

Monday, February 22, 2021

| Time (PST) | SOLUTION PROVIDER PASS | POWER PASS | MONDAY LAB PASS | | | | | | TECHNICAL TRAINING PASS |
|------------|-------------------------|---------------------|--|---|--|--|---|------------------------------------|---|
| | Solution Provider Track | ISACA Certification | Beginner Bootcamp | Beginner Bootcamp | Process Principles | Process Principles | Standalone Subjects | Standalone Subjects | Technical Training Sessions |
| 8:00 AM | Welcome & SP Keynote | ISACA Certification | Working with the Laserfiche Repository | Getting Started with Workflow (Self-Hosted) | Capture Workshop Lab | Creating Solutions in Process Automation (Cloud) | Introduction to Laserfiche Directory Server (Self-Hosted) | Laserfiche Records Management | Developing Integrations with Laserfiche |
| 8:30 AM | | | | | | | Administering Your Repository (Self-Hosted) | | |
| 9:00 AM | | | | | | | | | |
| 9:30 AM | | | | | | | | | |
| 10:00 AM | Sales Training | | BREAK | | | | | | |
| 10:30 AM | | | | | | | | | |
| 11:00 AM | | | | | | | | | |
| 11:30 AM | | | | | | | | | |
| 12:00 PM | | | Building Your First Laserfiche Form | Getting Started with Workflow (Cloud) | Solution Design Bootcamp (Self-Hosted) | Working with Workflow and Forms (Self-Hosted) | Applying Security in the Repository | Designing Sessions in Quick Fields | |
| 12:30 PM | | | | Using Rules in Process Automation (Cloud) | | | Auditing the Repository | Using Capture Profiles | |
| 1:00 PM | | | | | | | | | |
| 1:30 PM | | | | | | | | | |
| 2:00 PM | | | | | | | | | |
| 2:30 PM | | | | | | | | | |
| 3:00 PM | END | | | | | | | | |
| 3:30 PM | | | | | | | | | |
| 4:00 PM | | | | | | | | | |

Power Pass provides access to certification courses and on-demand content.
 Monday Lab Pass provides access to Power Pass content plus lab sessions on Monday.
 Technical Training Pass provides access to Power Pass content plus three full days of technical training.
 Solution Provider Pass provides access to Solution Provider sessions and Power Pass content.
 Executive Leadership Pass provides access to Power Pass content, certification courses and on-demand content.
 This schedule is tentative and subject to change.

Tuesday, February 23, 2021

| Time (PST) | ESSENTIAL, POWER, LABS, TECHNICAL TRAINING & SOLUTION PROVIDER PASSES | | EXECUTIVE LEADERSHIP PASS |
|------------|---|---|--|
| | Accelerating Digital Transformation | Unlocking the Value of Laserfiche | Executive Leadership Summit |
| 8:00 AM | Networking (Not Available with Essential Pass) | | |
| 8:30 AM | | | |
| 9:00 AM | Welcome & Opening Keynote | | |
| 9:30 AM | | | |
| 10:00 AM | Real-World Artificial Intelligence: A Fireside Chat About the Role of AI in Business and Digital Transformation | Build a Business Process You Can Report On | 2020 Vision Reset - Reimagine and Remodel Business in a New Environment |
| 10:30 AM | Unlocking Success in Digital Transformation | New Licensing Models to Help You Get the Most out of Laserfiche | Five Practical Technology Trends You Don't Want to Miss in 2021 |
| 11:00 AM | Digital Trends Shaping the Future of Work | Using Laserfiche to Collaborate | Navigating the Chaos - Make Sense of the Information Security Requirements |
| 11:30 AM | COMING SOON! | Quick Wins to Help You Get More Value Out of Laserfiche | It's Still a People Business - Leadership in a Time of Change |
| 12:00 PM | Delivering Value with Digital Transformation | AI and Machine Learning: The Key to Digital Transformation | Connecting Virtually - Explore Exciting Business Opportunities Through CX |
| 12:30 PM | The Digital Workplace: Technologies and Practices that Take Us Beyond the Pandemic | Introducing the Next Generation of the Laserfiche Server | |
| 1:00 PM | Product Keynote | | |
| 1:30 PM | | | |
| 2:00 PM | Networking (Not Available with Essential Pass) | | |
| 2:30 PM | | | |
| 3:00 PM | | | |
| 3:30 PM | | | |
| 4:00 PM | END | | |

This schedule is tentative and subject to change.

Wednesday, February 24, 2021

| Time (PST) | ALL PASSES | | |
|------------|--|---|--|
| | Creating a Smart, Safe and Secure Workplace | Leading Through Change | Unlocking the Value of Laserfiche |
| 8:00 AM | Networking (Not Available with Essential Pass) | | |
| 8:30 AM | | | |
| 9:00 AM | Welcome & Opening Keynote | | |
| 9:30 AM | COMING SOON! | Embracing the Future of Work: How to Create a Culture of Equality | What's Ahead for Laserfiche: A Look at the Product Roadmap |
| 10:00 AM | Business Process Management in the Age of COVID-19 | Building Resilience in Times of Change | Leave the Busywork to the Bots |
| 10:30 AM | Keynote | | |
| 10:45 AM | Keynote | | |
| 11:00 AM | How Records Management Can Help You Comply with Privacy Legislation and Support Digital Transformation | Elevating Employee Engagement in the New Normal | Streamlining Information Capture and Review with Forms |
| 11:30 AM | Going Beyond Document Management | Embedding DEI into Your Company DNA | Leave the Busywork to the Bots |
| 12:00 PM | COMING SOON! | Embracing Change in a Multi-Generational Workforce | How to Build a Laserfiche Training Program for Your Organization |
| 12:30 PM | COMING SOON! | Professional Presence in Virtual Environments | Extending Cloud with External Connections |
| 1:00 PM | Closing Keynote | | |
| 1:30 PM | | | |
| 2:00 PM | Networking (Not Available with Essential Pass) | | |
| 2:30 PM | | | |
| 3:00 PM | END | | |

This schedule is tentative and subject to change.

Thursday, February 25, 2021

| Time (PST) | POWER PASS | THURSDAY LAB PASS | | | | | | TECHNICAL TRAINING PASS | |
|------------|---|---|--|--|--|---|---|-------------------------------------|-------------------------|
| | Change Management Bootcamp CMC/MMC Credit Available | Beginner Bootcamp | Beginner Bootcamp | Process Principles | Process Principles | Standalone Subjects | Standalone Subjects | Technical Training Sessions | |
| 8:00 AM | Building the Business Case for Your Technology Initiative | Getting Started with Workflow (Self-Hosted) | Working with the Laserfiche Repository | Solution Design Bootcamp (Self-Hosted) | Building Your First Laserfiche Form | Getting Started with Workflow (Cloud) | Introduction to Laserfiche Directory Server (Self-Hosted) | Administration for IT Professionals | |
| 8:30 AM | | | | | | Using Rules in Process Automation (Cloud) | Administering Your Repository (Self-Hosted) | | |
| 9:00 AM | | | | | | | | | |
| 9:30 AM | Drive Change Without Driving Your Colleagues Crazy | BREAK | | | | | | | |
| 10:00 AM | | Capture Workshop Lab | Building Your First Laserfiche Form | Creating Solutions in Process Automation (Cloud) | Working with Workflow and Forms (Self-Hosted) | Laserfiche Records Management | Applying Security in the Repository | | |
| 10:30 AM | | | | | | | Auditing the Repository | | |
| 11:00 AM | | | | | | | | | |
| 11:30 AM | Building Your Personal Brand | END | | | | | | | |
| 12:00 PM | | Selling Your Leadership Message | Capture Workshop Lab | Building Your First Laserfiche Form | Creating Solutions in Process Automation (Cloud) | Working with Workflow and Forms (Self-Hosted) | Laserfiche Records Management | | Auditing the Repository |
| 12:30 PM | | | | | | | | | |
| 1:00 PM | | | | | | | | | |
| 1:30 PM | Building Your Personal Brand | END | | | | | | | |
| 2:00 PM | | Selling Your Leadership Message | Capture Workshop Lab | Building Your First Laserfiche Form | Creating Solutions in Process Automation (Cloud) | Working with Workflow and Forms (Self-Hosted) | Laserfiche Records Management | Auditing the Repository | |
| 2:30 PM | | | | | | | | | |
| 3:00 PM | | | | | | | | | |
| 3:30 PM | Building Your Personal Brand | END | | | | | | | |
| 4:00 PM | | | | | | | | | |

Power Pass provides access to certification courses and on-demand content.

Thursday Lab Pass provides access to Power Pass content plus lab sessions on Thursday.

Technical Training Pass provides access to Power Pass content plus three full days of technical training.

Solution Provider Pass provides access to Solution Provider sessions and Power Pass content.

Executive Leadership Pass provides access to Power Pass content, certification courses and on-demand content.

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Friday, February 26, 2021

| Time (PST) | FRIDAY LAB PASS | | | | | | TECHNICAL TRAINING PASS | |
|------------|-------------------------------------|---|---|--|--|------------------------------------|------------------------------------|--|
| | Beginner Bootcamp | Beginner Bootcamp | Process Principles | Process Principles | Standalone Subjects | Standalone Subjects | Technical Training Sessions | |
| 8:00 AM | Building Your First Laserfiche Form | Working with the Laserfiche Repository | Working with Workflow and Forms (Self-Hosted) | Solution Design Bootcamp (Self-Hosted) | Pattern Matching | Laserfiche Records Management | Securing Your Laserfiche Ecosystem | |
| 8:30 AM | | | | | | | | |
| 9:00 AM | | | | | | | | |
| 9:30 AM | | | | | | | | |
| 10:00 AM | | | | | Integrations with Laserfiche Connector | | | |
| 10:30 AM | | | | | | | | |
| 11:00 AM | BREAK | | | | | | | |
| 11:30 AM | BREAK | | | | | | | |
| 12:00 PM | Capture Workshop Lab | Getting Started with Workflow (Self-Hosted) | Working with Workflow and Forms (Self-Hosted) | Creating Solutions in Process Automation (Cloud) | Applying Security in the Repository | Designing Sessions In Quick Fields | | |
| 12:30 PM | | | | | | | | |
| 1:00 PM | | | | | | | | |
| 1:30 PM | | | | | | | | |
| 2:00 PM | | | | | Auditing the Repository | Using Capture Profiles | | |
| 2:30 PM | | | | | | | | |
| 3:00 PM | END | | | | | | | |
| 3:30 PM | END | | | | | | | |
| 4:00 PM | END | | | | | | | |

Power Pass provides access to certification courses and on-demand content.

Friday Lab Pass provides access to Power Pass content plus lab sessions on Friday.

Technical Training Pass provides access to Power Pass content plus three full days of technical training.

Solution Provider Pass provides access to Solution Provider sessions and Power Pass content.

Executive Leadership Pass provides access to Power Pass content, certification courses and on-demand content.

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Monday

8:00AM-3:00PM (PST) ISACA CSX Cybersecurity Fundamentals

Brush up on your cybersecurity knowledge with this certification course led by experts from ISACA, the premier global association for IT professionals and aiding enterprise transformation, serving more than 145,000 members in over 188 countries worldwide.

The CSX Cybersecurity Fundamentals certificate and related training are ideal for IS/IT practitioners to build knowledge of cybersecurity.

You'll learn to:

- ✓ Explain core information assurance (IA) principles
- ✓ Identify the key components of cybersecurity network architecture
- ✓ Apply cybersecurity architecture principles
- ✓ Describe risk management processes and practices
- ✓ Identify security tools and hardening techniques
- ✓ Distinguish system and application security threats and vulnerabilities
- ✓ Describe different classes of attacks
- ✓ Define types of incidents including categories, responses and timelines for response
- ✓ Describe new and emerging IT and IS technologies
- ✓ Analyze threats and risks within context of the cybersecurity architecture
- ✓ Appraise cybersecurity incidents to apply appropriate response
- ✓ Evaluate decision making outcomes of cybersecurity scenarios
- ✓ Access additional external resources to supplement knowledge of cybersecurity

Tuesday

Accelerating Digital Transformation

Digital transformation is business critical for every organization. How can you transform vital processes, drive change and deliver results? Once you've done that, learn ways to connect Laserfiche to strategic goals, and communicate the results of your transformation efforts to your boss, your executive team or your city council.

This track covers Laserfiche and partner solutions, as well as general thought leadership strategies, to accelerate digital transformation.

10:00-10:30 AM (PST) Real-World Artificial Intelligence: A Fireside Chat About the Role of AI in Business and Digital Transformation

Author and Forbes contributor Tom Taulli joins Tessa Adair, Laserfiche product manager for capture and machine learning, to discuss how AI is impacting the business landscape, challenges and opportunities for implementing AI technology, practical uses and how to prepare yourself and your organization for an AI-driven future.

Tom Taulli, author of Artificial Intelligence Basics: A Non-Technical Introduction and The Robotic Process Automation Handbook: A Guide to Implementing RPA Systems
Tessa Adair, Product Manager III, Laserfiche

10:30-11:00 AM (PST) Unlocking Success in Digital Transformation

There's no question that data and technology are key levers for digital transformation, but it's also about people and organizational alignment. In this engaging panel discussion, learn from members of the Laserfiche community who are at various points in their digital transformation journey about what's worked – and what hasn't – as they continue to navigate the world of digital transformation.

Michelle Lombardo-Smith, Laserfiche Business Analyst at The Wenger Group
Lynn Petrushkewich, IT Project Lead at Parx Casino
Jason Andrews, Continuous Improvement Manager at Sperry Rail, Inc.
Moderator: Arlene Covarrubias, Community Engagement Manager, Laserfiche

11:00-11:30 AM (PST) Five Trends That Will Shape the Future of Work

The future of work is a hot topic, with conflicting information from various experts leaving plenty of room for debate around what impact automation technology like artificial intelligence and robotics will have on your office. Learn how Laserfiche is helping you get ready, with machine learning to help automate and streamline processes and document management, new collaboration technologies and advanced automation tools.

Jason DelValle, Senior Product Marketing Manager, Laserfiche

11:30AM-12:00PM (PST) Coming soon!

12:00-12:30PM (PST) Delivering Value with Digital Transformation

The Laserfiche Digital Transformation Model is a roadmap to help organizations on their paths towards digital transformation. In this session, learn how you can leverage each pillar in the Digital Transformation Model to fundamentally transform the way you do business, including examples of how successful organizations approach digital transformation – and how to get your colleagues on board.

Jason DelValle, Senior Product Marketing Manager, Laserfiche

12:30-1:00PM (PST) The Digital Workplace: Technologies and Practices that Take Us Beyond the Pandemic

Stay-at-home mandates forced organizations into a way of working that was completely new for many. Some teams have not only maintained continuity, but also uncovered new efficiencies, improved operations and thrived in a remote environment. Hear from business leaders what tools and practices worked so well that they will continue to live on even after things “return to normal.”

Marty Gaffney, Network Technician, Town of Okotoks, AB, Canada

Lisa Miyake, Senior Program Analyst, Laserfiche

Moderator: Siobhan Fagan, Managing Editor, CMSWire.com

Unlocking the Value of Laserfiche

In these informative sessions, Laserfiche users will explore features and functionality that can help drive adoption, unlock additional value and make the most of your current system.

10:00-10:30 AM (PST) Build a Business Process You Can Report On

Are you struggling to create meaningful metrics and reports? Is the data you need siloed in various separate applications? Does it feel like reporting is always the “next phase” of your project? Join us to learn how to build reporting into your business processes.

Andrew Nunes, Senior Customer Success Manager, Laserfiche

10:30-11:00 AM (PST) New Licensing Models to Help You Get the Most from Laserfiche

Wondering what’s new with Laserfiche licensing? In this session, learn about new tiered packages for self-hosted and Laserfiche Cloud subscriptions! We’ll

cover what functionality is bundled in each package, as well as address new options including sandbox environments, site licenses, and hybrid Cloud services – then discuss what migration paths are available for these new platforms.

Elliot Ammon, Sales Operations Associate, Laserfiche

11:00-11:30 AM (PST) Using Laserfiche to Collaborate

Laserfiche isn’t just a place to store your archived records--there are a variety of tools that enable your organization to work together on active documents, as well as involve external parties in your processes. Learn how to leverage Office 365 for in-browser document coauthoring, share files with external parties using new secure file sharing, and update content on the go with the Laserfiche app.

Melissa Vazquez, Customer Success Manager, Laserfiche

11:30AM-12:00PM (PST) Quick Wins to Help You Get More Value out of Laserfiche

The best quick wins are easy to implement, inexpensive, have a narrow and focused scope, and can be fully implemented within 60-90 days. Join us to learn about quick wins you can implement with Laserfiche, including how to enable access to the content, information and processes employees need to work from home – and return to the office safely.

Will Dankanyin, Customer Success Manager, Laserfiche

12:00-12:30PM (PST) AI and Machine Learning: The Key to Digital Transformation

Using AI and machine learning to transform operations, service delivery and business models is key to future success. As you look toward AI to accelerate digital transformation, it’s a good time to think about how Laserfiche can play a part. What organizational goals can you achieve through using AI features in Laserfiche? Why can AI in Laserfiche help you make better decisions? Join us to for a look at the future of Laserfiche – and how it can drive digital transformation in your organization.

Tessa Adair, Product Manager III, Laserfiche

12:30-1:00PM (PST) Introducing the Next Generation of the Laserfiche Server

Join us to learn what’s next for the future of the Laserfiche Server! In this

session, you'll get an overview of how the architecture of the Laserfiche Server is transforming – enabling a global infrastructure that's even more scalable, secure and reliable.

John Uetz, Senior Product Manager, Laserfiche

Executive Leadership Summit

The Laserfiche Executive Leadership Summit is a half-day exclusive forum that will explore how economic pressures have reshaped a technology-centric business model across industries. Join your peers leading digital transformation in diverse industries to obtain perspectives on driving organizational growth through unprecedented change.

10:00-10:30 AM (PST) 2020 Vision Reset – Reimagine and Remodel Business in a New Environment

Notable industry leaders from both public and private sectors will discuss their renewed organizational visions for 2021 and beyond.

10:30-11:00 AM (PST) Five Practical Technology Trends You Don't Want to Miss in 2021

Post-pandemic tech trends from Artificial Intelligence, Automation, and Cybersecurity to Cloud-Native Technologies and Video Communications are transcending industry borders. This panel will discuss how leaders can cut through the noise and focus on the technologies that will transform business.

11:15-11:45 AM (PST) Decoding Chaos – Navigating Data Privacy and Security Regulations

A panel of information security and legal experts from leading SaaS companies will share how to navigate the latest regulations in data privacy and governance to optimize business outcomes.

11:45 AM-12:15 PM (PST) Connecting Virtually – Exploring Exciting Business Opportunities through CX

It's no secret that customers no longer make choices solely based on price or product. Experience counts! This session will explore how successful businesses are enhancing the customer experience and transforming service delivery.

12:30-1:00 PM (PST) It's Still a People Business – Leadership in a Time of Change

Research shows that when organizations invest in diversity, equity and inclusion (DEI), they are in a better position to create more adaptive, effective teams and gain competitive advantage. Learn from business and technology leaders who will share working policies and practices that foster DEI.

Wednesday

Creating a Smart, Safe and Secure Workplace

Cloud, hybrid, mobile, robotic process automation, AI and machine learning – they're the hottest technology tools, but what do they mean for you and your business? How can you use this new technology, along with standards like document management, business process automation and records management, to ensure business continuity, reduce the burdens of your workday and prepare you to be more resilient in the face of unforeseen change?

9:30-10:00AM (PST) Coming soon!

10:00-10:30AM (PST) 2021 Resolutions: Business Process Management Lessons, Trends and Shifts

Many business' processes were put to the test in 2020. With an abrupt shift to remote work, the pandemic highlighted gaps and inefficiencies in many organizational workflows. This session will feature stories from several business leaders on some of the biggest lessons they learned about business process management and customer experience over the past year, and explore the new trends driving BPM today.

Moderator: Amy Weiss, Editor-in-Chief, Workflow Magazine

11:00-11:30AM (PST) How Records Management Can Help You Comply with Privacy Legislation and Support Digital Transformation

Privacy legislation is developing around the world, giving more power to the people about whom organizations hold personal identifiable information (PII). Applying access controls based on "need to know" principles to comply with privacy legislation doesn't have to compromise digital transformation. Using Laserfiche's security toolset, you can apply broad (e.g., folder level) to specific

(e.g., content level) controls to ensure that your client's information is secure from unauthorized disclosure. In this session, we'll explore privacy developments in legislation and the tools in Laserfiche that can help you meet those requirements.

Robyn Biggar, MLS, Records and FOIPPA Administrator, City of the Port of Coquitlam, BC, Canada

11:30AM-12:00PM (PST) Going Beyond Document Management

Document management and information governance have never been more important, as data-driven organizations tend to be the most successful, profitable, sustainable and successful. Organizations must go beyond simple document management to thrive – and can do so by focusing on process automation, mobility and analytics.

Brandon Buccowich, Product Marketing Manager, Laserfiche

12:00-12:30PM (PST) Coming soon!

12:30-1:00PM (PST) Coming soon!

Leading Through Change

If 2020 has shown us anything, it's that in the face of change, when we work together, we will thrive. Whether you're personally looking to become more adaptable, you'd like to learn more about how to support diversity and equity at work or in your community, or your organization is positioning itself for success in changing circumstances, at Empower, you'll learn leadership skills that can help. This track covers change management, DEI, communication skills and personal growth strategies to help you and your organization be more agile in the face of transformation.

9:30-10:00AM (PST) Embracing the Future of Work: How to Create a Culture of Equality

Based on research and exclusive interviews with major companies and thought leaders, this talk will reveal why building cultures of equality is a business imperative, particularly when it comes to future proofing your post-pandemic workplace. You'll leave motivated to take personal accountability for talking inequality at work, armed with three key actions all men and women can start taking today to create a culture of equality at work.

Michelle Penelope King, Founder and CEO, Equality Forward Consulting, author of The Fix:

Overcome the Invisible Barriers that are Holding Women Back at Work

10:00-10:30AM (PST) Building Resilience in Times of Change

Most leaders know that change is essential for growth and progress. However, the change that's occurring today is testing both teams and leaders on their ability to adapt and stay flexible. In this session, you'll gain insight into how you and your coworkers think, feel, and behave during times of massive change, then utilize these best practices for helping you and your team make it through to the other side.

Jackie Martin, Founder and Chief Motivational Officer, A Matter of Motivation, LLC

11:00-11:30AM (PST) Elevating Employee Engagement in the New Normal

Employee expectations have been changing in recent years, and the COVID-19 pandemic has accelerated that shift, forcing HR (and most departments within an organization) to transform the workplace dramatically. This panel will explore some of the top ways HR leaders can engage a workforce in this "new normal," and how can HR professionals and managers measure up to changing expectations.

Duana Kindle, Managing Director, HR Department at Frisco ISD

Susan Nunn, Human Resources Director at the City of Lexington, NC

Laura Victoria, Senior HR Director, Laserfiche

Moderator: Arlene Covarrubias, Community Engagement Manager, Laserfiche

11:30AM-12:00PM (PST) Embedding DEI into Your Company DNA

The business case for diversity has been presented and to some it is only seen as beneficial in theory. Do company leaders buy-in to the statistics and data enough to put it into practice? The problem has been identified, but remains unsolved. Mainly because there isn't truly a problem if it's not costing the company money. Stats, statements and standards alone will not change anything, but together with commitment to action, they are the underpinnings of a strategy. Stacey facilitates a session that will walk you through the elements of change management that will move leadership past the circular conversation about diversity & inclusion in the workplace.

Stacey Gordon, CEO, Rework Work

12:00-12:30PM (PST) Embracing Change in a Multi-Generational Workforce

Most people are inherently resistant to change, especially in times of uncertainty. Add in the fact that there are 5 different generations in the workforce and the need to embrace change becomes critical. How well you manage change can directly impact productivity, employee engagement and retention, and profitability. You'll leave this session with a fresh perspective on change management, as well as actionable tools you can use to thrive in today's fluctuating times.

Jan Spence, TEDx speaker, trainer and consultant

12:30-1:00PM (PST) Professional Presence for the Small Screen

Packed with the top ten tips for looking, sounding, and feeling confident while presenting in the virtual environment, this session is what every leader needs to see. You'll walk away with an actionable checklist to up your performance, no matter what your current skill level!

Kerri Garbis, President and Co-Founder, Ovation Communication

Unlocking the Value of Laserfiche

In these informative sessions, Laserfiche users will explore features and functionality that can help drive adoption, unlock additional value and make the most of your current system.

9:30-10:00AM (PST) What's Ahead for Laserfiche: A Look at the Product Roadmap

What's ahead for Laserfiche? In this session, our technical product managers will give you an overview of our strategy, vision and direction – as well as a sneak peek at what new products and features you can look forward to.

Ian McCready, Senior Product Manager, Laserfiche

Daniel Herndon, Senior Product Manager, Laserfiche

10:00-10:30AM (PST) Leave the Busywork to the Bots

Have you heard about Robotic Process Automation (RPA), an innovative, no-code technology which can automate manual, repetitive data entry tasks? Discover the many ways you can use software bots to boost productivity. You'll also get a first look at new functionality in Laserfiche RPA including the bot recorder, new ways to integrate with external applications and how RPA bridges last-mile gaps in your automated processes.

Cosette Dwyer, Product Manager II, Laserfiche

11:00-11:30AM (PST) Streamlining Information Capture and Review with Forms

With Laserfiche Forms, you can easily build forms without any coding experience. Learn how you can publish web-based forms that people outside your organization can use, automatically route and manage information through forms, and gain insight with reporting tools to help identify bottlenecks.

Monty Ashton-Lewis, District Manager, Laserfiche

11:30AM-12:00PM (PST) Introducing the Laserfiche API

The new Laserfiche API will enable you to more easily integrate Laserfiche with the other products you use. Join us to learn about the Laserfiche API, the types of integrations you can build, and what resources are available to help you in your integration journey.

Alex Kang, Technical Program Manager, Laserfiche

12:00-12:30PM (PST) How to Build a Laserfiche Training Program for Your Organization

Looking to get others in your organization using Laserfiche? People often fear what they don't know, so one way to get people excited about change is through training. In this class, we'll cover everything you need to know about building a Laserfiche training program for your organization, including how to get your training program off the ground; Laserfiche resources that can help; and how to develop a sample training plan.

Valen Anderson, Senior Instructional Designer

12:30-1:00PM (PST) Extending Cloud with External Connections

Remote agents can make it easy for you to integrate Laserfiche with production databases, custom code and third-party APIs. Join us for this informative session to learn how you can use this new feature to get the most out of Laserfiche Cloud by extending it across your existing infrastructure.

Joe Edwards, Software Engineer, Laserfiche

Thursday

Change Management Bootcamp

Buy-in is critical to making organizational change happen, especially when you're building support for a technology initiative. This day-long bootcamp covers the mechanics of driving change, from building a business case to getting peers to buy in, and also covers how to communicate more effectively to achieve your personal and departmental goals.

This bootcamp is presented in conjunction with the International Institute of Municipal Clerks (IIMC). IIMC members are eligible for up to 3 CMC/MMC credits upon satisfactory completion of session assessments. All Empower attendees are welcome to attend.

All sessions presented by Melissa Henley, Director of Customer Experience, Laserfiche.

8:00-9:30AM (PST) Build the Business Case for Your Technology Initiative

In this session, learn how to define concrete steps to define a value proposition for your technology project, build consensus, and create and present a business case that will get everyone on board. Learn how to effectively make the case for funds and show others in your organization the benefits of change.

Upon satisfactory completion of session assessment, attendees will receive 0.75 CMC/MMC credits.

10:00-11:30AM (PST) Drive Change without Driving Your Colleagues Crazy

Learn how to get peers to buy into a new technology initiative. This presentation covers why organizations fear the prospect of change; the science behind change resistance and strategies for overcoming it; and case studies focused on change management success.

Upon satisfactory completion of session assessment, attendees will receive 0.75 CMC/MMC credits.

12:00-1:30PM (PST) Selling Your Leadership Message

In today's environment, perception is reality. In this session, learn techniques to manage the message you send in written communications, including social media postings, newsletters, and email; connect more meaningfully with groups when giving presentations; and effectively handle differences in communication styles – particularly when multiple generations

are involved.

Upon satisfactory completion of session assessment, attendees will receive 0.75 CMC/MMC credits.

2:00-3:30PM (PST) Building Your Personal Brand

By curating your personal brand, you can become your own best advocate, so you're better able to gain buy-in and position yourself for success. In this session, you'll learn how to market yourself and your department to achieve your personal and organizational goals.

Upon satisfactory completion of session assessment, attendees will receive 0.75 CMC/MMC credits.

On-Demand Sessions

Accelerating Digital Transformation

Digital Transformation Assessment Model

Robert Delgado, DESAF

Utilizing Continuous Improvement Tools to Drive Process Development

Jason Andrews, Sperry Rail, Inc.

Leading Through Change

Screen Fatigue is Real – and How to Combat It

Are you and everyone you know sick of virtual meetings? Is being engaging on-camera becoming increasingly difficult? This session is packed with tactical strategies to make your virtual life more comfortable, give you some immediate relief, and increase fatigued participant engagement.

Kerri Garbis, President and Co-Founder, Ovation Communication

Leaving a Lasting Laserfiche Legacy

Rosalind Collins, City of Charlottesville, VA

[Solution Exchange](#)

Veteran's Application Showcase

Mark McIntyre, Cabarrus County, NC

Port Training Institute (PTI), an Inspiring Success Story in the Maritime Industry

Dr. Mohamed Bhnassy, Port Training Institute, Arab Academy for Science, Technology and Maritime Transport

Griffin Procurement Services

Louise Jones, Griffin Procurement Services

Adapting to COVID-19

Marty Gaffney, Network Technician, Town of Okotoks, AB, Canada

Automation Requisition Process

Thomas Pircher Podarua, Ministry of Education, Papua New Guinea

[Unlocking the Value of Laserfiche](#)

Mistakes, Trips and Tips for Implementing Laserfiche

John Rokenbrod, Bryan Independent School District

Automating Transparent Records Management

Marty Gaffney

Troubleshooting Laserfiche Forms

Marty Gaffney

Live Long and Process: Tips for Planning and Designing Your Automation Process

Michael Wells, Chesterfield County, VA

The Sorcerer's Toolbox: Automation for the Administrator

Michael Wells, Chesterfield County, VA

Integrating Laserfiche with Monday.com

Patrick Snook, Laserfiche

Automating Business Processes with Workflow

Workflow is a tool for automating the flow of business processes and documents. In this overview of Workflow's functionality and features, you'll learn how to use Workflow's business process automation tools, as well as how Workflow can increase your productivity through automation.

Christian Hughes, District Manager, Laserfiche

Tips and Tricks in Laserfiche

Looking to brush up on your Laserfiche skills? In this session, you'll learn searching tips, metadata features, shortcut modifications, and many other time-saving tricks and procedures to help manage documents flexibly and efficiently in the Laserfiche interface.

Misty Blair, Senior Technical Writer, Laserfiche

Overview of Tools in the Laserfiche Suite

New to the Laserfiche suite? About to implement a Laserfiche system? In this overview, you'll learn about the basic components of the Laserfiche suite and how each can meet your business needs – as well as best practices from customer use cases.

Louis Nees, Customer Success Manager, Laserfiche

Using Reporting and Analytics to Drive Change

By bringing together data from across the business, companies can get real-time insights into finance, sales, marketing, product development, and other processes. These insights enable teams within a company to collaborate better, achieve better results, and outperform the competition. However, very few companies have realized the importance of analyzing this data to drive organizational change. In this session, learn how everyone in your organization can use data to increase productivity and enhance decision-making, so you proactively identify issues, drive change and make your organization more efficient and productive.

Brandon Buccowich, Product Marketing Manager, Laserfiche

The Value of Intelligent Capture in Accounts Payable

Processing invoices is a necessity for all organizations. To enable more efficient and streamlined AP invoice processing solutions, Laserfiche will be releasing intelligent capture capabilities, where machine learning technology is used to automatically recognize invoices and extract data. In this session, learn the advantages of intelligent capture and machine learning in AP processes like invoice processing; how to eliminate the tiresome work of manual data entry and associated errors; and how this new solution will integrate with existing Laserfiche solutions. You'll also get a first look at our new invoice processing solution in action.

Tessa Adair, Technical Product Manager III, Laserfiche

Why to Expand Laserfiche Outside Your Organization

Our customers, constituents, suppliers and partners have technology expectations. They use social media, they shop online and they use kiosks everywhere – the movie theatre, ATM, airport, etc. How do we keep up with their expectations? Laserfiche presents many options to provide them suppliers with self-service support. In this session, learn how and why Laserfiche portals will help you work smarter and provide quality service to everyone you work with – inside and outside your organization.

Anita Chiang, Presales Manager, Laserfiche

Tech Tip: Records Management that Fits Your Entire Organization

Flexible records management empowers users to operate with greater freedom without sacrificing the control organizations need to keep information secure. In this quick overview, learn how flexible records management can help your organization remain compliant with retention rules, without impacting how your organization works.

Nicole Moulton, Senior Technical Trainer, Laserfiche

Tech Tip: Building a Report in Laserfiche

Do you know how to create basic reports that meet your business needs – using features that are already in Laserfiche? In this quick overview, learn how to quickly create reports and visualize data in tables and charts.

Jeremy Setty, Technical Trainer, Laserfiche

What I Wish I Had Known Before I Automated My Process

Are you new to automation or looking to implement new automated processes? Often, it's great to hear about people's success, but it's even more helpful to hear how you can avoid common pitfalls and consider new approaches to process re-engineering.

Amy Johnson, Senior Systems Administrator, Hanover County, VA Commissioner of the Revenue