



Sunday, October 7, 2018

1:00 p.m.



Conference Check-in Begins

Where: Hotel Lobby (Portofino Living Room)

5:00 p.m.- 9 p.m.



Welcome Reception - Sponsored by OpenEdge

Where: BALEEN Kitchen Marina Patio - Lower Level Marina Side

Description

Sponsored by our friends at OpenEdge Global Payment Solutions, this networking event will afford you a chance to unwind from your travels. The beautiful BALEEN Marina Patio is a secluded private event space on the lower level of the Award-Winning BALEEN Restaurant overlooking the Marina.

Monday October 8, 2018

7:00 a.m.



Exhibit Hall Opens

Where: Bayside Ballroom

7:00 a.m. - 8:00 a.m.



Breakfast

Where: Pacific Ballroom

8:00 a.m. - 8:15 a.m.



Welcome to CONNECT 2018 & Giveaways

Where: Bayside Ballroom

8:15 a.m. - 9:15 a.m.



Keynote - Service @ Home - Ujj Nath, myKaarma CEO

Where: Bayside Ballroom

Description:

Backed by Amazon, many independent shops and mechanics are now offering vehicle service @ home, and frankly, the same standard line regarding factory service just doesn't resonate with the upcoming generations. Learn why myKaarma develops tools based on what your customers want first, and how this philosophy will help you stay relevant in the evolving service landscape.

9:15 a.m. -10:00 a.m.



Keynote - The future is bright: Insights from an Automotive Professional ex-Galpin Motors, Senior Group Director of Business Development - Brian Allan, respective.io

Where: Bayside Ballroom

10:00 a.m. - 10:30 a.m.



Break - Rotate Through the Exhibit Hall

Where: Bayside Ballroom

10:30 a.m. - 11:00 a.m.



Legal Lightning Round - Loaner & Rental Car Fleet Management Legal Lessons - Wes Hurst, Principal Polsinelli Law Firm

Where: Bayside Ballroom

Description:

One of three legal topics. This one focuses on the legal do's and don'ts of operating a loaner or rental fleet. We've got three of the top experts in Automotive. Participants will have the opportunity to attend all three rounds.

11:00 a.m.- 11:30 a.m.



Keynote - OpenEdge/myKaarma Partnership: Integrated Payments -

Kevin Thompson, OpenEdge, Partner Acquisition, Business Development

Where: Bayside Ballroom

11:30 a.m. - 12:00 p.m.



Manager Panel - Best Use Cases & Q&A featuring Managers from some of the most successful dealerships in North America

Where: Bayside Ballroom

12:00 p.m.- 1:00 p.m.



Lunch - Sponsored by 

Where: BALEENKitchen

1:00 p.m. - 2:00 p.m.



Workshop - CONNECT With Communications & Payments

Where: Pacific I

Description:

No matter how you've connected with your customers in the past, this interactive workshop will give you all the tools you need to use the Communications platform to its fullest potential. Learn the unsurpassed value of centralized communications and how it can put hours back into your day. Free yourself from the Slew of Sticky Notes, Phone Tag Prison, and the Wasteful "Waiting for Authorization" Game. This workshop includes a short instructional period followed by small group breakouts based on overall level of End user Experience.

OR



Workshop - Mastering the Video Walkaround Tool

Where: Pacific Terrace

Description:

Get ready for a close-up...of the car, not you. Learn how to complete Video walkarounds on the drive, at the customer's home or anywhere else you may need to perform this task. You'll gain hands-on skills so that you can identify what to look for, learn how to identify upsell opportunities, and understand the value in video protection. This course is hands on and designed for Users of the myKaarma Video Platform or those interested in adding Video to their Product Suite. Attendees should bring the mobile device they use with the mobile app.to this session.

OR



Workshop - Optimizing Utilization to Generate More RO Dollars

Where: Bayside Ballroom

Description:

You've got utilization down to a science, maybe you've even seen some of the effects of high utilization. Now you're ready to utilize your finely honed myKaarma Skills to add a little cheddar to your paycheck. Nothing has to change, not even your pay plan. This course will give you the skills and methodologies needed to see higher RO \$ and Improved CSI. Hear first hand from advisors and managers who have done this themselves.

2:00 p.m. - 3:00 p.m.



Workshop - CONNECT with Pickup & Delivery

Where: Pacific Terrace

Description:

Is your dealership offering the ultimate in customer convenience? Whether you are a Transportation Coordinator, Service Advisor, BDC Agent or Driver, this workshop will ensure you have all the tools you need from start to finish to ensure you can complete customer pickups without any hiccups! (This course is designed for Users of the Pickup & Delivery Module or those looking to add it to their suite of products. Attendees should bring the mobile device they use with the mobile app). Hands on workshop.

OR



Workshop - CONNECT With Reporting & Back Office

Where: Bayside Ballroom

Description:

This is the perfect course for new managers or back office personnel. Identify how myKaarma drastically reduces the time it takes to reconcile service tickets. Learn the metrics by which the most successful dealerships are measured and hear from some of our Very Talented myKaarma ambassadors.

OR



Workshop - VIDEO 101: Creating Videos to Increase RO Dollars and CSI

Where: Pacific I

Description:

Trust is the number one issue we see in automotive, and in a world where trust is currency, create a level of transparency that instantly builds credibility and develops trust much faster with our customers. The Video 101 Workshop will give you the strategies that today's dealers are finding most effective when conducting Vehicle Inspections and Technician Documentaries.

3:00 p.m. - 3:30 p.m.



Break - Rotate through the Exhibit Hall

Where: Bayside Ballroom

3:30 p.m. - 4:00 p.m.



Preferred Integrator Lightning Round I - myKaarma staff & Shawn Concannon, TSD

Where: Bayside Ballroom

OR



Workshop - CONNECT With Communications & Payments (REPEAT)

Where: Pacific I

Description:

No matter how you've connected with your customers in the past, this interactive workshop will give you all the tools you need to use the Communications platform to its fullest potential. Learn the unsurpassed value of centralized communications and how it can put hours back into your day. Free yourself from the Slew of Sticky Notes, Phone Tag Prison, and the Wasteful "Waiting for Authorization" Game. This workshop includes a short instructional period followed by small group breakouts based on overall level of End user Experience.

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4:00 p.m. - 4:30 p.m.



Preferred Integrator Lightning Round II - myKaarma staff and Russ Lemmer, Dealerware

Where: Pacific II

4:30 p.m.



CONNECT Bar Closes

4:30 p.m. - 5:00 p.m.



Day 1 Wrap Up & Giveaways

Where: Bayside Ballroom

5:00 p.m.



Meeting Adjourned

5:30 p.m.



Exhibit Hall Closes

6:30 p.m. - 9:00 p.m.



Off-site Dinner Sponsored by Dealerware (walking distance)

Where: Bluewater Grill Restaurant

Description:

Just a short walk from the hotel and sponsored by our friends at Dealerware, Conference Attendees are invited to “come in and get hooked on the best in fresh, sustainable seafood. Enjoy a fabulous marina view located in King Harbor amidst the sailboats and palm trees, Bluewater Redondo Beach offers spectacular seafood with a splendid view. Voted “Best Seafood of South Bay”, the second-floor private event space will be a perfect spot for networking and winding down after an intense day of learning and doing.

Tue Oct 9, 2018

7:00 a.m.



Exhibit Hall Opens

Where: Bayside Ballroom

7:00 a.m. - 8:00 a.m.



Breakfast

Where: Pacific Ballroom

7:15 a.m.



CONNECT Bar Opens

8:00 a.m. - 8:45 a.m.



A Peek Under the Hood - Ujj Nath, myKaarma CEO

Where: Bayside Ballroom

Take a look at a few of the latest improvements and what myKaarma has in the pipeline for 2019 and beyond! This session will focus on products and features currently in production, with an emphasis on the most recently developed features; and then move into the FUTURE!

8:45 a.m. - 9:15 a.m.



Power User Panel - Featuring the myKaarma Ambassadors

(10 top myKaarma Users from across North America, various brands)

Where: Bayside Ballroom

Description:

Hear from our carefully curated team of myKaarma Ambassadors comprised of users from every brand, region and store size. These top-notch talents are the best of the best and are ready to answer your questions and offer astute insights.

9:15 a.m. - 9:30 a.m.



Break - Rotate Through the Exhibit Hall

Where: Bayside Ballroom

9:30 a.m. - 10:30 a.m.



Workshop - CONNECT with Pickup & Delivery (REPEAT)

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10:30 a.m. - 11:30 a.m.



Workshop - Mastering Technician Documentaries

Where: Pacific Terrace

Description

Now that you've mastered the tools and techniques, it's time to put it all together by performing Technician Documentaries in our Hands-On Experience Classroom. Work 1 on 1 with myKaarma Trainers and Ambassadors to put everything together and become a Master at the Art of Technician Documentaries.

OR

10:30 a.m. 11:30 a.m.



Legal Q&A Lightning Round - TCPA & eSignature - Brian Billett,
Patent Counsel/Compliance Consultant

Where: Bayside Ballroom

Description

Join our TCPA & eSignature expert Brian Billett as he explains new developments in the ever changing landscape of TCPA compliance and the ins & outs of eSignature. You'll also see a preview of several unique new tools from myKaarma to help you avoid the TCPA sharks and gain confidence in going paperless.

OR

10:30 a.m. - 11:30 a.m.



Workshop - myKaarma Scheduler 2.0

Where: Pacific I

Description

Learn how to maximize the myKaarma Platform through the utilization and mastering of the myKaarma Scheduler. See the online scheduler through the eyes of your customer, understand the current and upcoming shop capacity improvements, and find out exactly which integrations are right for your scheduling process. BDC, Managers, & Service Advisors will all benefit from an in-depth understanding of this robust solution.

11:30 a.m. - 11:45 a.m.



Final Thoughts & Conference Giveaways

Where: Bayside Ballroom

12:00 p.m. - 12:15 p.m.



Conference Adjourns - Travel Safely!

12:30 p.m.



CONNECT Bar Closes



Exhibit Hall Closes