



CONFERENCE PROGRAM

Tuesday, March 12th 2019

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, 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;">Warranty Claims Handling 101 <i>Presenter:</i> Justin Niznik, Attorney BOWMAN AND BROOKE, LLP</p>
9:00am – 12:00pm	PRE-CONFERENCE WORKSHOP 3: <p style="text-align: center;">25 Ways For An OEM To Increase The Revenue Of A B2B Extended Warranty Service Contract <i>Presenter:</i> Ron Giuntini, Founder G35 SOFTWARE, INC.</p>
2:00pm – 5:00pm	PRE-CONFERENCE WORKSHOP 4: <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>
2:00pm – 5:00pm	PRE-CONFERENCE WORKSHOP 5: <p style="text-align: center;">The Right Ways To Start, Expand or Optimize Extended Service Programs <i>Presenter:</i> Paul Swenson, EVP, Business Development; Dan Hulkower, SVP, Business Development; Dan Adelsberg, Group Director Analytics AFTER, INC.</p>
5:00pm – 7:00pm	EVENING REGISTRATION
5:30pm – 7:00pm	WELCOME RECEPTION DRINKS & HORS D'OEUVRES

Wednesday, March 13th 2019

TIME	EVENT
7:00am – 8:15am	BREAKFAST EXHIBITORS & NETWORKING REGISTRATION
8:15am – 8:30am	WELCOME ADDRESS Alison Griffiths, WCM Conference Director
8:30am – 9.15am	KEYNOTE PRESENTATION Detecting. Analyzing And Preventing Warranty, Parts And Service Fraud Robert Long Director, Global Service Fraud DELL EMC
9:15am – 10:00am	EXECUTIVE PRESENTATION The Transformational Impact of Connected Devices and the Internet of Things on Warranty Management, Service Contract Sales, and Consumer Experience Jim Mostofi Global Head of Business Development AIG WARRANTY
10.00am – 10:30am	REFRESHMENTS EXHIBITORS & NETWORKING

<p>10:30am – 12:30pm</p>	<p style="text-align: center;">Session 1: Track 1 THE INTERNET OF THINGS</p> <p>10:30am – 11:10am</p> <p style="text-align: center;">The Challenge of Warranty Management Systems In The IIoT Era Albert Liao Assistant Vice President of Cloud Enterprise Solution Business Group FOXCONN INDUSTRIAL INTERNET (FII)</p> <p>11:10am – 11:50am</p> <p style="text-align: center;">Finding Value In The Internet of Things David Froning Senior Manager of IOT Solutions SAS</p> <p>11:50am – 12:30pm</p> <p style="text-align: center;">The Age Of IoT And Its Impact On Warranty Claims Chris Smith CEO OnPoint Warranty Solutions</p>	<p style="text-align: center;">Session 1: Track 2 WARRANTY FRAUD MANAGEMENT</p> <p>10:30am – 12:30pm</p> <p style="text-align: center;"><i>Panel Discussion</i> Detecting, Analyzing and Preventing Warranty, Parts and Service Abuse/Fraud.</p> <p style="text-align: center;">Robert Long Director, Global Service Fraud DELL EMC (Moderator)</p> <p style="text-align: center;">Bob Roberts Customer Solutions Manager, Services THERMO KING (INGERSOLL RAND)</p> <p style="text-align: center;">Cary Decuir Global Service Fraud Senior Manager DELL EMC</p> <p style="text-align: center;">Ashok Kartham CEO MIZE, INC</p> <p style="text-align: center;">Erin Duke Director, Warranty and Service Administration ELECTROLUX (To Be Confirmed)</p>
<p>12:30pm -1:30pm</p>	<p style="text-align: center;">LUNCH (<i>Sponsored by: ServiceBench</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 FRAUD AND INVESTIGATION</p> <p>1:30pm – 2:05pm</p> <p style="text-align: center;">Finding The “Hidden” Fraud In Your Auto Extended Warranty Program Sharon Markovsky Director, Business Development ISO CLAIMSEARCH</p> <p>2:05pm – 2:40pm</p> <p style="text-align: center;">Trust And Trustworthiness: Dealing With The Honest Majority And The Dishonest Minority Matti Kurvinen Founder and Managing Director sd-ize consulting</p> <p>2:40pm – 3:15pm</p> <p style="text-align: center;">Greater Than The Sum Of Its Parts: A Practitioner’s Guide To Modern Investigative Tactics Garrett McGinn Director, Research & Development DIGISTREAM INVESTIGATIONS</p>	<p style="text-align: center;">Session 2: Track 2 EXTENDED WARRANTY NATIONAL REGULATORY UPDATE</p> <p>1:30pm – 3:15pm</p> <p style="text-align: center;"><i>Panel Presentation</i></p> <p style="text-align: center;">2018-2019 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 <i>(Moderator)</i></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>3:15pm – 3:45pm</p>	<p style="text-align: center;">REFRESHMENTS</p> <p style="text-align: center;">EXHIBITORS</p> <p style="text-align: center;">NETWORKING</p>	

3:45pm – 5:30pm	<p align="center">Session 3: Track 1 BALANCING CUSTOMER EXPERIENCE, QUALITY & WARRANTY COST</p>	<p align="center">Session 3: Track 2 WARRANTY AND EXTENDED SERVICE CONTRACT MANAGEMENT</p>
	<p>3:45pm – 4:20pm</p> <p align="center">Using Service Cost Data To Influence Quality Beyond Warranty Bryan Waller Director, Service Readiness Engineering CISCO</p>	<p>3:45pm – 4:20pm</p> <p align="center">The ABC's Of Controlling Claim Expenses Kevin Rigg President KAR WARRANTY CONSULTING, LLC</p>
	<p>4:20pm – 4:55pm</p> <p align="center">Successful Strategies For Improving Quality And Reducing No Trouble Found Mike Roberts President MR INSIGHTS LLC</p>	<p>4:20pm – 4:55pm</p> <p align="center">Improving The Warranty Supplier Recovery Process: Warranty And Supplier Recovery Opportunities For OEMs John Martinous Managing Consultant TATA CONSULTING SERVICES</p>
	<p>4:55pm – 5.30pm</p> <p align="center">Customer Voice Monitoring To Support Quality Management And Goodwill Decisions Heinz van Deelan CEO Consline AG</p>	<p>4:55pm – 5.30pm</p> <p align="center">10 Events That Enable Sellers Of B2B Extended Warranty Service Contracts To Ask Their Buyers, "How Am I Doing?" Ron Giuntini Founder G35 SOFTWARE, INC.</p>

Thursday, March 14th 2019

TIME	EVENT	
7:00am – 8:00am	<p style="text-align: center;">BREAKFAST EXHIBITORS & NETWORKING</p>	
8:00am – 9:45am	<p style="text-align: center;">Session 4: Track 1 INDUSTRY UPDATES</p>	<p style="text-align: center;">Session 4: Track 2 MACHINE LEARNING AND A.I. IN A DIGITAL WARRANTY WORLD</p>
	<p>8:00am – 8:35am</p> <p style="text-align: center;">Annual Warranty and Service Contract Industry Update Eric Arnum Editor WARRANTY WEEK</p>	<p>8:00am – 8:35am</p> <p style="text-align: center;">Application Of Machine Learning On Warranty Claim Reduction Albert Liao Assistant Vice President of Cloud Enterprise Solution Business Group FOXCONN INDUSTRIAL INTERNET (FII)</p>
	<p>8:35am – 9:10am</p> <p style="text-align: center;">The State Of Warranty Chain Management in 2019 – And Beyond! Bill Pollock President & Principal Consulting Analyst STRATEGIES FOR GROWTH</p>	<p>8:35am – 9:10am</p> <p style="text-align: center;">Warranty In A Digital World Namendra Belhe Senior Business Consultant, Manufacturing Business Unit SYNTEL INC.</p>
<p>9:10am – 9:45am</p> <p style="text-align: center;">How To Engage Millennials With Extended Warranties And Service Contracts Matt Taylor Vice President of Warranty STARR COMPANIES & Dan Hulkower Senior Vice President AFTER, INC.</p>	<p>9:10am – 9:45am</p> <p style="text-align: center;">Artificial Intelligence, Machine Learning And The World Of Making Smarter, Faster And Better Decisions Atul Varshneya Vice President, Artificial Intelligence & Roshan Pinto Head of Aftermarket Practice TAVANT TECHNOLOGIES</p>	
9:45am – 10:15am	<p style="text-align: center;">REFRESHMENTS / EXHIBITORS / NETWORKING</p>	

<p>10:15am – 12:00pm</p>	<p style="text-align: center;">Session 5: Track 1 OEM WARRANTY AND SERVICE MANAGEMENT JOURNIES</p> <p>10:15am – 10:50am</p> <p style="text-align: center;">Enhancing The Customer Experience Through Service Delivery: The Journey Continues ... Erin Duke Director, Warranty & Service Administration & Kara Mack Warranty Operations Manager ELECTROLUX MAJOR APPLIANCES</p> <p>10:50am – 11:25am</p> <p style="text-align: center;">Lifetime Warranty – A Timeless Opportunity? Trent Oelkers Logistics Manager, Technical Warranty Services CARLISLE CONSTRUCTION MATERIALS & Srini Giridhar Director, Product Management TAVANT TECHNOLOGIES</p> <p>11:25am – 12:00pm</p> <p style="text-align: center;">Global Reimbursement Rules: Financial Challenge Of Warranty Frank Kozlowski Technical Analyst, Warranty KOHLER</p>	<p style="text-align: center;">Session 5: Track 2 AUTOMATING SERVICE CONTRACT ADMINISTRATION</p> <p>10:15am – 12:00pm</p> <p style="text-align: center;"><i>Panel Discussion</i> What's New In The Automation Of Service Contracts</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;">Garen McMillian CEO SIDECARS</p> <p style="text-align: center;">Guy Koenig President CAREGUARD WARRANTY SERVICES, INC.</p>
<p>12:00pm – 1:15pm</p>	<p style="text-align: center;">LUNCH (<i>Sponsored by: m-ize, Inc.</i>)</p> <p style="text-align: center;">EXHIBITORS & NETWORKING</p>	

<p>1:15pm – 3:00pm</p>	<p style="text-align: center;">Session 6: Track 1 WARRANTY MANAGEMENT VIA USE OF DATA, MODELING & INTELLIGENCE</p> <p>1:15pm – 1:50pm</p> <p style="text-align: center;">Warranty As A Competitive Advantage: Leveraging Warranty/Service Operational Metrics William Eliason Senior Manager, Business Planning and Operations ORACLE</p> <p>1:50pm – 2:25pm</p> <p style="text-align: center;">Improve Dealer Experience And Optimize Warranty Costs Using An Intelligent Aftermarket Platform Cristoph Nathan Services Director KUBOTA TRACTORS CORPORATION & Chetan Shah Program Manager TAVANT TECHNOLOGIES</p> <p>2:25pm – 3:00pm</p> <p style="text-align: center;">Successful Best Practices In Predictive Modeling To Drive Sustainable Contract Profitability Rahul Singh President, Chief Strategy Officer, Co-founder ENTERCOMS</p>	<p style="text-align: center;">Session 6: Track 2 GENERATING LEADS FOR AFTERMARKET PROGRAMS</p> <p>1:15pm – 3:00pm</p> <p style="text-align: center;"><i>Panel Discussion</i></p> <p style="text-align: center;">The Application Of Analytics And Lessons In Optimization Straight From Manufacturing Brands</p> <p style="text-align: center;">Heather Wilkerson Vice President, Marketing REGISTRIA <i>(Moderator)</i></p> <p style="text-align: center;">Ryan Mitcham Vice President, Analytics SPLASH ANALYTICS</p> <p style="text-align: center;">Craig Funke President, USA Warranty – HVAC Division AIG</p> <p style="text-align: center;">(OEMs To Be Confirmed)</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: WARRANTY AND SERVICE CONTRACT MANAGEMENT FOR STRATEGIC FINANCIAL AND COMPETITIVE ADVANTAGE</p> <p><i>Distinguished Panel Members: (To Be Confirmed)</i></p> <p>David Froning Senior Manager, IIOT & Heavy Industrial Solutions SAS (Moderator)</p> <p>Stephen McDaniel Shareholder MEENAN P.A. & Asst. General Counsel & Executive Director SCIC</p> <p>Frank Kozlowski Technical Analyst, Warranty KOHLER</p> <p>Jim Mostofi Global Head of Business Development AIG WARRANTY</p> <p>Cristoph Nathan Services Director KUBOTA TRACTORS CORPORATION</p> <p>Eric Arnum Editor WARRANTY WEEK</p> <p>Robert Long Director, Global Service Fraud DELL EMC</p>
<p>4:30pm – 4:45pm</p>	<p>CLOSING ADDRESS Alison Griffiths, WCM Conference Director & President, ALG Associates</p>