VertiGIS™

VertiGIS - M4 User Conference, November 6-7, 2023

All times in Eastern time

Day 1: November 6	
8:00AM-9:00AM	**Breakfast**
9:00AM-10:15AM	**Plenary I** - Paul Wickman & Andy Barry
10:15AM-10:45PM	**Coffee**
10:45AM-12:00PM	**Plenary II** - Stacia from Esri & Paul Wickman
12:00PM-1:00PM	**Lunch**
1:00PM-1:45PM Breakout 1A	**FCC Regulatory Reporting –** Mitch Wyss, Production Programmer BDC. HUBB. BEAD. How does the FCC's alphabet soup impact your company? How can VertiGIS, M4, and the power of FME reduce the time spent on these reports? Join us to discuss this, and how these programs can be better leveraged to turn reporting obligations into company assets.
1:00PM-1:45PM Breakout 1B	**M4 Upgrade Process – Times Have Changed! –** Armando Toledo, Upgrades Team Lead / Ryan Mauldin, Software Training Specialist In the past, M4 upgrades were difficult and time consuming. The past is the past! What used to take months now typically takes just a few weeks. Armando will explain our entire M4 upgrades process; from kick-off and in-house project reviews, installation/testing, go-live and post upgrade support. This is a great session to pair with "Why Upgrade to M4 v19.3" where Armando discusses all the great reasons to upgrade M4 to the latest version.
2:00PM-2:45PM Breakout 2A	**All About Workforce –** Buck Helmke, Product Owner See how Workforce is used to dispatch, track, and manage tickets while integrating with networks management, billing and M4 inventory.
2:00PM-2:45PM Breakout 2B	**Why Upgrade to M4 v19.3** - Erin Kessinger, Product Manager / Ryan Mauldin, Software Training Specialist Learn about the major changes and new features available in the v19.3 series and why you should consider upgrading to take advantage of these significant improvements. You'll also understand how the v19.3 series will be your best path for ultimately adopting the VertiGIS Networks solutions.
2:45PM-3:15PM	**Coffee**
3:15PM-4:00PM Breakout 3A	**Network Locator 811 –** Buck Helmke, Product Owner Network Locator, the second application available in the VertiGIS Networks suite, is a natural evolution of our existing Pinpoint 811 solution. Built on Esri technology and designed to work with or without M4, Network Locator enables field teams, engineering, and back-office to work effectively and efficiently from first request to positive response across your entire network in all 50 states.

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Day 1: November 6	
3:15PM-4:00PM **Breakout 3B**	**Fiber from A to Z –** Ben Pleasants, Project Manager From terminating a fiber inside a cabinet to linking a drop to the ONT; Ben will review all the essential steps needed to create a physical fiber path, end-to-end in M4. Good for anyone new to M4 or just looked for a refresher.
4:15PM-5:00PM **Breakout 4A**	**VertiGIS Network Explorer Deep Dive –** J.T. Ehrhardt, Senior Software Architect Explorer is the first product in the VertiGIS Networks suite designed expressly to work with M4. Get a deeper understanding of the current capabilities, how the application works alongside M4 and how Explorer can expose select details about your network to other users in or outside your organization. Explorer is on track to replace Web Console and be available to all M4 v19.3
4:15PM-5:00PM **Breakout 4B**	**Customer Showcase - FME Workbench** FME (M4 Universal Translator) is a fantastic way to move your data from A to B, generate custom reports, identify services areas and more! This showcase will present how one customer has benefitted from using FME for advanced data migration.
6:00PM-9:00PM	**Dinner and activity**
Day 2: November 7	
8:00AM-9:00AM	**Breakfast**
9:00AM-9:45AM **Breakout 5A**	**Partner Showcase - Calix –** Merritt Peterson, Partner Manager / Mike Tonneson, Integrations Team Lead VertiGIS M4 and Calix have been working together for decades. Merritt from Calix will talk about the latest advancements in their own products supported by M4 and offer a few thoughts on future integration with VertiGIS Networks.
9:00AM-9:45AM **Breakout 5B**	**Executive Leadership Discussion –** Paul Wickman, Product Director / Drew Millen, Chief Technology Officer / Andy Berry, Chief Executive Officer Major technological advances continue to accelerate the telecommunications industry. As decision makers and executive leaders, you shape exactly how this technology should be put to work for your specific needs. Join VertiGIS executive leadership for a focused discussion on common technology trends, challenges, and opportunities that we can jointly address.
10:00AM-10:45AM **Breakout 6A**	**M4 Fireside Chat –** Erin Kessinger, Product Manager / Paul Wickman, Product Director Join Erin and Paul for some casual conversations about the current state and future for M4. Bring us your questions and learn from other customers about how they've approached various challenges and implemented more efficient processes.

VertiGIS™

VertiGIS - M4 User Conference

Day 2: November 7	
10:00AM-10:45AM Breakout 6B	**Streamlined and Offline: Mobile Editing –** Ben Pleasants, Project Manager / Paul van Haaren, Solutions Engineering Manager If you didn't see the preview of our offline mobile editing tool at last year's conference, then stop on by to learn more. We'll review the current application and how the edits made in the field relate back to M4 and VertiGIS Networks.
10:45AM-11:15AM	**Coffee**
11:15AM-12:00PM Breakout 7A	**Getting Ready for VertiGIS Networks –** Paul Wickman, Product Director There are now 3 paths available to begin your experience with VertiGIS Networks - Explorer, Locator and mobile offline editing of M4 data. This session will review things you should start to consider to best prepare your organization and your M4 environment for the VertiGIS Networks suite of products. We'll discuss what's needed for M4, options for cloud managed environments, and licenses options available to best fit your organization.
11:15AM-12:00PM Breakout 7B	**Global Support, Local Response –** Michael Jobenoff, Lead Support Technician A lot has changed with the support group over the years, and we'd love to learn more about how we can serve you better. Michael will describe the current structure of our global support organization and ways that we are continuing to improve communication between the customer, technical support and the product development team.
12:15PM-1:00PM Breakout 8A	**Hands-On VertiGIS Networks –** Ben Pleasants, Project Manager / Erin Kessinger, Product Manager / Buck Helmke, Product Owner This week you've learned about the choices you have now, to begin your experience with VertiGIS Networks. Network Explorer to share your network data beyond M4, Network Locator to service your 811 needs, and the mobile field app for streamlined, off-line editing. Now it's time to try things for yourself! Stop by and our team will set you up to test drive these applications.
12:15PM-1:00PM Breakout 8B	**Focus Group on Mobile Workflows –** Paul Wickman, Product Director / Cam Carmichael, Product Manager Over time, organizations create forms and processes to guide work in the field. These processes are designed around the technology available at the time. As organizations adopt mobile devices, they often try to just create an electronic version of the same data entry form they already have, leading to inefficiencies and frustration. Join us during this interactive session to discuss the essential "Jobs To Be Done" that your organization needs to get done in the field.
1:00PM-2:00PM	**Lunch**
2:00PM-3:30PM	**Closing & Dropbox Questions**