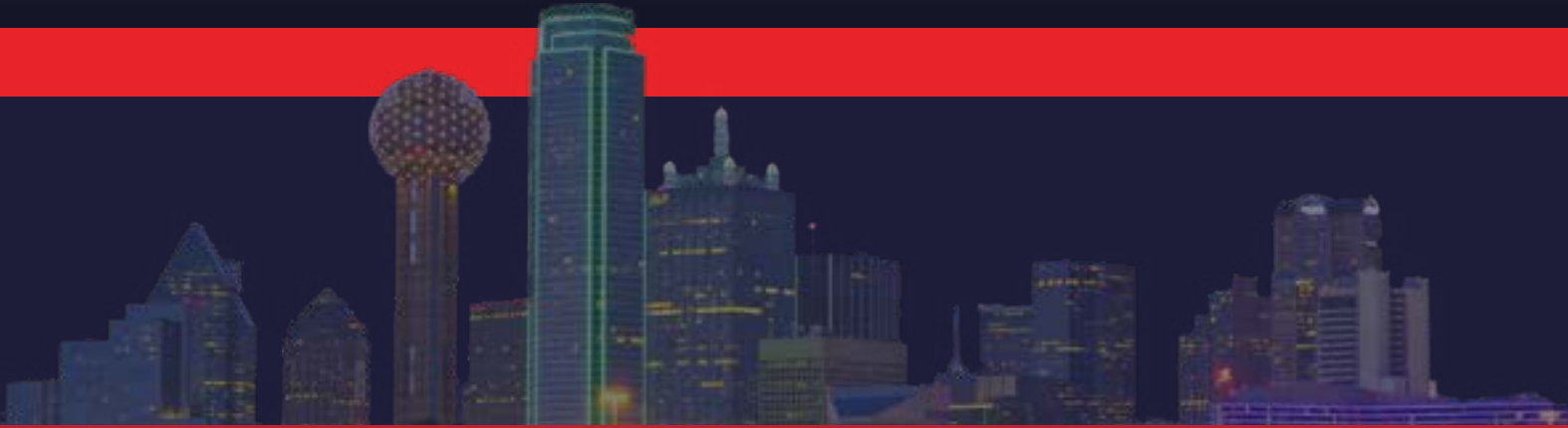


TEC | 2023



COURSE GUIDE

MAY 1 - 4

TEC, presented by PSA, is the premier education and networking event for PSA professional systems integrators. It is designed to meet the educational needs of employees within an integrator's organization. The education program delivers live sessions that focus on leadership, soft skills, operations, sales, technical sessions and more.

www.PSATEC.com



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PRICING AND HOTEL INFORMATION

PSA OWNER / MEMBER REGISTRATION

EARLY BIRD PRICING

\$999

STANDARD PRICING

\$1,149

STANDARD PRICING BEGINS FEB. 28, 2023!

PSA TRAINING BUCKS

PSA Training Bucks can be used to cover TEC registration fees, travel expenses and hotel accommodations.

View [Training Bucks reimbursement form](#) or select Training Bucks as your payment method when registering!



TEC 2023 HOST HOTEL

Hyatt Regency Dallas
300 Reunion Boulevard
Dallas, TX 75207

BOOK BY **APRIL 7** TO LOCK IN
THE DISCOUNTED ROOM RATE:

\$229 / NIGHT

www.PSATEC.com

EDUCATION OVERVIEW

Education Tracks

TEC has education for every department of a systems integration company.

● LEADERSHIP & BUSINESS

This track offers sessions designed for the executive leaders at your company. Look ahead to what will keep your company best positioned for future challenges and achievements.

● OPERATIONS

Discover the project management concepts that drive operational efficiency, increase productivity and improve quality standards for managing systems integration projects. The operations track focuses on the application of operations principles, project management and business practices.

● P.E.O.P.L.E. (Purpose, Elevate, Organization, Passion, Learning & Evolve)

The P.E.O.P.L.E. track focuses on the development and advancement of professionals, with an emphasis on behaviors, social assertiveness, DE&I (diversity, equity and inclusion) and talent acquisition. It is designed to help professionals understand and decode emotions in the workplace, cultivate social assertiveness and promote DE&I within their organizations. Through this track, participants will gain a deeper understanding of people strategies and will be equipped with the skills necessary to attract, retain and develop top talent.

● SALES

Gain an edge on your competitors by attending sessions aimed at arming attendees with solutions, approaches and strategies to grow your customer base and support your sales efforts. Attendees will learn how to apply these techniques directly to specific marketing initiatives and sales challenges for positive results.

● TECHNICAL

Sessions under the technical track are hands-on and technically specific in nature. Attendees will discover technologies driving industry growth and competition, and learn how to leverage the technologies to benefit their organizations.

*Sessions are marked with colored icons throughout the guide.



SCHEDULE OVERVIEW

Monday, May 1, 2023

12:00 PM - 5:00 PM TEC Registration & Help Desk

3:00 PM - 4:00 PM TEC First-Time Attendee Session: What You Need to Know ●

4:00 PM - 5:00 PM Sponsor Reception (Invite Only)

5:00 PM - 7:00 PM Welcome Reception



Leadership & Business



Operations



P.E.O.P.L.E.



Sales




Technical

SCHEDULE OVERVIEW

Tuesday, May 2, 2023

7:00 AM - 6:00 PM TEC Registration & Help Desk

7:30 AM - 9:00 AM Breakfast Session: The Levels of Accountability: Organization, Team & Self 

9:15 AM - 10:15 AM Diversity, Equity & Inclusivity in the Workplace 

9:15 AM - 10:15 AM Technical & Cyber Expectations of Today's Integrators 

9:15 AM - 10:15 AM The Connected Business Improves Growth & Profitability 

9:15 AM - 10:15 AM Introducing Finance for Operations Staff 

9:15 AM - 10:15 AM Increasing Revenue from Existing Customers 

10:30 AM - 11:45 AM TECTalk Tables Open

12:00 PM - 1:00 PM Technology Partners Awards Luncheon

1:15 PM - 2:15 PM Overcoming Supply Chain Challenges Through Emerging Technologies 

1:15 PM - 2:15 PM Forecasting & Pipeline Management: Overcome the Barriers 

1:15 PM - 2:15 PM Applying the Principles of Lean Six Sigma to Enhance Efficiency & Increase Profits 

1:15 PM - 2:15 PM Best Practices to Prepare for Organic Growth & Avoid Roadblocks 

1:15 PM - 2:15 PM Decoding Emotions: Interpersonal, Social, Emotional & Heart Intelligence 

2:30 PM - 3:30 PM State of the Industry 

3:45 PM - 6:00 PM TECTalk Tables Open & Networking

6:00 PM - 8:00 PM Dinner & Entertainment



Leadership & Business



Operations



P.E.O.P.L.E.



Sales



Technical

SCHEDULE OVERVIEW

Wednesday, May 3, 2023

| | | |
|---------------------|--|---|
| 7:00 AM - 5:00 PM | TEC Registration & Help Desk | |
| 7:30 AM - 9:00 AM | Breakfast Keynote | ● |
| 9:15 AM - 10:15 AM | Influencing Through Others in the Workplace | ● |
| 9:15 AM - 10:15 AM | Unlocking Success with a Digital Transformation Mindset | ● |
| 9:15 AM - 10:15 AM | Operations Scheduling Challenges & How to Solve Them | ● |
| 9:15 AM - 10:15 AM | Dynamite Sales Proposals & Presentations: Key Elements to Excellence | ● |
| 9:15 AM - 10:15 AM | Strategic Planning Steps to Support an Effective Succession Plan | ● |
| 10:30 AM - 12:00 PM | TECTalk Tables Open | |
| 12:15 AM - 1:30 PM | Women in Security Forum Luncheon: The Role of Male Allies in Progressing Forward Together | ● |
| 1:45 PM - 2:45 PM | Upcoming & New Security Technologies | ● |
| 1:45 PM - 2:45 PM | Managing the Impact of Large Projects: Insights From the Trenches | ● |
| 1:45 PM - 2:45 PM | Crafting Memorable Presence | ● |
| 1:45 PM - 2:45 PM | Cultural Growth: The New Era of the Workplace | ● |
| 1:45 PM - 2:45 PM | From Seller to Leader: How to Become a Sales Manager | ● |
| 3:00 PM - 4:00 PM | State of the Integrator | ● |
| 4:15 PM - 5:15 PM | PSA Stockholders Meeting (PSA Owners Only) | ● |



Leadership & Business



Operations



P.E.O.P.L.E.



Sales



Technical

SCHEDULE OVERVIEW

Thursday, May 4, 2023

| | | |
|---------------------|--|-----------------------|
| 7:00 AM - 11:30 AM | TEC Registration & Help Desk | |
| 7:30 AM - 9:00 AM | Breakfast | |
| 9:00 AM - 10:00 AM | How Buyers Value Integration Firms in Today's Environment & What to Expect | Leadership & Business |
| 9:00 AM - 10:00 AM | How to Successfully Structure Your Operations Team to Support Your Customers | Operations |
| 9:00 AM - 10:00 AM | Social Assertiveness | P.E.O.P.L.E. |
| 9:00 AM - 10:00 AM | Consultative Selling vs. Transactional Selling | Sales |
| 9:00 AM - 11:30 AM | DiSC Training 101: Learn the No. 1 Career Skill, Communication! | P.E.O.P.L.E. |
| 10:15 AM - 11:15 AM | Applying a Solutions Mindset & Approaches in Sales: The Way Forward | Sales |
| 10:15 AM - 11:15 AM | The Current State of Security Technology | Technical |
| 10:15 AM - 11:15 AM | Maintaining an Operational Project Balance | Operations |
| 10:15 AM - 11:15 AM | Handling Difficult Conversations: Conflict Resolution | P.E.O.P.L.E. |



Leadership & Business



Operations



P.E.O.P.L.E.



Sales



Technical

SESSION DESCRIPTIONS | A - C

● Applying a Solutions Mindset & Approaches in Sales: The Way Forward

Gannon Switzer, Vice President of Sales Management Consulting, Vector Firm

Mark Alig, Inside Sales Manager, The PSA Network

Alana Batschelet, Federal Account Manager, Integrated Security Technologies

Annie Claghorn, Senior Account Executive, SAGE Integration

Monday, May 1 · 10:15 AM - 11:15 AM

A solutions mindset in sales means taking on a different perspective and definition of success to better solve problems for the customer. Sales prospects are not interested in promotional pitches and do not want to deal with the “used car salesman” of the past. Instead, prospects want to hear how you can help solve their problems. In this session, attendees will learn tips and tricks from industry peers on how to have an innovative solutions mindset and approach to selling to clients.

● Applying the Principles of Lean Six Sigma to Enhance Efficiency & Increase Profits

Brad Malone, Vice President of Services, Solutions360 and Navigate Management Consulting

Tuesday, May 2 · 1:15 PM - 2:15 PM

Every organization producing value for its clients has costs associated with designing, implementing, delivering and servicing its intended solution. These costs of quality fall into two primary categories: costs of conformance and costs of non-conformance. From the sales, operations and service perspectives, any costs saved directly correlate to profit earned. This session will cover the modern quality principles and how they correlate to real-life examples of operational process changes, which will reduce or eliminate waste inside your organization and increase profits, morale and repeat business. In companies where most projects share repeatable processes, the Lean Six Sigma principles can be used by the people closest to the work to increase efficiencies and reduce callbacks, “break-fix” warranties and service calls.

● Best Practices to Prepare for Organic Growth & Avoid Roadblocks

Allen Riggs, Chief Financial Officer, The PSA Network

Markus Leghart, Controller, SAGE Integration

Ken Francis, President, Eagle Eye Networks, Inc.

Angela McCleod, Director of Finance, Bridges Integration

Dawna Payne, Executive Vice President, Texitia

Tuesday, May 2 · 1:15 PM - 2:15 PM

Accounting is an important business function companies use to gather, record and analyze financial information. Organic growth is key to a company's future. Developing a growth strategy centered on financial information can give business owners and managers reasonable expectations for future operations and determine where to improve in the business. In this session, a panel of industry experts and peers will unpack best practices to prioritize different types of business growth strategies, and what is needed to successfully implement the strategies within an organization to achieve growth goals.

● Consultative Selling vs. Transactional Selling

Ben Shour, Director of Sales - East, The PSA Network

Thursday, May 4 · 9:00 AM - 10:00 AM

Sales are often classified as either consultative (relational) or transactional. Transactional sales are sales with price as the most crucial factor, whereas consultative sales are long-term investments and relationship building with value as the core factor. In this interactive session, a panel of industry peers and experts will share their best practices and approaches to consultative selling that can be easily applied to transactional sales to boost relationships with your customers.

● Crafting Memorable Presence

Kristie Kidder, Director of Marketing & Communications, The PSA Network

Dan Hughes, Chief Sales Officer, Windy City Wire

Taylor Neal, Marketing Manager, Integrated Protection Services

Michelle Yungblut, Chief Knowledge Officer, ESA

Wednesday, May 3 · 1:45 PM - 2:45 PM

Do people remember your name after meeting you? Individuals with a great presence have an easy time making lasting connections and are extremely successful at building rapport. Presence has a direct relationship to your ability to create lasting personal relationships and to build a network. In this session, attendees will learn key factors to authentically elevate their presence and make it easier for people to connect with them.

SESSION DESCRIPTIONS | C - F

● Cultural Growth: The New Era of the Workplace

Brooke Erickson, Director of Learning and Development, The PSA Network

Christine Lanning, Founder & President, Integrated Security Technologies

Trevor Stewart, President & CEO, Security Control Integrators
Shaun Castillo, President, Preferred Technologies, LLC

Wednesday, May 3 · 1:45 PM - 2:45 PM

The workplace has undergone one of the greatest disruptions to be seen in generations. The pandemic accelerated a movement of employees seeking a workplace value proposition that is completely different from what previously attracted employees. People are now seeking meaningful working relationships that encompass connection, flexibility, autonomy and inclusivity in a diverse work environment. In this session, attendees will hear what makes today's employees feel connected, supported, engaged and fulfilled and how to make your culture grow in this new workplace environment.

● Decoding Emotions: Interpersonal, Social, Emotional & Heart Intelligence

Brooke Erickson, Director of Learning and Development, The PSA Network

James Gallagher, Manager of Integrator Services, The PSA Network

Julie Rolles, Training Manager, The PSA Network

Tuesday, May 2 · 1:15 PM - 2:15 PM

Emotions are personal as they often project what someone is feeling on the inside to those around us whether we want it to show or not. Emotions are also interpersonal in that another person's show of emotion typically triggers a reaction from us. It is important to know what causes and influences emotions so we can better understand our own emotions and better respond to others' emotions. In this session, attendees will identify and develop skills and personal characteristics that enhance interactions with others to improve organizational, leader and team outcomes.

● DiSC Training 101: Learn the No. 1 Career Skill, Communication!

Jayne Boucherle, Co-Owner, Matterhorn Consulting

Thursday, May 4 · 9:00 AM - 11:30 AM

This journey of self-awareness begins with your personal DiSC assessment. The assessment will outline how you communicate and how others might perceive your DiSC communication style. DiSC is a 20-minute, online investment of your time where you receive immediate feedback. Registrants will complete the assessment two weeks prior to PSA TEC. On Thursday, May 4, the real learning begins! Practical and tactical exercises will allow you and your team to explore the magic of DiSC awareness to apply your new skills with bosses, customers and department teams to create a more productive and less stressful workplace. The bonus? You can use this new communications awareness with friends and family. Remember, according to the Harvard Business Review, strong social and communication skills rank No. 1 for career success.

**This course has an additional cost of \$215*

● Diversity, Equity and Inclusivity in the Workplace

Candice Aragon, Vice President of Marketing & Education, The PSA Network

Lori Hudnall, Director of Human Resources, SAGE Integration
Tia Eskandari, Director of Service, Allied Universal

Trevor Stewart, President & CEO, Security Control Integrators

Tuesday, May 2 · 9:15 AM - 10:15 AM

As a discipline, DE&I is any policy or practice designed to make people of various backgrounds feel welcome and ensure they have support to perform to the fullest of their abilities in the workplace. Diversity is the presence of differences within a given setting. Equity is the process of ensuring that practices and programs are impactful, fair and provide equal outcomes for everyone. Inclusion is the practice of ensuring that people feel a sense of belonging in the workplace. Combining these elements creates a climate that recognizes the value of diverse voices and emphasizes inclusivity and employee wellbeing as central facets of success. In this session, attendees will hear from industry peers and experts on best practices and what DE&I looks like at different integration organizations.

● Dynamite Sales Proposals & Presentations: Key Elements to Excellence

Ben Shour, Director of Sales - East, The PSA Network

Rachel Ratliff, Director of National Accounts, AMAG Technology

Christen Dingess, Sales & Marketing Manager, Schmidt Security

Dawna Payne, Executive Vice President, Texadia

Wednesday, May 3 · 9:15 AM - 10:15 AM

A great sales proposal or presentation does not demand that you have all the bells and whistles to impress the customer with your technical skills. Instead, try impressing clients with your knowledge of the solutions to the problems they face. This session will cover key elements for excellent presentations and how top-selling organizations use their proposals and presentations to differentiate themselves and their solutions.

● Forecasting & Pipeline Management: Overcome the Barriers

Grady Jett, Vice President Sales, Preferred Technologies, LLC

Alana Batschelet, Federal Account Manager, Integrated Security Technologies

Diana Hanna, Director of Sales - West, The PSA Network

Tuesday, May 2 · 1:15 PM - 2:15 PM

Pipeline management and forecasting are equally important to a sales force, yet many salespeople and leaders struggle in these two areas. This session will show attendees the importance of accurate sales forecasting and pipeline management and the impact this has on business. We will also examine barriers to accurate sales forecasting and pipeline management and how to overcome these barriers.

SESSION DESCRIPTIONS | F - I

● From Seller to Leader: How to Become a Sales Manager

Brent VanHaren, President, SecurAlarm Systems
Pauline Powell, Senior Account Executive, Long Building Technologies

John Maffey, President & CEO, M3T Corporation

Denise Niles, President, SecurAlarm Systems

Wednesday, May 3 · 1:45 PM - 2:45 PM

Whether you are a sales associate looking to advance or a new manager making the transition to a leader, there are important things to keep in mind as you evolve from one role to another. The transition from contributor to manager is tricky in any position but can be especially challenging in sales. In this session, we will explore the differences between sales associate and management positions and what it takes to transition from one to the other. Attendees will leave with actionable tips and best practices to make your sales management dreams a reality.

● Handling Difficult Conversations: Conflict Resolution

Zachary Brackett, Sales & Design Professional, Preferred Technologies, LLC

Rich Campbell, Training & Development Specialist, RFI

Thursday, May 4 · 10:15 AM - 11:15 AM

Having difficult conversations is an inevitable part of management. How do you prepare for this kind of discussion? How do you find the right words? How can you manage the exchange so it goes as smoothly as possible? How we deal with tough conversations through our actions and language is important not only to maintain healthy relationships with others, but also to preserve our own peace of mind and self-esteem. In this session, attendees will hear tips and tricks to help manage difficult conversations without detrimental confrontations.

● How Buyers Value Integration Firms in Today's Environment & What to Expect

Bill Bozeman, Former CEO of PSA | Board Member of Netwatch Group

Barry Epstein, President, Vertex Capital

Chuck Durant, Managing Director, Sandra Jones & Company

James Rothstein, Operating Partner, Lee Equity Partners, LLC

Thursday, May 4 · 9:00 AM - 10:00 AM

What are buyers looking at to decide a purchase price of an integration business? Selling your integration company is a complex transaction in which the more you understand the better positioned you will be to get the best deal. In this session, attendees will hear from industry experts on how to navigate through the sea of transactions during this time. You will learn not only what the industry players are looking for but also how the financial buyers from outside the industry are buying. Learn how to break down your company financials as well as build up your adjusted cash flow to show your company at its finest.

● How to Successfully Structure Your Operations Team to Support Your Customers

Kevin Henderson, Chief Operating Officer, Lone Star Communications

Jake Thiele, Division Manager, BW Systems

Chris Bracken, Branch Manager, Long Building Technologies

Thursday, May 4 · 9:00 AM - 10:00 AM

Running an integration project can be challenging with a high volume of projects, multiple technicians to coordinate and high customer expectations to meet. For an operations team, it can be difficult to stay on top of everything. Not to mention the unexpected complications that can creep up at a moment's notice such as a critical piece of equipment breaking or an employee not showing up for work. In this session, industry peers will discuss some of the most common challenges encountered and best practices to structure your operations team to more effectively support your customers.

● Increasing Revenue from Existing Customers

Chris Peterson, Founder & President, Vector Firm

Tuesday, May 2 · 9:15 AM - 10:15 AM

Businesses must grow to survive; however, businesses often focus on acquiring as many customers as possible, which can lead to a decrease in quality. One of the wisest decisions is to focus on increasing sales with your current customers. In this session, a panel of industry peers and experts will share best practices, tips and tricks to help grow revenue and build relationships while increasing revenue from existing clients.

● Influencing Through Others in the Workplace

Brooke Erickson, Director of Learning & Development, The PSA Network

James Gallagher, Manager of Integrator Services, The PSA Network

Wednesday, May 3 · 9:15 AM - 10:15 AM

Influencing others varies by role and situation. How do you become influential in your workplace? When you have influence, you have power or a strength from within that invites people to listen to what you have to say, gets them to want to work with you, prepares them to take the next step and encourages them to share your vision. Influence allows you to get things done and achieve desired outcomes. In this session, attendees will discover how to choose the right tactics for unique contexts that will strengthen your influence.

SESSION DESCRIPTIONS | I - P

● Introducing Finance for Operations Staff

Douglas Patete, Vice President - Finance & Accounting, Preferred Technologies, LLC

Todd VanHaren, Controller/Owner, SecurAlarm Systems
Jim Lonie, Chief Operating Officer, Integrated Security & Communications

Tuesday, May 2 · 9:15 AM - 10:15 AM

The integration business is getting more competitive every year. Understanding basic financial principles can be the difference in making sound operations decisions. You don't need to be an accountant to understand the fundamentals driving project, service and contract profitability. The purpose of this session is to introduce financial principles to operations staff to better identify why businesses make specific decisions and how operations impact the finances.

● Maintaining an Operational Project Balance

Jim Lonie, Chief Operating Officer, Integrated Security & Communications

Liz Bacus, Sales Engineer Manager/FedGov Project Engineer, Integrated Security Technologies

Dave Humpal, Director of Operations - Midwest, Prime Secured, Inc.

Thursday, May 4 · 10:15 AM - 11:15 AM

Maintaining an operational project balance has become more difficult with the supply chain and backlog issues and requires integrators to get more creative. Operations teams need to consider a variety of strategies and approaches to maintain balance with multiple projects being put on hold during the supply chain crisis. In this session, attendees will hear from industry experts and peers on tips, tricks and best practices for project management teams to be able to deliver successful projects in these challenging times.

● Managing the Impact of Large Projects: Insights From the Trenches

Paul Boucherle, Principal, Matterhorn Consulting

Wednesday, May 3 · 1:45 PM - 2:45 PM

Large projects represent a significant proportion of economic activity and profoundly affect productivity, but large projects have proved notoriously difficult to deliver on time and on budget. Why are large projects so difficult to manage? Some reasons include technical challenges, changes in design and operational requirements, increased costs, disputes over responsibility and new regulations. In this session, we will provide case studies and best practices to successfully deploy a large project.

● Operations Scheduling Challenges & How to Solve Them

Kevin Henderson, Chief Operating Officer, Lone Star Communications

Dustin Koenig, Operations Manager, Security Solutions NW
Svet McCully, Business Operations Supervisor, SAGE Integration

Wednesday, May 3 · 9:15 AM - 10:15 AM

Running an integration project can be challenging. With a high volume of projects, multiple technicians to coordinate and high customer expectations to meet, it can be difficult to stay on top of everything. In this session, industry peers will discuss the most common challenges encountered and best practices to help resolve challenges.

● Overcoming Supply Chain Challenges Through Emerging Technologies

Elliot Gabriel, Sales & Design Professional, Preferred Technologies, LLC

Jaret Alexander, National Project Engineer, SAGE Integration

Matt Hanley, Vice President of Sales, Americas, ACRE

Justin Kozak, Senior National Account Manager, Hanwha Techwin

Tuesday, May 2 · 1:15 PM - 2:15 PM

Supply chain disruption has caused major challenges for integrators, and the disturbances are expected to continue. Integration organizations need to shift focus and identify potential risks that could directly impact supply chain and implement new strategies to help ensure that physical and digital supply chains withstand future disruptions. In this panel discussion, attendees will discover how to adapt by utilizing proper technologies and hearing insight from panelists on their vision of future and emerging technologies.

● PSA Stockholders Meeting

PSA Leadership

Wednesday, May 3 · 4:15 PM - 5:15 PM

PSA OWNERS ONLY! Hosted by PSA executives, staff and members of the PSA Board of Directors, this forum will address how to maximize your equity share. We will review important and exclusive benefits available to you as a PSA stockholder and will ensure you are taking full advantage of all the programs available to you.

SESSION DESCRIPTIONS | S - T

● Social Assertiveness

Paulie Powell, Senior Account Executive, Long Building Technologies

Deanna VanHout, National Partner Program Manager, Paladin Technologies

Thursday, May 4 · 9:00 AM - 10:00 AM

Do you ever feel that your opinions are not heard or your views are dismissed? Some have a habit of handling situations aggressively or lack the confidence to speak up. By learning how to be more assertive, you can stand up for yourself and become a strong and confident communicator. In this session, we will look at why assertiveness is important and explore strategies you can use to become more assertive to further your confidence and influencing skills.

● State of the Industry

Matt Barnette, CEO, The PSA Network

Merlin Guilbeau, Executive Director & CEO, ESA

Martin Huddart, Senior Vice President & Head of Physical, HID

John Honovich, Founder & President, IPVM

Chuck Wilson, CEO, NSCA

Tuesday, May 2 · 2:30 PM - 3:30 PM

A diverse selection of industry experts take the stage in this can't-miss presentation. Regardless of your company's size or sales volume, you'll benefit from this discussion about what is happening in the marketplace and the challenges and opportunities for the systems integrator, manufacturer and security professionals.

● State of the Integrator

Matt Barnette, CEO, The PSA Network

Jamie Bumgardner, Chief Operating Officer, Prime Communications

Dee Ann Harn, CEO & President, RFI

Ryan Kaltenbaugh, Senior Vice President, Sales - North America, LenelS2

Wednesday, May 3 · 3:00 PM - 4:00 PM

A diverse selection of systems integrators take the stage to share their views on what is happening in the marketplace and the challenges and opportunities for the systems integrator. Find out what trends are emerging, what business models are working and how integrators are implementing new business models. We will explore new market sectors integrators are adding to their portfolio and how they are improving corporate culture and resource management. Finally, uncover tactics used in managing vendor relations and how integrators are positioning themselves in partnerships for success today and in the future.

● Strategic Planning Steps to Support an Effective Succession Plan

Rich Campbell, Training & Development Specialist, RFI

Lori Hudnall, Director of Human Resources, SAGE Integration

Wednesday, May 3 · 9:15 AM - 10:15 AM

As a business leader, having a succession plan is essential to your company's future. A successful succession plan will ensure your business is prepared for contingencies and assists in developing high-potential candidates to fill future leadership roles. Succession planning for all positions is critical to the continuity of business, employee retention and short- and long-term success for companies large and small. In this session, panelists will identify how to succession plan for all positions, methods to stay on top of the process and how to keep your company running on all cylinders through change.

● TEC First-Time Attendee Session: What You Need to Know

Candice Aragon, Vice President of Marketing & Education, The PSA Network

Monday, May 1 · 3:00 PM - 4:00 PM

Is this your first PSA TEC? In this session, attendees will learn what PSA TEC is all about and how to make the most of your time at TEC! We will emphasize the power of the PSA network with an added focus on networking including TECtalks, exclusive partner receptions and additional collaborative sessions you won't want to miss. Learn how to navigate the educational content and decide what sessions are right for you.

● Technical & Cyber Expectations of Today's Integrators

Chris Peckham, Chief Operating Officer, Ollivier Corporation

Tyrone Chambliss, Program Manager, Northland Controls

Nathan Chavez, General Manager, Alarms Unlimited

Tuesday, May 2 · 9:15 AM - 10:15 AM

Customers have an expectation that today's integrators will be able to handle working with the latest technologies. Integrators are expected to know how to handle IoT devices, cyber security issues, crypto keys and technical literacy in many new areas. This panel discussion will explore technical topics that today's integrators should be able to understand, install, oversee and what integrators should be doing to meet customer expectations and needs.

SESSION DESCRIPTIONS | T - W

● The Connected Business Improves Growth & Profitability

Andrew Lanning, Co-Founder, Integrated Security Technologies
John Nemerofsky, Chief Operating Officer, SAGE Integration
Fabiola Francisco, Director, Condortech
Brian Schmidt, President, Schmidt Security
Angela McCleod, Director of Finance, Bridges Integration
Tuesday, May 2 · 9:15 AM - 10:15 AM

There has been a shift in how businesses are growing and responding to opportunities in today's changing marketplace. The emergence of digital business focuses on simplification and using real-time business intelligence to create engaging value-added experiences for customers. In this session, attendees will discover key reasons why implementing a connected process in your business saves money, lowers risk, enables growth and ultimately increases profitability.

● The Current State of Security Technology

Josh Cummings, Executive Vice President, Technology, Paladin Technologies
Josh Akre, Performance Engineering Manager, Northland Controls
Brian Courduff, Director of Sales, Tyco Security
Chris Peckham, Chief Operating Officer, Ollivier Corporation
Thursday, May 4 · 10:15 AM - 11:15 AM

Technology has become an important growth enhancer for systems integrators changing the way integrators do business and speeding up the development of innovative solutions and applications. In this session, a panel of industry peers will discuss current trends with technologies enhancing growth and how integration businesses are leveraging technology.

● The Levels of Accountability: Organization, Team & Self

Candice Aragon, Vice President of Marketing & Education, The PSA Network
Shaun Castillo, President, Preferred Technologies, LLC
Jim DeStefano, Senior Vice President, Unlimited Technology
Dean Reece, President, REECE Complete Security Solutions
Christine Lanning, President, Integrated Security Technologies
Tuesday, May 2 · 8:00 AM - 9:00 AM

Accountability begins with key outcomes. Before anyone within an organization can effectively take accountability, every employee must understand exactly what they are responsible for accomplishing. By creating and aligning around a shared set of objectives, individual employees can understand what they are accountable for achieving and why it matters to the overall organization. During this working breakfast, attendees will learn best practices and actionable principles for leaders and managers to use in improving accountability and achieving results. Breakfast will be served at 7:30 AM with the session starting at 8:00 AM.

● Unlocking Success with a Digital Transformation Mindset

Paul Boucherle, Principal, Matterhorn Consulting
Tracy Larson, President, WeSuite
Wednesday, May 3 · 9:15 AM - 10:15 AM
Learning new technological skills is essential for digital transformation. Therefore, integrators need to have a digital mindset, which is a set of attitudes and behaviors that enable people and organizations to see how this digital transformation opens new possibilities to chart a path for success in an increasingly technology-intensive world. This session will lay out the basic principles of developing a digital mindset and provide tips and best practices from industry peers on how to shift in the market and be well positioned to take advantage of new business opportunities.

● Upcoming & New Security Technologies

Brittany Board, Director of Technology Partners, The PSA Network
Dan Rothrock, President Security & Safety Americas, Zenitel
Bob Stetson, Vice President - Aftermarket & Wholesale, ASSA
ABLOY
Wednesday, May 3 · 1:45 PM - 2:45 PM

Many systems integrators are focusing on technology that will assist in bringing a better customer experience and greater value. What are some of the foreseeable innovative technologies that can help accomplish this focus? In this session, a panel of industry peers will discuss some of the automated technologies, digital transformation and collaboration solutions as well as enhanced computing technologies. The panel will also address the need for increased cyber security hardening and awareness training.

● Women in Security Forum Luncheon: The Role of Male Allies in Progressing Forward Together

Kasia Hanson, Global IoT Partner Sales Leader - Safety & Security and Safe Cities, Intel
Don Erickson, CEO, Security Industry Association
Diana Hanna, Director of Sales - West, The PSA Network
Ryan Kaltenbaugh, Senior Vice President, Sales - North America, LenelS2
Deanna VanHout, National Partner Program Manager, Paladin Technologies
Wednesday, May 3 · 12:30 PM - 1:30 PM
Male allies can support progress toward gender equality in a number of impactful ways. They can proactively employ influence to change behaviors in their own circle as well as accept the responsibility of opposing sexist behavior in the workplace. This discussion will reveal what being a male ally looks like and outline the practical steps businesses can take to drive action and remove the organizational and cultural barriers to male allyship. Lunch will be served at 12:15 PM with the session starting at 12:30 PM.