



## Southwestern Ontario Regional User Group November 13, 2018

### Agenda

Kindly hosted by: Sun Life Financial Toronto One York, 1 York Street, Toronto, ON M5J 0B6

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| <b>8.30am</b>  | <b>Arrivals</b>   |
| <b>8.45am</b>  | <b>Welcome and Introductions</b><br>Sara Cales, Fusion Risk Management (30 mins)  |
| <b>9.15am</b>  | <b>What's Trending at Fusion</b><br>Hear the latest news & events from Fusion and learn more about available community events and resources including RUGS, Solutions, Fusion Central and Fusion Academy.<br>Sara Cales, Fusion Risk Management (30 mins)   |
| <b>9.45am</b>  | <b>Customer Spotlight – The Brighter Way: Path to Possibilities</b><br>Annie Prange, Sun Life Financial (55 mins)   |
| <b>10.40am</b> | <b>Networking Break (25 mins)</b>   |
| <b>11.05am</b> | <b>Lightning Experience</b><br>Learn. Plan. Prepare. Lightning Experience is the next generation of the Salesforce platform featuring a modern look and feel, new user features, and configuration tools. Administrators can build better, more user-friendly applications to minimize training and allow users to work faster.<br>Riddhi Patel, Fusion Risk Management (60 mins) |
| <b>12.05pm</b> | <b>Networking Lunch (45 mins)</b>   |
| <b>12.50pm</b> | <b>Discover What's Possible with Fusion</b><br>Learn how to leverage existing features and capabilities to help evolve your program and be more effective and efficient.<br>Riddhi Patel, Fusion Risk Management (60 mins)  |
| <b>1.50pm</b>  | <b>Networking Break (25 mins)</b>   |
| <b>2.15pm</b>  | <b>Group Spotlight Discussion – Incident Management</b><br>All Attendees, moderated by Sara Cales (55 mins)   |
| <b>3.10pm</b>  | <b>Fall Release Overview</b><br>Learn about new innovations and capabilities coming up in the next release.<br>Riddhi Patel, Fusion Risk Management (45 mins)   |
| <b>3.55pm</b>  | <b>Planning for the next RUG Meeting</b><br>Sara Cales, Fusion Risk Management (5 mins)   |
| <b>4.00pm</b>  | <b>Closing Comments</b>   |
| <b>5.00pm</b>  | <b>Join us for more networking at Happy Hour! Location and details will follow.</b>   |



**Southwestern Ontario Regional User Group**  
**November 13, 2018**  
**Additional Information**

**Meeting Location:**

Sun Life Financial Toronto One York, 1 York Street, Toronto, ON M5J 0B6

**Security Check-In:**

For safety and security measures, please be prepared to show valid photo ID for entrance to the building.

**Breakfast and Lunch:**

Breakfast and lunch are provided at no cost to attendees. If you have any dietary restrictions, please send an email to [FusionRUGS@fusionrm.com](mailto:FusionRUGS@fusionrm.com)

**What to bring with you:**

We encourage each attendee to bring some content with them to share with the group:

1. An accomplishment in your program that you are extremely proud of:
  - a. a new process you designed to become more efficient;
  - b. a new capability you developed on the Fusion Framework System;
  - c. a solution to a challenge you were faced with.
2. A problem or challenge you are facing or struggling to resolve:
  - a. specific to your program;
  - b. specific to your organization or industry;
  - c. specific to your implementation of the Fusion Framework System.

**Future Meeting Schedule:**

04/09/2019	Manulife, Conference Centre, 200 Bloor St East, Toronto. ON M4W 1E5, Canada
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