

**SilverLake Mid Atlantic Regional User Group  
2021 Virtual Conference Agenda**

Day 1 - Wednesday May 19, 2021		Day 2 - Thursday May 20, 2021		Day 3 - Friday May 21, 2021	
8:30 - 9:00 AM	TBD- Breakfast - Vendors? Open Discussion time?	8:30 - 9:00 AM	TBD- Breakfast - Vendors? Open Discussion time?	8:30 - 9:00 AM	TBD- Breakfast - Vendors? Open Discussion time?
9:00 - 10:00 AM	Kick-off Meeting (MARUG) Board Business Conference Info and Housekeeping	9:00 - 10:00 AM	SilverLake Investor Servicing Module Overview and Q&A (JHA Kim Wilson - Application Trainer)	9:00 - 10:00 AM	SilverLake Consumer Loan Deferral and Forbearance Overview and Q&A (JHA Kim Wilson - Application Trainer)
9:00 - 10:00 AM		9:00 - 10:00 AM	CPS ReportVue/Data Analytisc Training (JHA's Marne Schafersman - CPS BI Consultant, Jason Palmer - CPS BI Consultant, Sheila Rhodes - CPS CRM)	9:00 - 10:00 AM	CPS Update (JHA's Richard Talentino - CPS Sales Exec., Keith Shipman - CPS Solution Specialist, Sheila Rhodes CPS CRM)
10:00 -10:30 AM	Break	10:00 -10:30 AM	Break	10:00 -10:30 AM	Break
10:30 - 11: 30 AM	Loan Product Manager - Roadmap and Q&A (JHA Kristi Giles - SilverLake Loan Product Manager)	10:30 - 11: 30 AM	SilverLake Mutli-Level Loan /Traunch Overview and Q&A (JHA ? - Application Trainer)	10:30 - 11: 30 AM	PPP Loan Forgiveness Roundtable (MARUG Members)
10:30 - 11: 30 AM	Deposit Product Manager - Roadmap and Q&A (JHA John England - SilverLake Deposit Product Manager)	10:30 - 11: 30 AM	SilverLake Desposit ODP / Bounce Overview and Q&A (JHA Pat Widlund - Application Trainer)	10:30 - 11: 30 AM	JHA PayCenter Zelle / Real Time Payment Update (JHA Dave McKinley - Solution Specialist)
11:30 -12:00 PM	Break	11:30 -12:00 PM	Break	11:30 -12:00 PM	Break
12:00 - 1:00 PM	JHA Digital Strategy Update (JHA Gary Cassis - Sales Executive, Joshua Jordan - Sr. Digital Advisor)	12:00 - 1:00 PM	Enterprise Workflow - Overview and Roundtable (JHA's Nicole Bonnarens - Software Engineering Manager, Casey Geist - Business Consulting Manager)	12:00 - 1:00 PM	Guest Speaker: Scott Dawson Author of The Art of Working Remotely
12:00 - 1:00 PM		12:00 - 1:00 PM	Argo vs Onboard for Deposits (JHA AI Suosso - Solution Specialist, Cody Williams - Solutions Specialist)	12:00 - 1:00 PM	
1:00 - 2:00 PM	Lunch Break	1:00 - 2:00 PM	Lunch Break	1:00 - 2:00 PM	Lunch Break
2:00 - 3:00 PM	Synergy Doc Tracking High Level Demo and Best Practices (JHA Cody Williams - Solutions Specialist)	2:00 - 3:00 PM	Gaining efficiency with Esign / Online Account Opening (JHA AI Suosso - Solution Specialist)	2:00 - 3:00 PM	Idea Lab - training and ideas to leverage more effectively (JHA Valerie Whittenhall - Corporate Analyst Specialized Admin.)
3:00 - 3:30 PM	Break	3:00 - 3:30 PM	Break	3:00 - 3:30 PM	Break
3:30 - 4:30 PM	Power On - Demo and Rountable? (JHA Cody Williams - Solutions Specialist)	3:30 - 4:30 PM	Fraud, Best Practices, Dos and Donts Jay Dubina JDubina@jackhenry.com	3:30 - 4:30 PM	Wrap up Meeting (MARUG)
4:30 PM	TBD - Happy Hour / Networking/ Open Discussion	4:30 PM	TBD - Happy Hour / Networking/ Open Discussion	4:30 PM	TBD - Happy Hour / Networking/ Open Discussion

**Blue** highlighted cells will be JHA resource sessions Juli and/or I will obtain the resource for.

**Green** highlighted cells will be MARUG resources to obtain.

**Orange** highlighted cells are Break or Lunch Break.

**Yellow** highlighted cells are vendor or happy hours sessions TBD.