Welcome to Customer Focus 2024!

July 8-10, 2024
The Phoenician Resorts & Spa
Scottsdale, AZ

Customer Focus 2024 Initial High-Level Program Schedule

Sunday, July 7, 2024

Start Time	Activity	Location
2:00 PM	**Conference Begins**	
2:00 PM – 5:00 PM	**CF 2024 Registration and Information Desk**	**Camelback Ballroom South Registration Desk (50)**

Monday, July 8, 2024

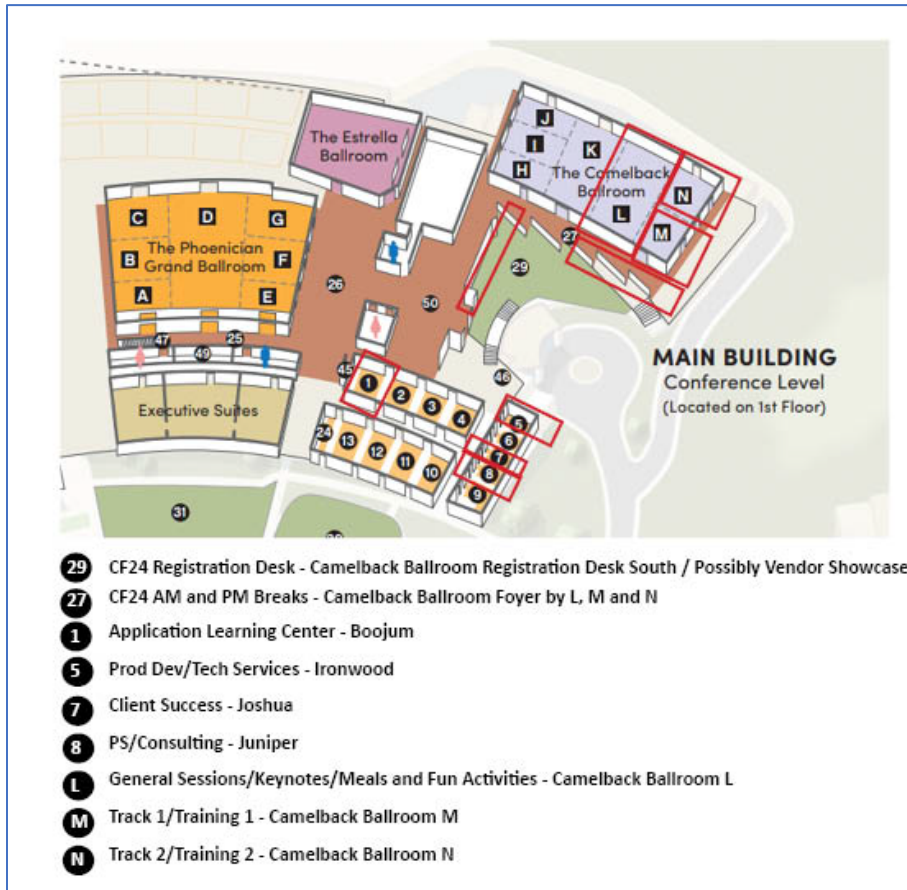|		
7:00 AM – 5:00 PM	CF 2024 Registration and Information Desk	Camelback Ballroom South Registration Desk (50)
7:00 AM – 8:00 AM	*Breakfast*	*Camelback Ballroom Foyer by M and N only or in Camelback Salon L*
8:00 AM – 9:00 AM	**Opening Keynote/Conference Kick-Off**	**Camelback Ballroom Salon L**
9:00 AM – 9:15 AM	*AM Break 1*	*Camelback Foyer by M and N only*
9:15 AM – 10:45 AM	**Day 1/Track 1/Session 1 (01)**	**Camelback Ballroom Salon M**
9:15 AM – 10:45 AM	**Day 1/Track 2/Session 1 (06)**	**Camelback Ballroom Salon N**
9:15 AM – 5:00 PM	Application Learning Center	Boojum (01)
9:15 AM – 5:00 PM	Client Success Meeting Room	Joshua (7)
9:15 AM – 5:00 PM	Consultation/PS Meeting Room	Juniper (8)
9:15 AM – 5:00 PM	Prod Dev and Tech Services Meeting Room	Ironwood (5)
10:45 AM – 11:00 AM	*AM Break 2*	*Camelback Foyer by M and N only*
11:00 AM – 12:30 PM	**Day 1/Track 1/Session 2 (02)**	**Camelback Ballroom Salon M**
11:00 AM – 12:30 PM	**Day 1/Track 2/Session 2 (07)**	**Camelback Ballroom Salon N**
12:30 PM – 1:30 PM	*Luncheon*	*Camelback Ballroom Salon L*
1:30 PM – 2:30 PM	**Day 1/Track 1/Session 3 (03)**	**Camelback Ballroom Salon M**
1:30 PM – 2:30 PM	**Day 1/Track 2/Session 3 (08)**	**Camelback Ballroom Salon N**
2:30 PM – 2:45 PM	*PM Break 1*	*Camelback Foyer by M and N only*
2:45 PM – 3:45 PM	**Day 1/Track 1/Session 4 (04)**	**Camelback Ballroom Salon M**
2:45 PM – 3:45 PM	**Day 1/Track 2/Session 4 (09)**	**Camelback Ballroom Salon N**
3:45 PM – 4:00 PM	*PM Break 2*	*Camelback Foyer by M and N only*
4:00 PM – 5:00 PM	**Day 1/Track 1/Session 5 (05)**	**Camelback Ballroom Salon M**
4:00 PM – 5:00 PM	**Day 1/Track 2/Session 5 (10)**	**Camelback Ballroom Salon N**
6:00 PM -	Evening Program	Camelback Ballroom Salon L
	Reception, Dinner, and Fun Activities	

Tuesday, July 9, 2024

7:00 AM – 5:00 PM	CF 2024 Registration and Information Desk	Camelback Ballroom South Registration Desk (50)
7:00 AM – 8:00 AM	*Breakfast*	*Camelback Ballroom Foyer by M and N only or in Camelback Salon L*
8:00 AM – 9:00 AM	**Keynote – General Session**	**Camelback Ballroom Salon L**
9:00 AM – 9:15 AM	*AM Break 1*	*Camelback Foyer by M and N only*
9:15 AM – 10:45 AM	**Day 2/Track 1/Session 1 (11)**	**Camelback Ballroom Salon M**
9:15 AM – 10:45 AM	**Day 2/Track 2/Session 1 (16)**	**Camelback Ballroom Salon N**
9:15 AM – 5:00 PM	Application Learning Center	Boojum (01)
9:15 AM – 5:00 PM	Client Success Meeting Room	Joshua (7)
9:15 AM – 5:00 PM	Consultation/PS Meeting Room	Juniper (8)
9:15 AM – 5:00 PM	Prod Dev and Tech Services Meeting Room	Ironwood (5)
10:45 AM – 11:00 AM	*AM Break 2*	*Camelback Foyer by M and N only*
11:00 AM – 12:30 PM	**Day 2/Track 1/Session 2 (12)**	**Camelback Ballroom Salon M**
11:00 AM – 12:30 PM	**Day 2/Track 2/Session 2 (17)**	**Camelback Ballroom Salon N**
12:30 PM – 1:30 PM	*Luncheon*	*Camelback Ballroom Salon L*
1:30 PM – 2:30 PM	**Day 2/Track 1/Session 3 (13)**	**Camelback Ballroom Salon M**
1:30 PM – 2:30 PM	**Day 2/Track 2/Session 3 (18)**	**Camelback Ballroom Salon N**
2:30 PM – 2:45 PM	*PM Break 1*	*Camelback Foyer by M and N only*
2:45 PM – 3:45 PM	**Day 2/Track 1/Session 4 (14)**	**Camelback Ballroom Salon M**
2:45 PM – 3:45 PM	**Day 2/Track 2/Session 4 (18)**	**Camelback Ballroom Salon N**
3:45 PM – 4:00 PM	*PM Break 2*	*Camelback Foyer by M and N only*
4:00 PM – 5:00 PM	**Day 2/Track 1/Session 5 (15)**	**Camelback Ballroom Salon M**
4:00 PM – 5:00 PM	**Day 2/Track 2/Session 5 (20)**	**Camelback Ballroom Salon N**
6:00 PM -	Evening Program	Camelback Ballroom Salon L
	Reception, Dinner, and Fun Activities	

Wednesday, July 10, 2024

7:00 AM – 1:00 PM	CF 2024 Registration and Information Desk	Camelback Ballroom South Registration Desk (50)
7:00 AM – 8:00 AM	*Breakfast*	*Camelback Ballroom Foyer by M and N only or in Camelback Salon L*
8:00 AM – 12:00 PM	**Training Program 1**	**Camelback Ballroom Salon M**
8:00 AM – 12:00 PM	**Training Program 2**	**Camelback Ballroom Salon N**
8:00 AM – 12:00 PM	Application Learning Center	Boojum (01)
8:00 AM – 12:00 PM	Client Success Meeting Room	Joshua (7)
8:00 AM – 12:00 PM	Consultation/PS Meeting Room	Juniper (8)
8:00 AM – 12:00 PM	Prod Dev and Tech Services Meeting Room	Ironwood (5)
10:00 AM – 10:15 AM	*Coffee Break*	*Camelback Foyer by M and N only*
12:00 PM	**Conference Closes**	

MAIN BUILDING
Conference Level
(Located on 1st Floor)

29 CF24 Registration Desk - Camelback Ballroom Registration Desk South / Possibly Vendor Showcase
27 CF24 AM and PM Breaks - Camelback Ballroom Foyer by L, M and N
1 Application Learning Center - Boojum
5 Prod Dev/Tech Services - Ironwood
7 Client Success - Joshua
8 PS/Consulting - Juniper
L General Sessions/Keynotes/Meals and Fun Activities - Camelback Ballroom L
M Track 1/Training 1 - Camelback Ballroom M
N Track 2/Training 2 - Camelback Ballroom N

Monday, July 8, 2024		
8:00 AM – 9:00 AM	**Opening Keynote / Camelback Ballroom L**	
9:15 AM – 5:00 PM	Track M / Camelback Ballroom M	Track N / Camelback N
9:00 AM – 9:15 AM	*AM Break*	
9:15 AM – 10:45 AM	**Session M1 – eCMS for Today's CFO** Empowering today's CFOs to streamline financial processes, improve cost control, enhance project profitability, and make data-driven decisions. ***Presenter:** Darlene Moore, Client Success Consultant, CGC* ***CPE Level:** Intermediate*	**Session N1 – The Industry's Most Complete Construction Payroll Software (Payroll II)** New functionality, ongoing enhancements, overview of complex payroll reporting and calculations, and more. ***Presenters:** James Carroll, Manager of Application Support, CGC, Penny Chambers, Application Support Lead, CGC, and Darlene McCabe, Payroll Director, Rudolph Libbe Group* ***CPE Level:** Intermediate*
10:45 AM – 11:00 AM	*AM Break*	
11:00 AM – 12:30 AM	**Session M1 – The Latest and Greatest Web2 Apps** Demonstration of powerful Web2 applications available at your fingertips for increased productivity and greater insights into your financial and operations performance. ***Presenters:** Steven Gross, VP of Client Solutions, CGC and Sean Collins, .NET Development Manager, CGC* ***CPE Level:** Advanced*	**Session N2 – CGC Managed Hosting Services and Cloud Security** Overview of CGC's Managed Hosting Services offerings with recent updates as well as discussions about disaster recovery and security. ***Presenter:** Kim Stoll, Director of Technical Services, CGC* ***CPE Level:** Overview*
12:30 PM – 1:30 PM	*Luncheon*	
1:30 PM – 2:30 PM	**Session M3 – Introducing eCMS One** Discover the latest developments in the eCMS One project. We will address the resolution of Web2 navigation, current completed developments, and outline upcoming enhancements to eCMS One. ***Presenters:** Steven Gross, VP of Client Solutions, CGC and Sean Collins, .NET Development Manager, CGC* ***CPE Level:** Overview*	**Session N3 – Getting the Most Out of Your Equipment** Brief overview of the eCMS Equipment Accounting application, highlighting recent enhancements and advanced functionality. • What is Equipment Accounting? • Features and Benefits. • eCMS Equipment Accounting Integration. • Key Application Highlights. • Equipment Accounting Application Demonstration. • Equipment Accounting – IDIs Overview • Lancaster Case Study • Q&A

		Presenters: Richard Brown, Quality Analyst, CGC and Christina Brizzee, Controller, Lancaster Development, Inc. *CPE Level: Intermediate*
2:30 PM – 2:45 PM	*PM Break*	
2:45 PM – 3:45 PM	**Session M4 –** **Onware Presentation** Introduction to Onware solutions and how they work with the eCMS ERP. Overview of multiple customer case studies utilizing Onware services and integrated solutions. *Presenters: Fraser Gallop, CEO, Onware and CGC Customer* *CPE Level: Intermediate*	**Session N4 – Achieving Greater Productivity with eCMS Field/Field Reporting** - What is Field Reporting - Field Reporting - Forecasting - Projected Income Statement Forecast (PISF) - Benefits - Field Reporting Options - Detail Quantity Files - Field Reporting Entry Application Demonstration. - Field Reporting Entry Results - Q&A *Presenters: Richard Brown, Quality Analyst, CGC* *CPE Level: Intermediate*
3:45 PM – 4:00 PM	*PM Break*	
4:00 PM – 5:00 PM	**Session M5 –** **Financial Reporting Made Easy** Detailed demonstration of eCMS Financial Reporting tools for producing dynamic Income Statements and Balance Sheets, and open discussions on what's next. *Presenters: Sheila Holbrook, Software Implementation Consultant, CGC and Jason DeSilva, Controller, J.H. Lynch* *CPE Level: Advanced* _____ **Working with Cognos 11 BI&A** Cognos Analytics v11 integrates reporting, modeling, analysis, dashboards, stories, and event management so users can understand your organization data and make effective business decisions. *Presenter: Kirk Dunphy, Business Analyst & Business Intelligence Analyst, CGC* *CPE Level: Advanced*	**Session N5 – Service Management and T&M Billing Applications** Unveiling new Web2 functionality for service organizations as well as a deep dive on implementing eCMS T&M application. *Presenters: Richard Brown, Quality Analyst, CGC* *CPE Level: Advanced*

Tuesday, July 9, 2024		
8:00 AM – 9:00 AM	Tuesday Keynote / General Session / Camelback Ballroom L	
9:15 AM – 5:00 PM	Track M / Camelback Ballroom M	Track N / Camelback N
9:00 AM – 9:15 AM	AM Break	
9:15 AM – 10:45 AM	**Session M6 – Unveiling New Features of eCMS IDI Business Intelligence and Analytics** Demonstration of new IDIs, Views/Reports, Dashboards and other functionality for smarter business practices. **Presenters:** *Sheila Holbrook, Software Implementation Consultant, CGC* **CPE Level:** *Advanced*	**Session N6 – Content Management, Workflow, Invoice Register, and more…** Demonstrating ways to take your productivity to the next level with eCMS Content Management and Workflow applications. **Presenters:** *Jon Bruce, Implementation Consultant, CGC, and Darlene Moore, Client Success Consultant, CGC* **CPE Level:** *Advanced*
10:45 AM – 11:00 AM	AM Break	
11:00 AM – 12:30 AM	**Session M7– WIP Reporting using the Project Income Statement Forecast (PISF) Feature** Overview of Project Income Statement reporting functionality as well as recently introduced forecasting capabilities leveraging IDIs. **Presenters:** *Jon Bruce, Implementation Consultant, CGC, and Eph Eichten, Vice President, Archkey* **CPE Level:** *Advanced*	**Session N7 – eCMS Payroll for Your Most Complex Payroll Needs (Payroll II)** eCMS helps effectively manage the complex tasks and reporting of certified payroll as well as recent 401k requirements. This session will cover Certified Payroll, 401k and other complex and unique payroll reporting. **Presenters:** *James Carroll, Manager of Application Support, CGC and Penny Chambers, Application Support Lead, CGC* **CPE Level:** *Advanced*
12:30 PM – 1:30 PM	Luncheon	
1:30 PM – 2:30 PM	**Session M8 – Forms Management** Detailed overview of how Forms work from creating, editing, saving, and sharing. A detailed overview of the New Employee On-Boarding feature. **Presenters:** *Sheila Holbrook, Software Implementation Consultant, CGC, Steven Gross, VP of Client Solutions, CGC and Sean Collins, .NET Development Manager, CGC* **CPE Level:** *Advanced*	**Session N8 – eCMS Connect for ALMobile (Mobile Field App)** Overview of the unique offerings of Austin Lane's ALMobile solution, and discussions how our customers are utilizing these solutions today. **Presenters:** *Robert Zimmerman, Relationship Development Manager, Austin Lane, and Eph Eichten, Vice President, Archkey* **CPE Level:** *Overview*
2:30 PM – 2:45 PM	PM Break	

2:45 PM – 3:45 PM	**Session M9 – Employee Self Service** Reduce your burden and engage your workforce with eCMS ESS software that directly connects employees to their data allowing them to make updates, download forms/docs and manage their time-off. **Presenter:** *Richard Brown, Quality Analyst, CGC* **CPE Level:** *Intermediate*	**Session N9 – Working with HCSS Solutions and the eCMS ERP** Success stories utilizing eCMS ERP with HeavyJob, HeavyBid, and Equipment 360 and unveiling new enhancements and integration methods. **Presenters:** *Matt Taylor, Regional Sales Manager, HCSS and Ben Polasek, IT Director, Miller Bros.* **CPE Level:** *Overview*
3:45 PM – 4:00 PM	*PM Break*	
4:00 PM – 5:00 PM	**Session M10 – INRS Solutions** Overview of eCMS Connect for Procore, HRM, and other integrated solutions. **Presenters:** *Michael Carpenter, President & CEO, INRS Enterprises LLC and Juan Salas, Systems Engineer, Herzog* **CPE Level:** *Intermediate*	**Session N10 –** **eCMS Connect for Corpay Solutions** Overview of Corpay's automated payment and AP solutions with client case studies and discussions. **Presenters:** *Peter Smith, VP of Construction, Corpay and Orlando Boatner, Accountant II, JP Cullen* **CPE Level:** *Overview* _____ **eCMS Connect for About Time** Overview of the integrated field mobile app solution, and discussions on how our customers are utilizing these solutions today. **Presenters:** *Mike Merrill, COO, WorkMax/About Time and Cristina Nava, Controller, AUI* **CPE Level:** *Overview*

Wednesday, July 10, 2024		
7:00 AM – 8:00 AM	*Breakfast / Camelback Ballroom L*	
8:00 AM – 12:00 PM	**Training Program I / Camelback Ballroom M** **Training Program I—Business Analytics**	**Training Program II / Camelback Ballroom N** **Training Program II—eCMS ERP New User Training**
12:00 PM	*Conference Closes*	

Training Program I—Business Analytics
Interactive Data Inquiry (IDI), Launchpads & Reporting
Instructor: Jon Bruce, Implementation Consultant
Wednesday, July 10 – 8:00 AM – 12:00 PM – Camelback Ballroom M

Training Program Description:
Most companies are completely unaware of the goldmine right at their fingertips—data. Your data is literally the life of your company. It explains where your company has been, where it is and where it could go in the future. Data shapes your business and with it you can answer so many business questions floating around in your database. Computer Guidance customers are armed with the industry's most powerful Business Analytics solutions, and we will show you how companies committed to data-driven decision-making use them to outperform their competition and win more business.

This 4-hour hands-on training will focus on mastering the basics of Interactive Data Inquiry (IDI) and introducing users to the unlimited possibilities available to quickly access, share, tailor, and optimize data analysis. You will learn how to turn IDIs into stunning reports and group collections of IDI views into information rich Launchpads. You will learn how to share and publish your IDI views, Launchpads and reports through configurable security settings. Empower your employees and power your business. Collect it. Clean it. Segment it. Love it.

Key Learning Objectives:
By participating in this 4-hour training, attendees will learn at a high level the following IDI functionality:

Interactive Data Inquiry	Launchpads
- Sorting & Filtering - Formatting - Grouping and Summarizing - Column Properties - Saving Views & Sharing Views - Working with Graphs	- Creating, Customizing and Sharing Reporting - Exporting Views as Reports - Sharing Reports

Delivery Method: Group-live, instructor-led, in a traditional classroom setting.
Location: The Phoenician Resorts and Spa.
Who Should Attend: CFOs, Controllers, Project Managers, Payroll, Accounting Personnel, Administration and more.
System Prerequisite: eCMS v.4.2 Environment and Web2 Environment Access.
User Prerequisite: Understanding the basics of business intelligence and eCMS data structure.
Advanced Preparation: No advanced preparation is required.
CPE Level: Advanced.
CPE Points: 3
Field of Study: Business Management and Organization.

Training Program II—eCMS ERP New User Training
Fundamentals of eCMS v.4.2
Instructor: Darlene Moore, Client Success Consultant
Wednesday, July 10 – 8:00 AM – 12:00 PM – Camelback Ballroom N

Training Program Description:
Welcome to eCMS Enterprise Resource Planning (ERP), a technology used by leading construction companies, to manage their operations and resources. eCMS integrates all aspects of a business, including finance, accounting, operations and more. eCMS is designed to provide a single, unified view of all business processes and data. eCMS enables companies like yours to streamline their operations, improve efficiency, and reduce costs. eCMS is used by commercial contractors of all sizes and, from small businesses to large enterprises and from general contractors, heavy highway contractors to specialty contractors.

eCMS ERP New User Training ERP training provides individuals with the knowledge and skills to effectively use the eCMS system and its applications. This course covers topics such as system architecture, security, data management, and business process integration. It also offers hands-on experience with the eCMS ERP software, allowing users to gain a better understanding of how to use the system.

Key Learning Objectives:
Provide Effective-Relevant Training for both Accounting & Operations Users that lead to Success. Discuss the importance of training, knowing the users and the method of training that works best for them. Finally, emphasize the importance of starting early, being consistent, documenting, and making sure that training is 'on-going'. Upon completing this four-hour course, the user will have an understanding of how to:

Navigate within eCMS applications and features. **eCMS System Settings and Security:** • Review System Defaults • eCMS Connect • Application Properties & Session Management • System Preferences • Template Setup • UDC Setup • Security Setup (Users/Groups & XCIPIO) **eFORMs – What's available for use or customization** **Accounts Payable:** • Review System Defaults • Create New Vendor • Enter an AP Invoice • Create a Subcontract • Enter a Subcontract Progress Billing • Generate Reports • Inquiry **Accounts Receivable:** • Review System Defaults • Create New Customer • Create Owner SOV	**General Ledger:** • Review System Defaults • Make Journal Entries & Produce General Journal • Generate Financial Reports • Inquiry **Job Cost:** • Review System Defaults • Enter JC Maintenance - Job Description Names • Create a New Job and cost distribution records. • Forecast JC Budget & create an automatic Budget Transfer • Revenue Recognition • Generate Financial Reports • Inquiry **Purchase Orders:** • Review System Defaults • Create New Purchase Order • Enter PO Receipts • Process an AP Invoice for PO • Generate Reports • Inquiry

• Enter Owner Contract & Misc. Billing and generate Sales Journal • Post Cash Receipts • Generate Reports • Inquiry	

Delivery Method: Group-live, instructor-led, in a traditional classroom setting.
Location: The Phoenician Resort, Scottsdale, Arizona.
Who Should Attend: CFOs, Controllers, Project Managers, Payroll and Accounting Personnel, Administration and more.
Duration: 4 hours (8:00 A.M. - 12:00 P.M. MST)
System Prerequisite: eCMS v.4.2 Environment.
User Prerequisite: Understanding the basics of business intelligence and eCMS data structure.   Have basic knowledge of how to navigate through the system, understand their role, and how they will use the system.
Advanced Preparation: No advanced preparation is required.
CPE Level: Advanced.
CPE Points: 3
Field of Study: Business Management and Organization.