



DICE Tech Security Summit

Nashville, TN. April 29-May 2, 2019

Monday, April 29, 2019	Start	End
Registration Open	6:00 p.m.	8:00 p.m.
DICE Welcome Reception & Registration (Sheraton Grand Nashville, Skye Bar)	6:00 p.m.	8:00 p.m.
Tuesday, April 30, 2019	Start	End
Registration Open	7:30 a.m.	5:00 p.m.
Breakfast – Sponsored by IPtelX. (Studio 7)	7:30 a.m.	9:00 a.m.
Keynote (Melody Room – all sessions) DICE Corporation President and CEO Cliff Dice welcomes attendees to the 2019 Tech Security Summit, delivers an overview of the new event format, presents company updates, and discusses DICE's latest products.	9:00 a.m.	9:30 a.m.
Matrix Monitoring v19 Jerry Corrion presents new features in Matrix Monitoring, including a review of new features such as integrated call management, report manager, queued data entry enhancements, live history scroll, and operator chat/messaging.	9:40 a.m.	10:30 a.m.
Matrix Service Vanessa Schwerin and Andrew Robb discuss all aspects of Hands-on Manager and Rapid Scheduler.	10:40 a.m.	11:30 a.m.
Sponsor Presentation – IPtelX	11:40 a.m.	11:55 a.m.
Lunch (Studio 7)	12:00 p.m.	1:00 p.m.
IPtelX: The Telecom Difference Heidi Husted and Jordan Dice discuss fiber optic networks, proven redundancy, advanced telecom, and cloud services.	1:10 p.m.	2:00 p.m.
Sponsor Presentation – TM Group	2:10 p.m.	2:20 p.m.
Matrix SMS Jerry Corrion and Nate Fortier present the latest advancements with Matrix SMS Communications Gateway, including integrated video, service notifications, and billing features.	2:30 p.m.	3:15 p.m.
Presentation Steven Coppola presents an alarm/billing software that integrates seamlessly with DICE solutions.	3:25 p.m.	3:35 p.m.
CloudEye Video Recording Cliff Dice, Jerry Corrion, and Kevin Kilborn discuss camera gateways, CloudEye Connect for technicians and end user setup, cloud recording, dashboards, and integrations with alarm automation, SMS Communications Gateway, and Commercial Portal.	3:45 p.m.	4:30 p.m.
The Monitoring Association NextGen Networking Event – By Invitation Only NextGen Members Meet for Cocktails and Hors D'oeuvres at Sambuca Restaurant, Skyloft	5:30 p.m.	6:30 p.m.
Dinner at Sambuca Restaurant, Skyloft – Transportation Provided Buses arrive at the front of the Sheraton on Union starting at 5:15 PM. The bus will be back for a second transport at 6:00 PM. In the event the bus is blocked by valet on Union, the bus will be on 7th Avenue (walk out of the lobby, turn left, the bus will be on 7th Avenue.	6:30 p.m.	9:30 p.m.



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Wednesday, May 1, 2019	Start	End
Registration Open	7:30 a.m.	2:00 p.m.
Breakfast – Sponsored by Hanwha Techwin. (Studio 7)	7:30 a.m.	9:00 a.m.
Alarm Signaling Network/Cloud Receivers. (Melody room – all sessions) Cliff Dice and Jordan Dice discuss the benefits of the alarm signal network, the status of the cloud receiver network, and redundancies.	9:10 a.m.	10:10 a.m.
Sponsor Presentation: Acoba	10:20 a.m.	10:30 a.m.
Microsoft Dynamics 365 Integration Microsoft Dynamics 365 took the best from legacy solutions such as Great Plains and Navision (used by more than 140,000 customers and 2.7 million users worldwide,) and merged them into a new online cloud-based enterprise resource planning (ERP) system called Business Central. With a desire to provide an integrated web accessible accounting solution, DICE has chosen Dynamics 365 Business Central as its accounting platform. Learn about what this product can do and the integration with the entire DICE Matrix product line. Discussion lead by Thomas Campbell	10:40 a.m.	11:35 a.m.
Sponsor Presentation: Resideo	11:45 a.m.	11:55 a.m.
Lunch – Sponsored by Sur-Gard. (Studio 7)	12:00 p.m.	1:00 p.m.
Infrastructure as a Service (IaaS) Heidi Husted and Josh Greko present a course that will familiarize attendees with the use of vendor-maintained systems and applications in IaaS environments. Learn how using IaaS can reduce costs and meet disaster recovery requirements. Attendees will also learn how bringing security and telecommunications together offers a superior solution.	1:10 p.m.	1:50 p.m.
Sponsor Presentation: ACK Data	2:00 p.m.	2:30 p.m.
Matrix Sales Tyler Kosaski reviews new features in the Matrix Sales module. Learn about the new DICE signing method and updates made to the DocuSign method, including the ability to continue signing and updating envelope documents. Other new features include multi-rep reassign, sales lead imports, and change orders.	2:40 p.m.	3:15 p.m.
Sponsor Presentation: Sur-Gard	3:25 p.m.	3:40 p.m.
Cybersecurity Josh Greko discusses the state of cybersecurity. Learn about cybersecurity concepts, a basic introduction to security assurance principles, information security systems, and specific issues pertaining to risk assessments and cyberthreats. There will also be a brief examination of the standards governing monitoring centers.	3:50 p.m.	4:45 p.m.
Dinner – Meet in the lobby to take a short walk to the saloon. In the event of inclement weather, transportation will be made available. Sponsored by ACK Data Famous Saloon	6:30 p.m.	9:30 p.m.



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Thursday, May 2, 2019	Start	End
Breakfast (Legislative Terrace)	7:30 a.m.	9:00 a.m.
UL (Melody Room) Josh Greko discusses new changes and additions in UL 827 and UL 2900. Learn how these changes affect your monitoring center and what it means for your organization going forward.	9:10 a.m.	10:00 a.m.
Sponsor Presentation: CHeKT (Melody Room)	10:10 a.m.	10:20 a.m.
Improving Monitoring Center Communications with 911 Centers Using (ASAP) Automated Secure Alarm Protocol (Studio 4) Participants will learn about the ASAP service that has significantly improved the transfer of data during emergencies by standardizing the alarm/event types, requiring pre-validation of all alarm panel addresses, requiring the CAD system to make the automated determination on accepting or rejecting the call, elimination of timely phone calls, removal of errors associated with voice communications, and reduction of time to dispatch response.	9:10 a.m.	10:10 a.m.
Break	10:25 a.m.	10:45 a.m.
Sponsor Presentation – ADTRAN (Melody Room)	10:45 a.m.	10:55 a.m.
Telecom Infrastructure: Finding Additional Sources of Revenue (Melody Room) Jordan Dice and Scott Tabor discuss how your telecom infrastructure can be set up to bring in recurring monthly revenue.	11:00 a.m.	11:40 a.m.
TMA Level 1 Monitoring Center Operator Training: Operator Excellence in Action (Studio 4) During this session, you will learn how TMA’s Online Operator Training Level 1 offers the industry standard for training and monitoring center operations. This comprehensive and user-friendly course touches on everything an operator needs to know prior to performing monitoring services. This training is also part of TMA’s Five-Diamond Designation program that recognizes companies that satisfy five points of excellence and once certified, provides a competitive edge to participating companies in the marketplace. Come and get a taste of some of the content covered in the course!	10:55 a.m.	11:55 a.m.
Sponsor Presentation – Hanwha Techwin (Melody Room)	11:45 a.m.	12:00 p.m.
Lunch (Legislative Terrace)	12:00 p.m.	1:00 p.m.
Acquisitions and Market and Valuations Panel (Melody Room) David Sylvester, Moderator Barry Epstein Steve Rubin This panel will discuss today’s market, the best time to sell, the market’s future, the effect of private equity firms, and how prices are affected by the changing market. Each panelist will conclude with a prediction for the future of the industry.	1:10 p.m.	2:10 p.m.
Engineering the Best Solution (Studio 4) Heidi Husted and Jordan Dice present the cost-effective solutions that provide quality services to your clients and increase your RMR. Disaster recovery, redundancy, and business continuity will also be discussed.	2:15 p.m.	3:00 p.m.
Conference Concludes		3:00 p.m.