Customer Connect 2025 Schedule

Day 1 — August 13, 2025 — Arrivals, Event Registration, and Welcome Reception		
1:00 PM- 7:00 PM	Registration Desk	Crystal Gazebo (located in the Garden Conservatory)
5:00 PM- 7:00 PM	Welcome Reception	Crystal Gazebo (located in the Garden Conservatory)

Day 2 — August 14, 2025 — Customer Connect Conference and Group Activity		
7:00 AM- 8:00 AM	Breakfast	Water's Edge
7:00 AM- 5:00 PM	Registration Desk	Lincoln CDE Foyer
8:00 AM- 5:00 PM	Partner Showcase	Lincoln CDE Foyer
8:00 AM- 5:00 PM	Customer Connect Conference	
	Application Learning Center	Lincoln A
	User Conference Meeting & Hands-On Training	Lincoln CDE
12:00 PM- 1:00 PM	Luncheon & Corpay Presentation	Lincoln CDE
6:00 PM- 10:00 PM	Grand Ole Opry Show – Group 1	Grand Ole Opry
5:30 PM – 10:00 PM	Casual Dinner Reception – Group 2	Gaylord Resort / American Craft Tavern

Day 3 — August 15, 2025 — Training, Application Learning Center and Departures		
7:00 AM- 8:00 AM	Breakfast	Water's Edge
7:00 AM- 12:00 PM	Registration Desk	Lincoln CDE Foyer
8:00 AM- 12:00 PM	Partner Showcase	Lincoln CDE Foyer
8:00 AM- 12:00 PM	Customer Connect Conference	
	Application Learning Center	Lincoln A
	Hands-On Training	Lincoln CDE
12:00 PM	Conference Closes	

Customer Connect 2025 Agenda

Thursday, August 14, 2025

8:00 AM – 12:00 PM – Customer Connect Conference Meeting – Updates, Discussions and Solution Demonstrations

- Welcome to Customer Connect 2025
  Client Services & Resources Updates and Customer Connect 2025

- eCMS v.4.2
  Latest Modifications, Enhancements, and Development Efforts

- eCMS Accounting and Payroll
  eCMS Payroll, Payroll Tax Tables, Tax Accounting and Accounting Updates

9:45 AM to 10:00 AM – AM Break (15 min)

- eCMS One (60 min) (Steve Gross)
  eCMS One Demonstration, Discussions, and Q&A

- CGC + INRS Partnership / INRS Presentation

12:00 PM – 1:00 PM – Luncheon / CGC + Corpay Partnership / Corpay Presentation

CUSTOMER CONNECT
2025

August 13-15, 2025
Gaylord Opryland Resort & Convention Center
Nashville, TN

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1:00 PM – 5:00 PM – Customer Connect Conference Meeting Continues - Hands-On User Training, Group Discussions

- eCMS IDI and BI&A Hands-On Training, Discussions, Demonstrations

    IDI / Business Intelligence & Analytics Latest Enhancements
    Interactive Data Inquiry Overview, Tips and Tricks, Latest Enhancements
    Advanced Analytics Report Writing
    Grid Report Notification
    Labor Productivity Report

3:00 PM - 3:15 PM – PM Break (15 min)

    Project Income Statement Forecasting
    New Monthly Forecasting Feature within PISF

- CGC + Onware Partnership / Onware Presentation

    Onware BI&A and AI Solutions for eCMS ERP
    Client Case Studies/Success Stories
    Demonstration, Discussions and Q&A

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CUSTOMER CONNECT
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Friday, August 15, 2025

8:00 AM – 12:00 PM – Customer Connect Conference Meeting Continues - Hands-On User Training, Group Discussions

- eCMS ERP Applications Hands-On Training, Discussions, Demonstrations

  Bank Account Reconciliation Program
  Mobile Purchasing Requisition Application
  Manpower Scheduler

  New Imports into eCMS
  Selecting Invoices for Payment

10:00 AM – 10:15 AM – AM Break (15 min)

- eCMS Content Management, Forms and Workflow Applications Hands-On Training, Discussions, Demonstrations

  Forms
  Content Management & Workflow
  Advanced Workflow Functionality