



Annual Conference - Detailed Agenda

February 8 – 10, 2012

Wednesday: Reception – 5:30 p.m. – 8:00 p.m. – Biltmore Embassy Suites

Thursday: Continental/Lunch/Dinner

8:30 a.m. – 9:45 a.m. (1 hour, 15 minutes)

- **Topic:** *Keynote session – Mick Baker*
Strategic vision and Sustainability – VRP6 Final Release and Future

✚ Mick will spend time during this session presenting the roadmap for all Alpine Products & Services.

9:45 a.m. – 9:55 a.m. – BREAK

9:55 a.m. – 10:55 a.m. (1 hour)

- **Topic:** *Tablets and SmartPhones and Clouds; Oh My! The new Mobile Office (Mick)*

✚ *Tablets and SmartPhones – Mick Baker*

This session will demonstrate how using tablets like the Apple iPad can remove the constraints of the conventional office desk.

✚ *Connecting to the Cloud - David Lamotte*

We all have a good understanding of connecting our homes or businesses to "utilities" such as water, gas or electricity - but what is involved in connecting to the "information" utility ie the Information Cloud? Many of your computer systems may already be connected "to" the Internet, but what is involved in connecting to your RAMS systems "from" the internet? Even if you can already connect to RAMS to work from home or on the road, how can you expand this connection to allow your sales force and customers to access your RAMS data in a secure and reliable way? This non-technical session will use practical, real-life examples to give you the knowledge and confidence to move your business into the Information Age.

10:55 a.m. – 11:00 a.m. – BREAK

11:00 a.m. – Noon (1 hour)

- **Topic:** *Bend Mailing Services - Sam, Nanci, Nick and Don Di Spaltro and Nicholas Meyers.*

✚ Bend Mailing will present their newest product, online-billpay.com. This will allow your customer to go paperless. They will be able to view and pay their bills electronically with our user friendly system and with substantial savings to you.

Lunch – Noon – 1:00 p.m. – Biltmore Embassy Suites

Thursday: Continental/Lunch/Dinner

1:15 p.m. – 2:05 p.m. (50 minutes)

- Topics: (2 groups)
 - ✚ Management & IT/Operations:
 - *VRPE9 & 10 - Mick Baker and Gavin Reid*
 - ✚ This session will focus on features of Enterprise along with Foxfire! 8.1. This session will also present ideas discussing short-term and long-term avenues for success – when to upgrade, why should you upgrade and the benefits of upgrading.
 - ✚ Operations/CSR:
 - *Templates and customized searches – Steve Rom and Jim Tiller*
 - ✚ Customer Templates are one of the best ways to speed the processes of adding new customer records. Templates also reduce data entry errors and can define the new customer's pricing scheme, route, container and contract. Many RAMS companies have long lists of customer templates. We'll show you how.
 - ✚ Custom Searches. We all know how to look up a customer, do you know how many there are and how they can be customized to suite your company's needs? We'll also review the filter tool that allows you to create 'to-do' lists of your customers or even put them in bulk into a tray. If time permits we'll show you a few other tricks you can use to make the customer screen your own.

2:10 p.m. – 3:00 p.m. (50 minutes)

- Topics: (select one)
 - *Customer past Aging Balance with ProFiler – Steve Rom*
 - ✚ This topic will guide you through a step-by-step tutorial for saving Snapshots of Customer past Aging Balances and the free Custom Process to populate using the Empowerment Tool Suite.
 - *Route Optimization – Bob Roberts, C2Logix*
 - ✚ This session will highlight the High Density Residential Route Optimization and Point to Point Route Optimization along with showing how these systems work and interface with RAMS and On-Route.

3:00 p.m. – 3:15 p.m. – BREAK

3:15 p.m. – 4:00 p.m. (45 minutes)

- Topic: *Empowerment Tools - Mick Baker and Gavin Reid*
 - ✚ This session will provide an update on the purpose, need, and functionality of Empowerment Tools in both VRP6 and VRPE9.

4:00 p.m. – 5:00 p.m. – User Groups (1 hour)
(2 groups – Decision Makers/Users)

Dinner – 6:00 p.m. – Capital Grill

Friday: Continental/Lunch

9:00 a.m. – 10:00 a.m. (1 hour)

- Topic: *VOR - Matt Durfee and Nick Otto*

✚ This session will focus on the following topics: VOR Version 3, Hardware status, Real-Time updates and improvements. On-Route (is a truck to office interface) – This year the On-route session will focus on improvements made to the system. We will take a look at the integrated RAMS Google mapping status screen as well as other real-time improvements. We will review exceptions creation and reporting options. We will also discuss future updates with VOR 3, including our new "RECON" system and other improvements.

10:00 a.m. – 10:45 a.m. (45 minutes)

- Topic: *"AlpineLive – 3 years in the Cloud" – Torin Smith*

✚ A factual assessment of Alpine's Cloud Service, based on real life experiences of AlpineLive customers and support personnel.

10:45 a.m. – 11:00 a.m. – BREAK

11:00 a.m. – Noon (1 hour)

- Topic: *Getting the most out of your RAMS investment – Table topics (15 minute snippet).*

- *Waste Tracking – Prineville Disposal, Prineville, OR*

✚ Prineville Disposal has a contract with a Google Call Center going into their community. Being a 'green' company, Google requires a monthly report showing how much waste was hauled from their site and how much was diverted from the waste stream. We'll show you how we did it.

- *Content Tracking – Worth Recycling, Australia*

✚ Worth Recycling operates a niche business collecting dirty or oily water and extracting the oil for re-processing into fuel oil or diesel. They use RAMS to schedule and track all these deliveries and this allows them to minimize the tax and excise that they pay while ensuring that they gain the maximum government rebates. Extensive use is made of the Contract and Work Order modules so that tight control over the costs and charges is maintained by head office (often to five decimal places) while allowing the sales force to book and schedule jobs often 3 months in advance.

- *RAMScan – Scott Nell – RAMS-UK*

✚ We will discuss the new RAMScan bar code technology which is designed to save administrative time by reducing processes to the swipe of a bar code. This will allow you to abbreviate customer processes that take too long or are too troublesome. Any process can be executed by a bar code and be completed automatically without errors. Consider some of the functionalities such as: Assign a Driver to the workorder "w/o", initiate a missed collection w/o, add weight from the transfer station (weighbridge), specify content of load for tracking purposes and advance a w/o to the next level.

✚ The RAMScan document scanner is now being used widely in the UK. Customers are scanning up to 100 signed work orders at a time, and they are automatically stored on the appropriate RAMS account as proof of service. Any type of Documents can be scanned into RAMS or separate data bases, on your own server or Alpine Live.

- *Managing Business processes – Torin Smith and Gavin Reid*

✚ A quick look at the use of VRP Profilers and Data Dictionary to control Business Processes by focusing user input.

Friday: Continental/Lunch

Lunch – Noon – 1:00 p.m. – Biltmore Embassy Suites

1:15 p.m. – 1:30 p.m.

Awards Presentation

1:30 p.m. – 2:30 p.m. (1 hour)

- Topic: *FoxFire! 6 & 9 – Jim Tiller and Mick Baker*

✚ Foxfire continues to be the #1 tool for mining figures and summaries from your VRP data. It has now been adapted to the new SQL based VRP9 database. Together we will explore the report writing in both these environments with the focus on similarities and differences in the two systems. If time allows we will show some innovative new reports developed in partnership with some of our users.

2:30 p.m. – 2:45 p.m. – BREAK

2:45 p.m. – 4:00 p.m. – User Group – Q & A (1 hour, 15 minutes)