



Harris Customer Training Conference

Gaylord Pacific | Chula Vista, CA

December 2 – 4, 2025

Join Us at HCTC 2025 – The SmartWorks Experience Awaits in San Diego!

We're excited to invite our **SmartWorks community to HCTC 2025**, taking place this December at the brand-new **Gaylord Pacific in San Diego, CA**. This exclusive three-day event is your opportunity to connect with fellow SmartWorks users, dive into advanced tools and techniques, and gain insight directly from the people behind the platform.

Whether you're looking to get more value from your data, optimize your workflows, or hear how other utilities are solving real-world challenges, **the SmartWorks track at HCTC is built just for you.**

Explore what's waiting for you below—and get ready to level up your SmartWorks expertise.

Monday, December 1, 2025

9:00 AM – 4:00 PM

Pre-Conference Workshop: Mastering Data Insights – Advanced KPIs, Registered Reports & Intelligent Segmentation

Unlock the full potential of your data in this full-day, deep-dive session designed for power users and analysts. This hands-on workshop will guide you through the advanced techniques needed to build meaningful KPIs, craft custom registered reports using SQL, and design compelling visualizations that extract the most insight from your data. You'll also learn how to leverage Intelligent Segmentation, a powerful feature that enhances reporting and analytics by segmenting audience groups by usage and other factors.

Whether you're looking to optimize decision-making, refine your reporting strategy, or take your data skills to the next level, this session will provide the expertise and practical applications to make it happen. This is an advanced topic and knowledge of SQL is recommended.



Register Now

Scan the QR code to reserve your spot at HCTC 2025 and be part of the SmartWorks experience.



SMARTWORKS

Make the Complex Simple

Harris Customer Training Conference

SmartWorks HCTC Session Details

Tuesday, December 2, 2025

11:20 AM – 12:00 PM | Eric Chabot

Opening Address: SmartWorks – Enduring Organization, Enduring Value

Welcome to the Opening Address of the SmartWorks track. In this session, we will review our updated organizational structure, providing you with a clear understanding of our strategic approach to serving the Utility industry. We will share insights into how we strive to build a shared future, collaborate on innovation & deliver lasting value to our customers.

1:00 PM – 1:55 PM | Tim Berson & Martin Cathrae

Session 1: Smarter Work, Simplified – New Feature Preview

The SmartWorks solution is continually evolving, with new features and capabilities that significantly broaden its functionality. In this session, we will review some of the latest advancements that can help you to plan your operations, optimize your processes, and visualize the outcomes of your endeavors. We strive not only to save you time and effort but also to enhance your decision-making process and effectively communicate the results of your actions.

2:00 PM – 2:55 PM | Manny Dhaliwal

Session 2: Hear From Your Peers – All About Billing

Looking to implement Time of Use at your utility? Hear what kind of strategy was used at this utility that may be valuable for you.

3:30 PM – 4:25 PM | Tim Berson

Session 3: Finding Your Fit – Matching Modules to Your Business Needs

Which Compass modules are right for your utility? We'll present a clear overview of each module's functionality, data dependencies, and value proposition for electric, water, and gas utilities. Leave this session with a practical understanding of how best to leverage our range of modules to enhance your utility and achieve your strategic goals.

4:30 PM – 5:25 PM | SmartWorks Team

Session 4: Corner the Experts

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!



SMARTWORKS
Make the Complex Simple

Harris Customer Training Conference

SmartWorks HCTC Session Details

Wednesday, December 3, 2025

9:00 AM – 9:55 AM | Benjamin Liptak

Session 5: Managing Your Virtual Meters and Item Groups

Join us as we take a dive into how to create and edit your Virtual Meters and Item Groups, as well as how to use them to understand your data and make better business decisions.

11:00 AM – 11:55 AM | Nasr Qaisar

Session 6: Visualization

Learn to enhance the story behind your MDM data with powerful Visualizations. In this session we will show you how to use the Visualization Designer and Viewer modules to create and distribute dynamic dashboards and visual reports using data from Compass and Third-Party databases.

1:00 PM – 1:55 PM

Session 7: Choose Your Track

T1: A Day in the Life of a Compass User | Nathan Spencer

Discover how Compass enhances productivity and streamlines workflows in this immersive session. We'll walk through typical tasks and provide insights into best practices, tips, and tricks to maximize your Compass experience. Additionally, customers will have the opportunity to share examples of their daily tasks and how they utilize Compass in their operations.

T2: A Day in the Life of an Administrator | Benjamin Liptak

Come with us as we look at what a usual day is like administering your Compass environment. Everything from seeing the health of your MDM, managing your users access and looking over the logs will be discussed.

2:00 PM – 2:55 PM

Session 8: Choose Your Track

T1: VEE for Beginners | Manny Dhaliwal

Similar to last year, we'll start from the basics and introduce you to some recommended Validation settings, followed by reviewing what to do when reads fail.

T2: Advanced SQL | Nasr Qaisar

Harness the power of your MDM Database by using Advanced SQL to create reports tailored to your specific needs. Along with exploring Compass specific queries, this session will provide you tips and tricks on how to improve the performance of your general SQL queries.



SMARTWORKS
Make the Complex Simple

Harris Customer Training Conference

SmartWorks HCTC Session Details

Wednesday, December 3, 2025 (Continued)

3:30 PM – 4:25 PM

Session 9: Choose Your Track

T1: Creating Reports to Drive Better Decisions | Amit Verma

Have you ever wished a report could give you the insights you need with just a few tweaks? Effective reporting is key to making informed, data-driven decisions. By designing clear, insightful reports, you can highlight key metrics, identify trends, and provide actionable insights that guide strategy. Learn how to craft reports that empower your team, streamline decision-making, and drive business success.

T2: Connecting It All Together Through Integrations | Benjamin Liptak

Whether it's getting data into your web portal, sending emails to your customers or bringing in all the important files into your Compass solution, let us show you how it can be done!

4:30 PM – 5:25 PM

Session 10: Is Your Meter Data Ready for VEE? | Amit Verma

Before running VEE, have you considered how data quality impacts accuracy? Errors, duplicates, and inconsistencies can lead to failed validations and incorrect estimations. Cleaning your data first ensures smoother processing, fewer manual corrections, and more reliable billing—saving time and improving decision-making. Don't let bad data compromise your results!

Thursday, December 4, 2025

9:00 AM – 9:55 AM

Session 11: Re-Corner the Experts | SmartWorks Team

Did any additional questions 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.

10:00 AM – 10:55 AM

Session 12: And the Answer Is... | 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.

11:30 AM – 12:25 AM

Session 13: Looking Back, Looking Ahead | Véronique Gagnier

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.



SMARTWORKS
Make the Complex Simple