Harris Customer Training Conference
Atlanta Marriott Marquis | Atlanta, GA
Oct. 8 – 10, 2024

Join Us for HCTC 2024: Elevate Your Expertise and Expand Your Network!

At HCTC, we're committed to providing you with a three-day immersive learning experience designed to enhance your technical skills, share industry best practices, and empower you to optimize your product and solution offerings. This year's conference offers a prime opportunity for networking with fellow SmartWorks users, discovering new products and services to enhance your organization's software investment, and acquiring invaluable insights to boost productivity and efficiency.

Here are the key details you need to know:

Event Dates:
- Pre-Conference: October 7, 2024
- HCTC Main Conference: October 8 – 10, 2024

Registration Fees:
- Early Bird Admission: $1075.00 (ends 8/30)
- Full Price Admission: $1500.00
- Pre-Con Admission: Pricing varies by business unit
- Registration: Keep an eye out for registration opening in the coming months!

Hotel Accommodations:
- Room Rate: $239.00 per night
- Booking link will be available in June

Location:
Marriott Marquis Atlanta
265 Peachtree Center Ave NE, Atlanta, GA 30303

We're confident that this year's HCTC will equip you with valuable insights, connections, and tools to propel your utility's success. Join us in Atlanta for an enriching experience that promises to elevate your expertise and expand your professional network.

Enclosed with this letter, you will find a copy of our agenda for HCTC 2024. Please take a moment to review the sessions and workshops we have planned. We are confident that the diverse range of topics covered will provide immense value to you and your organization.

We're excited to share this enriching experience with you and look forward to welcoming you to HCTC 2024!

Warm regards,

Marianne Pelletier
Director, Customer Success

Direct: +1 (613) 706-7251
MPelletier@harriscomputer.com

SmartWorks
Make the Complex Simple

Harris Customer Training Conference
SmartWorks HCTC Session Details

Monday, October 7, 2024	Start Time	End Time
Pre-Conference Workshops: Business Automation Bootcamp • Benjamin Liptak	9:00 AM	4:30 PM

Take part in a full-day training session to help automate your most time-consuming tasks, using tools found in your SmartWorks solutions such as the Rules Engine. Learn ways to free up your time and focus on the tasks that matter most to your organization.

This example-focused training session will focus on Intermediate/Advanced level tips and tricks to get the most out of your Rules Engine. Some experience with our Rules Engine is recommended.

Tuesday, October 8, 2024	Start Time	End Time
Session 1: SmartWorks Opening Address: Building the Future • Véronique Gagnier, Tim Berson	11:30 AM	12:25 PM

Join us for the Opening Address as we kick off the SmartWorks track. Discover the updated SmartWorks organizational structure; gain insight into our strategic approach to serving the Utility industry; and understand our roadmap of planned solution enhancements.

	Start Time	End Time
Session 2: SmartWorks Compass: New and Noteworthy • Sharat Balachandran	1:30 PM	2:25 PM

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.

	Start Time	End Time
Session 3: Hear From Your Peers • Manny Dhaliwal	2:30 PM	3:25 PM

Hear from SmartWorks Customers who have gone through their AMI implementation and completed their deployment, and are now leveraging their Compass solution to move to the next level.

	Start Time	End Time
Session 4: Magic Markers: Transform Business Process Reporting • Steve Jessop, Tim Berson	4:00 PM	4:55 PM

Dive into the exciting realm of Markers and discover how they can revolutionize Business Process Reporting! Join us for an interactive session packed with insights, designed to equip you with the tools and techniques to analyze, report, and optimize business processes like a pro. Bring your own use cases for discussion and get ready to elevate your reporting skills while making your business processes shine!

	Start Time	End Time
Session 5: Corner the Experts • Team SmartWorks	5:00 PM	5:55 PM

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

Harris Customer Training Conference
SmartWorks HCTC Session Details

Wednesday, October 9, 2024	Start Time	End Time

Session 6: Charging Ahead: The Future of Utility Billing Rates — 8:30 AM — 9:25 AM
• Tim Berson

The industry is facing unprecedented change – in terms of demand as well as production & distribution. Water service has seen increasing block pricing; dynamic, customer-specific budget thresholds; and even the potential for peak flow pricing, while electric utilities wrestle with electric vehicles and distributed energy resources.

Join us as we exchange experiences on new ways to charge customers and incentivize behavior to adapt to new constraints. This session is focused will include input from our customers, both gathered in advance and solicited during the session. Come along, share your experiences, and learn from your peers..

Session 7: Unlocking Efficiency: Integrations and Automations with Compass — 9:30 AM — 10:25 AM
• Sharat Balachandran

Explore how Compass solves critical problems and enables new capabilities through seamless integrations with other systems. Join us as we delve into real-world examples of successful integrations implemented across various domains.

Track 1 Session 8: Core Essentials for Beginners — 11:30 AM — 12:30 PM
• Nathan Spencer, Steve Jessop

Dive into the fundamental elements of the Compass system to empower beginner users to master key functionalities. This session will explore essential topics such as Virtual Meters, Grouping, and more, laying a solid foundation for proficiency.

Track 1 Session 9: Introduction to Reporting — 1:30 PM — 2:25 PM
• Nathan Spencer, Steve Jessop

Ever felt like a report could provide the insights you need with just a few adjustments? Join us as we delve into the fundamentals of reporting, covering everything from creating KPI's and KPI Dashboards to crafting and scheduling Registered Reports. Gain the skills to unlock valuable analytics and make informed decisions.

Track 1 Session 10: VEE For Beginners — 2:30 PM — 3:25 PM
• Manny Dhaliwal

What is VEE. Beyond the philosophical question, we'll explore the basics of validating reads and the value it can provide in time and cost savings of finding and flagging bad reads.

Session 11: Navigating through VEE Exceptions — 4:00 PM — 5:00 PM
• Steve Jessop

Ever wondered what investigation steps are needed when faced with Sum Check errors, and how to determine whether to fix the register read or adjust the interval reads? Is there a way to exclude failed registers from exception reports without affecting billing? What about identifying if a water pipe configuration is accurate? Throughout this session, we will be exploring common scenarios related to the resolution of your VEE exceptions. Make sure to bring your own examples so that everyone can share how they are navigating the world of VEE Exceptions.

Harris Customer Training Conference
SmartWorks HCTC Session Details

Wednesday, October 9, 2024	Start Time	End Time
Session 6: Charging Ahead: The Future of Utility Billing Rates • Tim Berson	8:30 AM	9:25 AM

The industry is facing unprecedented change – in terms of demand as well as production & distribution. Water service has seen increasing block pricing; dynamic, customer-specific budget thresholds; and even the potential for peak flow pricing, while electric utilities wrestle with electric vehicles and distributed energy resources.

Join us as we exchange experiences on new ways to charge customers and incentivize behavior to adapt to new constraints. This session is focused will include input from our customers, both gathered in advance and solicited during the session. Come along, share your experiences, and learn from your peers..

	Start Time	End Time
Session 7: Unlocking Efficiency: Integrations and Automations with Compass • Sharat Balachandran	9:30 AM	10:25 AM

Explore how Compass solves critical problems and enables new capabilities through seamless integrations with other systems. Join us as we delve into real-world examples of successful integrations implemented across various domains.

	Start Time	End Time
Track 2 Session 8: Core Items for Advanced Users • Nasr Qaisar	11:30 AM	12:30 PM

In this session we will delve into and cover key aspects of Segmentation Calculation, Item Groups and Maps that can help advanced users create more powerful and performant reporting elements to use in their daily workflows.

	Start Time	End Time
Track 2 Session 9: From Data to Decisions: Advanced Reporting in Compass • Martin Cathrae	1:30 PM	2:25 PM

Join us to dive deep into the rich world of reporting in SmartWorks Compass, how can you use your data to make the best decisions.

	Start Time	End Time
Track 2 Session 10: Advanced VEE • Nasr Qaisar	2:30 PM	3:25 PM

Understand the inner workings of VEE and how to unlock its full potential by configuring your validation routines to take full advantage of your Compass resources.

	Start Time	End Time
Session 11: Navigating through VEE Exceptions • Steve Jessop	4:00 PM	5:00 PM

Ever wondered what investigation steps are needed when faced with Sum Check errors, and how to determine whether to fix the register read or adjust the interval reads? Is there a way to exclude failed registers from exception reports without affecting billing? What about identifying if a water pipe configuration is accurate? Throughout this session, we will be exploring common scenarios related to the resolution of your VEE exceptions. Make sure to bring your own examples so that everyone can share how they are navigating the world of VEE Exceptions.

Harris Customer Training Conference
SmartWorks HCTC Session Details

Thursday, October 10, 2024	Start Time	End Time

Session 12: Re-Corner the Experts — Start Time 8:30 AM — End Time 9:25 AM
- Team SmartWorks

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: And the Answer Is… — Start Time 9:30 AM — End Time 10:25 AM
- Véronique Gagnier, Nathan Spencer

Back by popular demand, it's time to put your knowledge and memory to the test! Join us for a fun and relaxed morning as we review the topics covered throughout the week. Whether you're naturally competitive or just looking to network with peers, all we need is your participation for this engaging session.

Session 14: Looking Back, Looking Ahead — Start Time 11:00 AM — End Time 11:55 AM
- Sharat Balachandran

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 — Start Time 12:00 PM — End Time 4:00 PM
- Martin Cathrae

SmartWorks
Make the Complex Simple