

## Agenda

**October 14<sup>th</sup> – 16<sup>th</sup>, 2009 | Scottsdale Plaza Resort | Scottsdale, Arizona**

Time	2009 N-able Partner Summit – Wednesday, October 14th
10:00 a.m. – 7:30 p.m.	<b>Registration &amp; Badge Pick-Up</b> <i>Conference Foyer</i>
5:30 – 7:30 p.m.	<b>Welcome Reception &amp; Vendor Technology Showcase (Drinks &amp; Appetizers)</b> <i>Grand Ballroom C,D,E &amp; F</i>

Time	2009 N-able Partner Summit – Thursday, October 15 <sup>th</sup>
7:00 – 8:00 a.m.	<b>Breakfast &amp; Registration</b> <i>Breakfast in The Terraza &amp; Registration in Conference Foyer</i>
8:00 – 8:30 a.m.	<b>Welcome Message: What's New at N-able</b> <i>Mike Cullen, Vice President of Sales, N-able Technologies</i> <i>Grand Ballroom C, D, E &amp; F</i>
8:30 – 9:15 a.m.	<b>Keynote: The Big Showdown – What's Next for the MSP and IT Industry?</b> <i>Gavin Garbutt, President &amp; CEO, N-able Technologies</i>
9:15 – 10:00 a.m.	<b>N-central 7.0 Preview: Overview, Features &amp; Demonstration</b> <i>Rob Bissett, Director of Product Management, N-able Technologies</i>
10:00 – 10:20 a.m.	<b>Break</b> <i>Conference Foyer</i>
10:20 – 11:00 a.m.	<b>The N-able Product Roadmap: A Vision for the Future</b> <i>Rob Bissett, Director of Product Management, N-able Technologies</i>
11:00 – 11:30 a.m.	<b>Punching Above Your Weight Class: Selling Managed Services to the Enterprise</b> <i>Steve Jackson, Managing Director, Amicus ITS</i>
11:30 a.m. – 12:00 p.m.	<b>Priming Your Business for Acquisition: Don't Leave Cash on the Table</b> <i>Jim Lippie, President, Staples Network Services</i>
12:00 p.m. – 1:00 p.m.	<b>Networking Lunch</b> <i>The Terraza</i>

Summit Sponsor Sessions					
1:00 – 1:45 p.m.	<b>Grow Your Business – Moving Beyond PSA</b> <i>Presenter: James Foxall, Senior Vice-President, Tigerpaw Software</i>  <i>Grand Ballroom C</i>	<b>"If I had a dime for every color page printed." Learn How Xerox Managed Print Services Make it Possible.</b> <i>Presenter: Chad Compton, Strategic Alliances Director, Xerox North American Resellers</i>  <i>El Teatro</i>	<b>Scalable Service Processes = Happier Customers + More Profit</b> <i>Presenter: Arnie Bellini, CEO, ConnectWise</i>  <i>Ballroom A</i>	<b>Profiting from Cloud Storage</b> <i>Presenter: Daniel Stevenson, Partner Marketing Director, Iron Mountain Digital</i>  <i>Ballroom B</i>	<b>How To Get In The Door and Beat Out The Competition, To Win Larger New Clients</b> <i>Presenter: Jake Carroll, Vice-President of Channel Sales – Autotask Corp.</i>  <i>Las Palmas</i>



# N-able09 Partner Summit

N-able Sessions				
	Business Track <i>Grand Ballroom C</i>	Sales Track <i>El Teatro</i>	Basic Technical Track <i>Ballroom A</i>	Advanced Technical Track <i>Ballroom B</i>
1:45 – 2:45 p.m.	<p><b>Anatomy of a Successful MSP: Benchmarking for Profitability</b></p> <p><i>Presenter: Larry Schulze, Taylor Business Group</i></p> <p><i>Partner participant: Alan McDonald, President, AllConnected Inc.</i></p>	<p><b>Customer Assessments: What to Measure, Analyze and Deliver</b></p> <p><i>Presenter: David Weeks, Partner Development Specialist</i></p>	<p><b>Mapping Your Business Offerings to Implementable Technology Programs</b></p> <p><b>Going Beyond the Defaults – Using Configuration Management, Notification and Remote Control</b></p> <p><i>Presenter: Jonathan Puttick, Solutions Architect, N-able Technologies</i></p>	<p><b>Making Best Use of the N-able Resource Center</b></p> <p><i>Presenter: Rob Bissett, Director of Product Management, N-able Technologies</i></p> <p><b>Top 5 Advanced N-central Services</b></p> <p><i>Presenter: Rob Bissett, Director of Product Management, N-able Technologies</i></p>
2:45 -3:00 p.m.	<p><b>Break</b></p> <p><i>Conference Foyer</i></p>	<p><b>Break</b></p> <p><i>Conference Foyer</i></p>	<p><b>Break</b></p> <p><i>Conference Foyer</i></p>	<p><b>Break</b></p> <p><i>Conference Foyer</i></p>
3:00 – 4:00 p.m.	<p><b>Panel: Industry Trends with High-Impact Potential for Your Business</b></p> <p><i>Moderator: Joe Panettieri, Editorial Director, MSPmentor and The VAR Guy</i></p> <p><i>Panelists: Mike Jones, CEO, Evolution Technology Group; Ramsey Dellinger, President, MSP On Demand; Joe Popper, President, Computer Gallery</i></p>	<p><b>Panel: The Future of Managed Services</b></p> <p><i>Moderator: Mike Ellison, Manager of Partner Development</i></p>	<p><b>Conducting Network Assessments / New Customer Onboarding</b></p> <p><i>Presenter: Marc Pantoni, Partner and CTO, Precision IT Group</i></p> <p><b>Creating and Managing Operational Best Practices / Using Metrics to Run Your Ops Group</b></p> <p><i>Presenter: Catherine Bissett, Operations Manager, Xantrion</i></p>	<p><b>Network Management 101 – Understanding Network Management Technologies and How to Apply Them</b></p> <p><i>Presenter: Jonathan Puttick, Solutions Architect, N-able Technologies</i></p>
4:00 – 5:00 p.m.	<p><b>Panel: Soaring to New Heights: How the Cloud Can Drive Efficiencies and Savings</b></p> <p><i>Moderator: Joe Panettieri, Editorial Director, MSPmentor and The VAR Guy</i></p> <p><i>Panelists: Kent Erickson, Chairman and CEO, Pointivity Inc.; John Cowan, Director of Business Development, 6 Fusion; and Alan McDonald, President, AllConnected Inc.</i></p>	<p><b>Panel: Sales Success and What Works</b></p> <p><i>Moderator: Mike Ellison, Manager of Partner Development, N-able Technologies</i></p>	<p><b>Panel: Optimizing Back Office Workflow Using N-central – How to Optimize the Technology Side of Your Business</b></p> <p><i>Moderator: Rob Bissett, Director of Product Management, N-able Technologies</i></p> <p><i>Panelists: Catherine Bissett, Operations Manager, Xantrion; Marc Pantoni, Partner and CEO, Precision IT Group</i></p>	<p><b>N-central 7.0 – Using Endpoint Security and Self Healing</b></p> <p><i>Presenter: Jonathan Puttick, Solutions Architect, N-able Technologies</i></p>



**N-able<sup>09</sup>**  
**Partner Summit**

5:30 – 7:30 pm	<p><b>Cocktail Reception (Sponsored by ConnectWise) &amp; Vendor Technology Showcase</b>  <i>Grand Ballroom C, D, E &amp; F</i></p>
7:30 – 9:30 pm	<p><b>Awards Reception &amp; Dinner</b>  <i>The Terraza</i></p>
9:30 – 11:00 pm	<p><b>Refreshments and Cigars in the Cypress Courtyard (Sponsored by Iron Mountain)</b></p>

Time	2009 N-able Partner Summit – Friday, October 16 <sup>th</sup>
7:00 – 8:00 am	<p><b>Breakfast</b>  <i>The Terraza</i></p>
8:00 – 10:00 am	<p><b>Vendor Technology Showcase</b>  <i>Grand Ballroom C, D, E &amp; F</i></p>
9:45 – 10:00 am	<p><b>Break</b>  <i>Conference Foyer</i></p>
10:00 – 10:45 am	<p><b>Keynote Address by Cisco, Mark Monday, Vice President &amp; General Manager</b>  <b>Cisco Small Business: <i>Driving Business Solutions for Your Customers</i></b>  <i>Grand Ballroom C, D, E &amp; F</i></p>
10:45 – 11:30 am	<p><b>Cloud Computing: The Big Shift...A New Era for IT</b>  <i>Presenter: Kent Erickson, Chairman and CEO, Pointivity Inc</i>  <i>Grand Ballroom C, D, E &amp; F</i></p>
<b>Summit Sponsor Sessions</b>	



# N-able 09

## Partner Summit

11:30 am – 12:30 pm	<b>Scalable Service Processes = Happier Customers + More Profit</b> <i>Presenter: Arnie Bellini, CEO, ConnectWise</i>  <i>Grand Ballroom C</i>	<b>How To Get In The Door and Beat Out The Competition, To Win Larger New Clients</b> <i>Presenter: Jake Carroll, Vice-President of Channel Sales – Autotask Corp.</i>  <i>El Teatro</i>	<b>Designing the Ultimate Managed PC,</b> <i>Presenter: Jay McBain, Director, Small and Medium Business (Americas), Lenovo</i>  <i>Ballroom A</i>	<b>Intel vPro Technology Usage Training for N-central 6.7</b> <i>Presenter: Kevin Havre, SMB Market Development Manager, Intel</i>  <i>Ballroom B</i>	<b>Grow Your Business – Moving Beyond PSA</b> <i>Presenter: James Foxall, Senior Vice President, Tigerpaw</i>  <i>Las Palmas</i>
12:30 – 1:30 pm	<b>Networking Lunch</b> <b>Terraza</b>				
<b>N-able Sessions</b>					
	<b>Business Track</b> <i>Grand Ballroom C</i>	<b>Sales Track</b> <i>El Teatro</i>	<b>Basic Technical Track</b> <i>Ballroom A</i>	<b>Advanced Technical Track</b> <i>Ballroom B</i>	
1:30 – 2:30 pm	<b>Panel: Moving Up-Market and Winning Deals with Midsize Firms</b> <i>Moderator: Mike Cullen, Vice-President of Sales, N-able</i> <i>Panelists: David D'Arcy, President, Precision IT Group, Michael Drake, Chairman &amp; CEO, masterIT; Steve Jackson, Managing Director, Amicus ITS; &amp; Steve Songaila, CEO, Twin Systems Plc.</i>	<b>Panel: Strategies for Selling and Marketing in a Recession</b> <i>Moderator: David Weeks, Partner Development Specialist</i>	<b>Creating Custom Reports with N-compass and Report Builder</b> <i>N-able Presenter: Sinisa Cvetkovic, Product Manager, N-able Technologies</i>  <b>Reporting Best Practices</b> <i>N-able Presenter: Sinisa Cvetkovic, Product Manager, N-able Technologies</i>	<b>Installing and Configuring WSUS</b> <i>N-able Presenter: Jonathan Puttick, Solutions Architect, N-able Technologies</i>  <b>SDK 3.0: Creating and Using Custom Services</b> <i>N-able Presenter: Jonathan Puttick, Solutions Architect, N-able Technologies</i>	



# N-able09

## Partner Summit

2:30 – 3:30 pm	<b>The Midmarket Program: How to Close Deals in the Midmarket</b> <i>Presenters: David D'Arcy, President, Precision IT Group; and Frank Colletti, Director of Sales, N-able Technologies</i>	<b>Customer ROI: How To Demonstrate Value To Customers</b> <i>Moderator: Mike Ellison, Manager of Partner Development</i>	<b>Panel: N-central and the Managed Desktop: Tips, Tricks and Best Practices</b> <i>Moderator: Rob Bissett, Director of Product Management, N-able Technologies</i>	<b>Installing and Configuring N-compass</b> <i>N-able Presenter: Sinisa Cvetkovic, Product Manager, N-able Technologies</i>
3:30 – 4:00 pm	<b>Wrap-Up &amp; Thank You: Q &amp; A Session with the N-able Team</b> <i>Grand Ballroom C, D, E &amp; F</i>			