**
8:30am 9:25am

Test your knowledge... and memory! This will be an opportunity to review the topics covered during the week in a fun and relax setting. Whether you have a competitive side or not, all we need for this session is your participation.

Session 12: Re-corner the Experts
• Team SmartWorks

9:30am 10:25am

Did any additional question come up following yesterday's sessions? Stop by and ask us! Discuss issues specific to your utility or review questions on specific parts of the system. There are no bad questions and we'll do our best to give you the answers you need.

Session 13: Looking Back, Looking Ahead
• Sharat Balachandran and Marianne Pelletier

11:00am 11:55am

Join us for this group Q&A and wrap-up session to reflect on what you've learned and get answers to any remaining questions you may have. Our experts will be on hand to provide insights and guidance, as well as facilitate a discussion on best practices and key takeaways from the conference. We'll also take the opportunity to gather your feedback to improve future conferences and product offerings.

Post-Conference Meeting: Product Advisory Committee
• Martin Cathrae

1:00pm 4:00pm

