

SIMS 1998 User Conference Agenda

The 1998 SIMS User Conference will be held at the Havey Hotel in Plano, Texas. Their reservations number is (972) 578-8555. Please indicate you are attending the SIMS User Conference. As soon as you have decided to attend, please fill out the reservation form and fax to SIMS at (972) 964-0902. This on-line version of the schedule will be kept current and as the Conference nears, an updated agenda will be faxed to all customers as well.

Friday Evening March 6, 1998

SIMS will host a reception at the home of Ken Utley at 3112 Teakwood Lane, Plano, Texas. This time can be used to meet all of the SIMS personnel before the fun starts. Drinks and snacks will be served. Transportation from the Harvey Hotel is provided in their shuttle buses. This reception will be from 7pm to 11pm.

Saturday March 7, 1998

08:30 - SIMS User Meeting Introduction (20 minutes) Kenneth Utley will proudly introduce the SIMS Staff so that customers may put names with faces. A further introduction will include the goals and purpose of this meeting. Questions and discussions are encouraged as the meeting flow of events is covered.

08:50 - SIMS Inc. Status and General Discussion (40 minutes) Kenneth Utley will review history, background and current status of SIMS as a company, progress made over the last twelve months and goals in the short to medium term. General discussion is encouraged to include customer prospective of service, how service can be improved, and how SIMS goals reflect on customer base.

09:40 - Complete Discussion of SIMS II (50/45 minutes) Complete discussion of the SIMS II by Kenneth Utley. This will include an explanation from "A to Z" of the workings of the SIMS II. This discussion will be great for those customers wanting more than an overview of SIMS II or those new customers that just want to hear it all.

- or -

09:40 - Complete Discussion of CSM (50/45 minutes) Complete discussion of the CSM by Steve Ryckman. This will include an explanation from "A to Z" of the workings of the CSM. This discussion will be great for those customers wanting to know all about the CSM, it's new features and capabilities.

- or -

09:40 - Complete Discussion of SIMS I (50/45 minutes) Complete discussion of the SIM I by Kim Utley. This will include an explanation from "A to Z" of the workings of the SIMS I. This discussion will be great for those customers wanting to know all about the SIMS I.

10:30 - Coffee Break (15 minutes)

12:00 - Break for Lunch in The Magnolia/Legacy Rooms (60 minutes) SIMS will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting old ones.

13:00 - Basic Discussion of the Internet (25 minutes) Basic discussion of the InterNet by Steve Ryckman. This will start with the basics of the InterNet and provide an explanation of where the InterNet and communications may be heading. This discussion will be great for those customers who will want to know more about the SIMSWeb.

13:30 - SIMS II Formwriter (30 minutes) Dan L. Utley will review the new SIMS II Formwriter for Windows. This new product will allow the user to design their own forms for customer and dealer reports. In addition, it will automatically perform these functions to fax, e-mail and printer.

14:10 - Introduction to SIMSWeb (40 minutes) Mr. Steve Ryckman will introduce the SIMSWeb. SIMSWeb will allow contractors/dealers to transfer database updates to the monitoring station and receive history back into their local computer for reporting capabilities.

14:50 - Break for Afternoon Refreshments (20 minutes)

15:10 - Introduction of SIMS II for Windows (50 minutes) SIMS personnel will provide some insight to the concepts currently available with SIMS II for Windows. This will include Windows and Client based concepts.

16:10 - Desktop Operating Systems (50 minutes) Open discussion of Desktop Operating Systems including Windows 95, NT and OS/2 with their advantages and disadvantages. This period is important since it allows individual addressing of your companies requirements.

- or -

16:10 - Contract Monitoring Panel Discussion (50 minutes) SIMS/CSM Users will conduct a round table general discussion about the current situations and market conditions governing contract monitoring.

- or -

16:10 - False Alarm Reduction (50 minutes) Kenneth Utley will host an open discussion about False Alarm Reduction Techniques. This will include today's latest phrase "Risk Management".

18:15-19:00 - Cocktail Reception in Oaks Ballroom Cash Bar available. Complementary Hors d'oeuvres

19:00 - SIMS User Conference Dinner in The Magnolia/Legacy Rooms SIMS will host a Texas Buffet Dinner providing a Texas barbecue style of food. This will be an excellent opportunity to exchange ideas and impressions of today's events with CSM and SIMS Users.

20:30 - Country Western Night Club in Dallas Bus transportation to a Country Night Club for an evening of country western fun and dancing. Buses will leave Harvey House at 8:30pm and depart the club at 1:00am sharp for the return trip to the Harvey House. Get your spurs on y'all.

Sunday March 8, 1998

09:00 - Complete Discussion of SIMS Accounting (90 minutes) Mr. Steve Ryckman will provide an in depth discussion of the SIMS Accounting and it's usage with either the SIMS II or CSM programs.

10:30 - Break For Coffee (15 minute)

10:45 - Current UL/ULC Listings and Procedures (45 minutes) Kenneth Utley of SIMS will go over the current UL1981 status of the SIMS I/II/CSM products, the implication to Central Stations and the hardware requirements.

12:00 - Break for Lunch You are on your own. The Harvey Hotel provides an excellent lunch in the Remington Cafe. Sunday brunch's of various style foods can also be found in and around the hotel.

13:00 - Continued Discussion on SIMS I/II/CSM (90 minutes)

- or -

13:00 - Alternate Meetings to be Arranged (90 minutes) This time is allotted for special interest group meetings and gatherings. Locations will be provided, SIMS customers will chain roundtable discussion on topic's such as Operator Training, Disaster Management, Managing a Central Station and Central Station Policies/Procedures.

14:30 - Break For Coffee (15 minutes)

14:45 - VaporPaper/TeleLogik (50 minutes) Kenneth Utley will give an operational discussion of the New VaporPaper product from SIMS. VaporPaper is designed to replace the many printers in your central station with a computer program that collects and provides reports on captured printer data. We will also give an operational discussion of the TeleLogik product from SIMS. TeleLogik is designed to replace the current action of operators answering questions from installation and service personnel. General discussion comments and input from current TeleLogik users is encouraged.

- or -

14:45 - Year 2000 and other Hardware Issues (50 minutes) Steve Ryckman and Kim Utley will discuss various hardware problems and solutions. Topics will include determining if you have a Year 2000 hardware problem, what to do about it, and other hardware problems facing central stations today.

15:45 - SIMS Problems and Fixes Discussion (till complete) Kenneth Utley will host a general open discussion of problems encountered by various SIMS users.

- or -

15:45 - CSM Problems and Fixes Discussion (till complete) Steve Ryckman will host another open discussion of problems encountered by various CSM users.

Monday March 9, 1998

REMINDER: - The SIMS Office will be closed on Monday March 9th since all our staff will be at the Users Conference. Technical Support calls placed on Monday will be billed as holiday after hours calls.

09:00 - Continued Discussion about Technologies (60 minutes) Kenneth Utley and Steve Ryckman will continue the discussion on the ever changing technologies and how they may be used to enhance the Central Station business. Here's a good time to get it straight.

10:20 - Program Enhancements and Program Bugs (20 minutes) Kenneth Utley discusses the follow questions; How can the customer tell which are enhancements and which are Bugs? As the customer, how do we report problems and how do we make requests for program changes? What is reasonable anyway?

10:40 - Break for Coffee (20 minutes)

11:20 - As a Customer, I'm Still Confused (40 minutes) Here's another chance to get those questions in that just didn't get answered yet.

12:00 - Break for Lunch in The Magnolia/Legacy Rooms (60 minutes) SIMS will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting with old ones.

13:00 - Special Assistance This time is provided to assistance any customer with specialized questions that they may want to cover. Our time is your time. If you feel you need extra help, extra time or want to know information on a variety of items that have not been covered, this is your time. SIMS personnel will be available all afternoon to speak about individual situations. Much of this time will be allocated by appointments so be sure to contact a SIMS employee ahead of time if you want to ensure a time slot.