



CONFERENCE PROGRAM

Tuesday, March 6th 2018

TIME	EVENT
9:00am – 12:00pm	PRE-CONFERENCE WORKSHOP 1: <p style="text-align: center;">Building A Service Contract Program (US Base White/Brown Goods) <i>Presenters:</i> Julie Messer, VP National Accounts, & Jeanine Skendzel, Director, Risk Management, AIG Stephen McDaniel, Shareholder, MEENAN P.A. & Asst. General Counsel & Executive Director, SCIC</p>
9:00am – 12:00pm	PRE-CONFERENCE WORKSHOP 2: <p style="text-align: center;">Five Ways To Reduce Warranty Costs <i>Presenters:</i> Fred Schenkelberg, Consultant, FMS RELIABILITY</p>
9:00am – 12:00pm	PRE-CONFERENCE WORKSHOP 3: <p style="text-align: center;">The Building Blocks Of Pricing A B2B Extended-Warranty/Service <i>Presenter:</i> Ron Giuntini, President GIUNTINI & COMPANY</p>
2:00pm – 5:00pm	PRE-CONFERENCE WORKSHOP 4: <p style="text-align: center;">Warranty Claims Handling 101 <i>Presenters:</i> Ian Schuler, Attorney & Michael Hurvitz, Partner, BOWMAN AND BROOKE, LLP</p>
2:00pm – 5:00pm	PRE-CONFERENCE WORKSHOP 5: <p style="text-align: center;">Inaccurate ESC Loss Ratios: The Achilles Heel Of Our Industry <i>Presenters:</i> Paul Swenson, EVP, & Dan Adelsberg, Director, Warranty Analytics, AFTER, INC</p>
2:00pm – 5:00pm	PRE-CONFERENCE WORKSHOP 6: <p style="text-align: center;">Transforming Warranty Management Into Improved Customer Satisfaction And Revenue Generation <i>Presenter:</i> Bill Pollock, President STRATEGIES FOR GROWTH</p>
5:00pm – 8:00pm	EVENING REGISTRATION
6:00pm – 8:00pm	WELCOME RECEPTION DRINKS & HORS D'OEUVRES

Wednesday, March 7th 2018

TIME	EVENT
7:00am – 8:15am	BREAKFAST (<i>Sponsored by: THE WARRANTY GROUP</i>) EXHIBITORS & NETWORKING REGISTRATION
8:15am – 8:30am	WELCOME ADDRESS Alison Griffiths, WCM Conference Director
8:30am – 9.15am	KEYNOTE PRESENTATION What Is Value In The Warranty, Service Contract And Insurance Industries? Nathan Banks Director of Product Management MICROSOFT
9:15am – 10:00am	KEYNOTE PRESENTATION Using Big Data Discovery To Drive Innovation In Product And Service Margins Sue Zwinger Vice President, Global Systems Support ORACLE
10.00am – 10:30am	REFRESHMENTS (<i>Sponsored by: AIG WARRANTY</i>) EXHIBITORS & NETWORKING

<p>10:30am – 12:30pm</p>	<p style="text-align: center;">Session 1: Track 1 WARRANTY AND SYSTEM MANAGEMENT</p> <p>10:30am – 11:10am</p> <p style="text-align: center;">Warranty Management Transformation: The Journey Continues Andrew Conville Warranty & Technical Services Manager HUSQVARNA GROUP</p> <p>11:10am – 11:50am</p> <p style="text-align: center;">The System Consolidation Journey: Benefits, Pitfalls & Keys To Success Kirsten Elsworth Director, Data Management & Analytics ALLY FINANCIAL, INC.</p> <p>11:50am – 12:30pm</p> <p style="text-align: center;">Warranty And Support At Cisco: One Year After The Change Bryan Waller Director, Customer Assurance CISCO</p>	<p style="text-align: center;">Session 1: Track 2 EXTENDED WARRANTY NATIONAL REGULATORY UPDATE</p> <p>10:30am – 12:30pm</p> <p style="text-align: center;"><i>Panel Presentation</i></p> <p style="text-align: center;">2017-2018 Extended Warranty National Regulatory Update And Case Law Review</p> <p style="text-align: center;">Stephen McDaniel Shareholder MEENAN, P.A. Asst. General Counsel & Executive Director SERVICE CONTRACT INDUSTRY COUNCIL (Moderator)</p> <p style="text-align: center;">Brian Casey Partner & Co-Chair of the Transactions & Regulatory Insurance Group LOCKE LORD, LLP</p> <p style="text-align: center;">Christopher Karo Associate Division Counsel, Warranty Division AIG</p>	<p style="text-align: center;">Session 1: Track 3 COLLABORATIVE WARRANTY MANAGEMENT</p> <p>10:30am – 12:30pm</p> <p style="text-align: center;"><i>Panel Discussion</i></p> <p style="text-align: center;">Collaborative Warranty Management: OEM, Dealer & Supplier Perspectives</p> <p style="text-align: center;">Ashok Kartham CEO MIZE, INC. (Moderator)</p> <p style="text-align: center;">Dave Bunton Senior Manager, Global Warranty Operations TREK BICYCLE</p> <p style="text-align: center;">Paul Garand Warranty Engineer MULTIMATIC DYNAMIC SUSPENSIONS</p> <p style="text-align: center;">Dave Sakata Vice President & Lean Product Engineering FREUDENBERG-NOK</p> <p style="text-align: center;">Jason Payne Warranty Manager SENSATA</p>
<p>12:30pm -1:30pm</p>	<p style="text-align: center;">LUNCH (<i>Sponsored by: m-ize, Inc.</i>)</p> <p style="text-align: center;">EXHIBITORS & NETWORKING</p>		

<p>1:30pm – 3:15pm</p>	<p style="text-align: center;">Session 2: Track 1 CUSTOMER EXPERIENCE, WARRANTY & SERVICE</p> <p>1:30pm – 2:05pm</p> <p style="text-align: center;">Customer Focused Innovation In the Extended Warranty Space David Gregory Senior Product Manager, Device Accessories AMAZON</p> <p>2:05pm – 2:40pm</p> <p style="text-align: center;">Digitizing The Aftermarket Supply Chain Tom Maher Senior Vice President, Global Service Parts DELL EMC</p> <p>2:40pm – 3:15pm</p> <p style="text-align: center;">B2B Effortless Experience Steve Zannos Senior Director, Service Delivery ELECTROLUX</p>	<p style="text-align: center;">Session 2: Track 2 WARRANTY ANALYTICS</p> <p>1:30pm – 2:05pm</p> <p style="text-align: center;">Warranty Analytics: Is There A Need? Frank Kozlowski Technical Analyst, Warranty KOHLER</p> <p>2:05pm – 2:40pm</p> <p style="text-align: center;">Automated Predictive Analytics: Seeing The Whole Picture From Your Data. Utopia Or Reality? Dan Somers CEO WARWICK ANALYTICS</p> <p>2:40pm – 3:15pm</p> <p style="text-align: center;">The Power Of Analytics: Becoming Best In Class David Froning Senior Manager, IIOT & Heavy Industrial Solutions SAS</p>	<p style="text-align: center;">Session 2: Track 3 TECHNOLOGY DEVELOPMENTS</p> <p>1:30pm – 3:15pm</p> <p style="text-align: center;"><i>Panel Discussion</i></p> <p style="text-align: center;">Staying Abreast Of Technology Developments In The Rapidly Changing Management Of OEM Warranties, Service Contracts, Extended Warranties And Maintenance Agreements</p> <p style="text-align: center;">Mark Nagelvoort President & CEO PCMI CORPORATION <i>(Moderator)</i></p> <p style="text-align: center;">Dawn Morris President CENTRICITY</p> <p style="text-align: center;">Greg Myers Executive Managing Director BEECHER CARLSON</p> <p style="text-align: center;">Guy Koenig President CAREGUARD WARRANTY SERVICES, INC.</p> <p style="text-align: center;">Dan McCollins Strategic Relationship Manager WEX, INC.</p>
<p>3:15pm – 3:45pm</p>	<p style="text-align: center;">REFRESHMENTS EXHIBITORS / NETWORKING</p>		

<p>3:45pm – 5:30pm</p>	<p style="text-align: center;">Session 3: Track 1 CLAIMS PROCESSING AND WARRANTY FRAUD</p> <p>3:45pm – 4:20pm</p> <p style="text-align: center;">Resolving Installed Product Warranty Claims Andrew Clements National Accounts Executive WARRANTY LINK SOLUTIONS</p> <p>4:20pm – 4:55pm</p> <p style="text-align: center;">The Art Of Returning Parts Through Warranty Terry Leinbach Product Support/Warranty Systems Manager EXCEL INDUSTRIES, INC. & Noor Pasha Associate Technical Architect TAVANT TECHNOLOGIES</p> <p>4:55pm – 5:30pm</p> <p style="text-align: center;">The Dynamic Duo: How Data And Visibility Prevent Warranty Fraud And Mitigate Loss Sarah Hatfield Vice President, Product Management ONPROCESS TECHNOLOGY</p>	<p style="text-align: center;">Session 3: Track 2 CUSTOMER EXPERIENCE VERSUS EXPENSE CONTROL</p> <p>3:45pm – 5:30pm</p> <p style="text-align: center;"><i>Panel Discussion</i></p> <p style="text-align: center;">Customer Experience vs. Expense Control</p> <p style="text-align: center;">Jocelyn Getson Vice President, Partnership Strategy CENTRICITY (Moderator)</p> <p style="text-align: center;">Matt Taylor Vice President, Extended Warranty STARR COMPANIES</p> <p style="text-align: center;">Nathan Banks Director of Product Management MICROSOFT</p> <p style="text-align: center;">David Gregory Senior Product Manager, Device Accessories AMAZON</p> <p style="text-align: center;">Cosmo Adamo Vice President, Service BRANDSMART</p> <p style="text-align: center;">Tom Maher Senior Vice President, Global Service Parts DELL EMC</p> <p style="text-align: center;">Mark Shaw Electronics Merchandise Manager NEBRASKA FURNITURE MART</p>
<p>5:30pm – 7:30pm</p>	<p style="text-align: center;">EVENING COCKTAIL RECEPTION WITH HORS D'OEUVRES</p> <p style="text-align: center;">EXHIBITORS / NETWORKING</p>	

Thursday, March 8th 2018

TIME	EVENT
7:00am – 8:00am	BREAKFAST (<i>Sponsored by: PCMI CORPORATION</i>) EXHIBITORS & NETWORKING
8:00am – 9:45am	GENERAL SESSION: INDUSTRY UPDATES AND TRENDS 8:00am – 8:35am Annual Warranty and Service Contract Industry Update Eric Arnum Editor WARRANTY WEEK 8:35am – 9:10am Trends And Techniques In The Extended Warranty Market James Mostofi President & Julie Messer Vice President AIG WARRANTY 9:10am – 9:45am The State Of Warranty Chain Management in 2018 – And Beyond! Bill Pollock President & Principal Consulting Analyst STRATEGIES FOR GROWTH
9:45am – 10:15am	REFRESHMENTS / EXHIBITORS / NETWORKING

<p>10:15am – 12:00pm</p>	<p style="text-align: center;">Session 4: Track 1 PRODUCT AND SYSTEM INNOVATION</p> <p>10:15am – 11:05am</p> <p style="text-align: center;">Warranty Management Systems Claims Design Frank Kozlowski Technical Analyst, Warranty KOHLER</p> <p>11:05am – 12:00pm</p> <p style="text-align: center;">Case Study Discussion: Bringing Innovation To The Extended Service Contract Sector Paul Swenson EVP, Business Development AFTER, INC. & Bruce Serpa Business Development Manager, NA SEAGATE TECHNOLOGIES</p>	<p style="text-align: center;">Session 4: Track 2 CHANGES AND REGULATION OF COMMERCIAL AND MOTOR VEHICLE SERVICE CONTRACTS</p> <p>10:15am – 10:50am</p> <p style="text-align: center;">Regulation Of Commercial Service Contracts Stephen McDaniel Shareholder MEENAN, P.A. Asst. General Counsel & Executive Director SERVICE CONTRACT INDUSTRY COUNCIL</p> <p>10:50am – 11:25am</p> <p style="text-align: center;">The Changing Technology Of The Automobile And Its Influence On The Motor Vehicle Service Contract Industry Aaron Lunt Assistant General Counsel, Head of Regulatory Affairs THE WARRANTY GROUP</p> <p>11:25am – 12:00pm</p> <p style="text-align: center;">Q & A</p>
<p>12:00pm – 1:15pm</p>	<p style="text-align: center;">LUNCH EXHIBITORS & NETWORKING</p>	

<p>1:15pm – 3:00pm</p>	<p style="text-align: center;">Session 5: Track 1 SERVICE CONTRACT MANAGEMENT</p> <p>1.15pm – 1:50pm</p> <p style="text-align: center;">Identifying Service Contract Benefits That Add Value And Are Cost Effective Darius Bullock Senior ESA Business Manager ELECTROLUX & Dan Hulkower Senior Vice President AFTER, INC.</p> <p>1:50pm – 2:25pm</p> <p style="text-align: center;">Globalizing Service Contract Claim Cost Control Kevin Rigg President KAR WARRANTY CONSULTING, LLC</p> <p>2:25pm – 3:00pm</p> <p style="text-align: center;">Transitioning Customers From Manufacturer’s Warranty To A Service Contract William Eliason Senior Manager, Business Planning & Operations ORACLE</p>	<p style="text-align: center;">Session 5: Track 2 WARRANTY MANAGEMENT AND CUSTOMER EXPERIENCE</p> <p>1.15pm – 1:50pm</p> <p style="text-align: center;">Warranty Terms And Conditions Bradley Smoley Software Business Operations Lead IBM</p> <p>1:50pm – 2:25pm</p> <p style="text-align: center;">Ten Things For Immediate Productivity Gains In Warranty Processes Eric Marlan Senior Product Manager MIZE, INC.</p> <p>2:25pm – 3:00pm</p> <p style="text-align: center;">Minimize Cost With Global Warranty Management Jean Skemp Global Warranty Process Leader INGERSOLL RAND & Moshe Devarapalli Director - Program Manager TAVANT TECHNOLOGIES</p>
<p>3:00pm – 3:30pm</p>	<p style="text-align: center;">REFRESHMENTS / EXHIBITORS / NETWORKING</p>	

<p>3:30pm – 4:30pm</p>	<p>PANEL DISCUSSION:</p> <p style="text-align: center;">WARRANTY AND SERVICE CONTRACT MANAGEMENT FOR INNOVATION AND GROWTH</p> <p style="text-align: center;"><i>Distinguished Panel Members:</i></p> <p style="text-align: center;">David Froning Senior Manager, IIOT & Heavy Industrial Solutions SAS <i>(Moderator)</i></p> <p style="text-align: center;">Bryan Waller Director, Customer Assurance CISCO</p> <p style="text-align: center;">Aaron Lunt Assistant General Counsel, Head of Regulatory Affairs THE WARRANTY GROUP</p> <p style="text-align: center;">Jean Skemp Global Warranty Process Leader INGERSOLL RAND</p> <p style="text-align: center;">Matt Taylor Vice President, Extended Warranty STARR COMPANIES</p> <p style="text-align: center;">Sue Zwinger Vice President, Global Systems Support ORACLE</p> <p style="text-align: center;">Steve Zannos Senior Director, Service Delivery ELECTROLUX</p>
<p>4:30pm – 4:45pm</p>	<p>CLOSING ADDRESS</p> <p style="text-align: center;">Alison Griffiths, WCM Conference Director & President, ALG Associates</p>