



Member Roundtables: Lunch Meeting Format & Time!!

Event Info:

When: Wednesday, August 11th, 2010. **Registration begins 11:00 a.m. Meeting begins at 11:30 a.m. and ends at 1:30p.m.**

Where:
OCLC Inc.
6565 Kilgour Pl. (previously Frantz Rd.)
Kilgour Building - enter from the East
Free parking is available

Fee:
Free for the first guest from each member company
\$20/additional attendee from each member company
\$30/non-members
Pre-registration assists us in keeping our costs down, and provides a more accurate count for seating and lunch.
Pre-register to be eligible for our door prize drawing!

Pre-register at:
www.atp-ohio.org

Dear Members and Guests of ATP,

Please plan to join us for our August meeting, where we'll repeat our popular lunch meeting format from last year. When it comes to real world problem-solving, the best ideas often come from our peers. Over lunch, you'll have the opportunity to discuss today's hot topics with your colleagues and openly share and learn about ideas that have worked for all. We really want your opinion of this alternative format and meeting time, so we look forward to seeing you there!.

Sincerely,

Gina George
ATP President, 2010

Topic One: Virtualization & Hosted Solutions

From VMWare implementations to cloud computing to Google apps, it seems that everyone is looking at ways to minimize the hardware and software at their locations. Are these efforts paying off? Do they save you time and money? Or do they cause more headaches than they're worth? Join this table, and your table host Brian Zupak from Mitel, to discuss these questions and more.

Topic Two: Outsourcing Email

Have you considered moving your email to a hosted Exchange environment? Perhaps you're even considering going a step further and moving your team go Gmail or something similar. At this table, we'll discuss some real-world experiences with hosted and outsourced email. Your table host is Josh Thomas from OCLC.

Topic Three: From TDM to VoIP

One of the first ATP meetings I attended 5 years ago was on the topic of VoIP...and it's still a hot topic today. Join your table host Wendell Mumaw of OCLC to discuss their transition from telephony to VoIP, share your own experiences, and see what we all can learn.

Topic Four: Technology Etiquette

It's Miss Manners for the 21st century! With employees using email, texting, instant messaging, and even newer communications tools like Facebook chat and Twitter, how can you be sure they're displaying the good manners and professionalism that reflect well on your company? Have you even set etiquette expectations for these tools? Polite discussion is the name of the game at this table, hosted by Gina George of Sound Communications.

Topic Five: Is Self-Service All It's Cracked Up To Be?

There's no question that we're all expected to do more with less in today's business world. For many organizations, that means pointing customers toward self-service solutions? But are these really effective at saving time and money? Or is self-service contributing to customer dissatisfaction and churn? Discuss your self-service experiences with table host Laura Engle of Fibertech.

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