

2002 SIA Exhibits

1. Northrop Grumman IT CIS
3. AMCOR
4. DITEC, Inc.
5. RadParts
6. Acceletronics
7. Storage USA
8. Clayton Technical Services
9. TFE Technology Holdings
10. C P & S
12. D. F. Blumberg & Assoc.
13. U S Net
14. Continuum Ent.
15. Computer Parts Unlimited
16. Dunlee
17. Parts Source
18. SIA



Take a moment for yourself on Miami Beach during the SIA Conference



Service Industry Association
2002 Conference Pocket Guide
Miami Beach, Florida

518 San Andres Drive
Solana Beach, CA 92075

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Making Money in Turbulent Times

*They took down these buildings but they will never take down our spirits.....
George W. Bush September 11, 2001*



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2002 SIA Conference Agenda Pocket Guide

Sunday, March 10 2002

12:00 - 6:00 **SIA/ NISO Golf Tournament**

Exhibits in Fontainebleau Ballroom B

6:30 P.M. – 8:00 **Welcome Reception
Vendor Showcase**

General Sessions in Fontainebleau Ballroom C

Monday, March 11, 2002 General Session

7:00 A.M. *Continental Breakfast with Exhibitors*

8:00 A.M. **Welcome** *Claudia Betzner, Exec. Dir.*

8:15 A.M. **State of the Association**
John Walker, Pres. SIA & TFE Tech. Holdings

8:45 A.M. **Keynote – Making Money in
Turbulent Times**
Relationships are key
Scott Hunter, CEO Scott Hunter Group

10:00 A.M. *Break -with Exhibitors*

10:15 A.M. **The Maturing Industry—
Maximizing Margins**
Keynote Panel of Industry leaders
Hugh Taylor, Pres. Northrop Grumman IT CIS
Medical Representative (to be determined)
Jeffrey H. Balentine, Partner Deloitte Touche,
(Jeffrey will Moderate and Deliver the Overview)

11:30 A.M. **Mining the Gold in your backyard**
getting more Sbusiness from your
customer base thru Customer Retention
Dr. James Alexander, AFSMI

12:15 P.M. *Lunch (with Exhibits)*

1:15 P.M. **Making Money from Parts**
Joe Patton, Chair & Pres. Patton Consultants
Tom St. John Pres., AMCOR
Ira Lapides, Pres. RPI

2:00 P.M. **Breakouts**
(Med in Imperial 1 & Comp in Fontainebleau C)
Medical Services Group, Rory Scheving, Chair
(1) **OEM case history of
how they choose a ser-
vice provider**
John Hales, Samsung
(2) **Legal & Regulatory Is-
sues/CFR21 –**
*Thomas Quinn, V.P. Sunrise Tech
Solutions*

Computer Services Group, Randy Parks, Chair
**Interactive Roundtable led by Industry
Research Expert, Ron Silliman, The Gartner Gp**
**“Trends & Opportunities in the
Emerging IT Marketplace”**
**(Industry Leaders will participate in
this dynamic discussion)**

4:00 P.M. Free

6:30 P.M. *Reception – Vendor Showcase*

Tuesday, March 12, 2002

7:00 A.M. *Continental Breakfast with Exhibitors*

8:00 A.M. **"Generate Blockbuster Performance
from Front-Line FSE: Train, Motivate
& Retain Top Performing
Customer Satisfaction Managers"**
Stan Bigelow, President InterAct



8:45 A.M. **The Business End of a Technology
Revolution: Leveraging Web
Wireless and Supply Chain Technologies
to Grow your Service Business**
Peter Semmelhack, Pres. Antenna Software

9:30 A.M. **Strategic Directions in CRM Based
systems: *Impact on small business,*
*difference in Dispatch SMS & CRM***
Don F Blumberg, Pres. Blumberg & Assoc.

10:15 A.M. *Break*

10:45 A.M. **White Papers revealed - Execvtive
Summaries will be provided**
“Benefits of Competition in the Marketplace”
David Reihl, Pres. NovaMed

11:30 A.M. **Human Resource Laws
impacting your Bottom Line**
Mary Wright, Partner Manatt, Phelps & Phillips

12:15 P.M. *Lunch (Outside)*

1:15 P.M. **Legal Update**
Ron Katz, Partner, Manatt, Phelps & Phillips

2:00 P.M. **Tax Advantages Seminar
Laws Impacting Wealth Retention
& Management**
Paul Comeau, Partner – Hodgson, Russ

4:00 P.M. Free

6:30 P.M. **Grand Finale**

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