



Customer Focus 2026

Four Seasons Resort Scottsdale

10600 E Crescent Moon Dr
Scottsdale, AZ 85262

July 12–15, 2026

Day 0 – Sunday, July 12, 2026		
1:00 PM	Arrivals	
1:00 PM – 5:00 PM	Registration Desk	Pinnacle Foyer
1:00 PM – 5:00 PM	Vendor Showcase Setup	Pinnacle Foyer
5:00 PM – 7:00 PM	Informal Welcome Reception	Ironwood Foyer

Day 1 – Monday, July 13, 2026		
7:00 AM – 8:00 AM	Breakfast	Fountain Terrace
8:00 AM – 8:30 AM	Opening Keynote (K1)	Ironwood B and C
8:00 AM – 5:00 PM	Application Learning Center	Monument
8:00 AM – 5:00 PM	On-Site Offices	
	Technical Services	Reata
	Product Development & Software Delivery	McDowell
	Client Success and Executives	Camelback
8:00 AM – 5:00 PM	Vendor Showcase	Pinnacle Foyer
8:30 AM – 9:30 AM (60 min)	IBM Cloud – General Session (G1)	Ironwood B and C
9:30 AM – 9:45 AM	AM Break I	Pinnacle Foyer
9:45 AM – 10:15 AM	IBM Cloud Q&A – General Session Cont. (G1)	Ironwood B and C
10:15 AM – 10:30 AM	AM Break II	Pinnacle Foyer
10:30 AM – 12:00 PM (90 min)	eCMS One – General Session (G2)	Ironwood B and C
12:00 PM – 1:00 PM	Luncheon	Fountain Terrace
1:00 PM – 2:00 PM (60 min)	Cyber Security (Breakout) (A1)	Field & Operations Apps (Breakout) (B1)
	Pinnacle A	Pinnacle B
2:00 PM – 2:15 PM	PM Break I	Pinnacle Foyer





SMARTER CONSTRUCTION – eCMS Cloud-Based Construction ERP Software.

2:15 PM – 3:15 PM (60 min)	eCMS Administration & Security (Breakout) (A2) Pinnacle A	What’s New in Cognos 12 (Breakout) (B2) Pinnacle B
3:15 PM – 3:30 PM	<i>PM Break II</i> <i>Pinnacle Foyer</i>	
3:30 PM – 4:30 PM (60 min)	Job Costing (Breakout) (A3) Pinnacle A	Integration Methods (Breakout) (B3) Pinnacle B
6:00 PM – 9:00 PM	<i>Evening Program</i> <i>Ironwood A and Ironwood Foyer</i>	

Day 2 – Tuesday, July 14, 2026		
7:00 AM – 8:00 AM	<i>Breakfast</i>	<i>Fountain Terrace</i>
8:00 AM – 9:00 AM	Tuesday Keynote (K2)	Ironwood B and C
8:00 AM – 5:00 PM	Application Learning Center	Monument
8:00 AM – 5:00 PM	On-Site Offices	
	Technical Services	Reata
	Product Development & Software Delivery	McDowell
	Client Success and Executives	Camelback
8:00 AM – 5:00 PM	Vendor Showcase	Pinnacle Foyer
9:00 AM – 9:15 AM	<i>AM Break I</i>	<i>Pinnacle Foyer</i>
9:15 AM – 10:45 AM (90 min)	Business Intelligence & Analytics – General Session (G3)	Ironwood B and C
10:45 AM – 11:00 AM	<i>AM Break II</i>	<i>Pinnacle Foyer</i>
11:00 AM – 12:30 PM (90 min)	Payroll & Payroll Tax Tables (Breakout) (A4) Pinnacle A	Content Management & Workflow (Breakout) (B4) Pinnacle B
12:30 PM – 1:30 PM	<i>Luncheon</i> <i>Fountain Terrace</i>	
1:30 PM – 2:30 PM (60 min)	Onware Solutions (Breakout) (A5) Pinnacle A	Employee Self Service (Breakout) (B5) Pinnacle B
2:30 PM – 2:45 PM	<i>PM Break I</i> <i>Pinnacle Foyer</i>	
2:45 PM – 3:45 PM (60 min)	GlassHouse Systems (Breakout) (A6) Pinnacle A	Corpay Solutions (Breakout) (B6) Pinnacle B
3:45 PM – 4:00 PM	<i>PM Break II</i> <i>Pinnacle Foyer</i>	





SMARTER CONSTRUCTION – eCMS Cloud-Based Construction ERP Software.

4:00 PM – 5:00 PM (60 min)	TBD (Breakout) (A7) Pinnacle A	TBD (Breakout) (B7) Pinnacle B
6:00 PM – 9:00 PM	<i>Evening Program</i>	<i>Ironwood A, B, C and Foyer</i>

Day 3 – Wednesday, July 15, 2026		
7:00 AM – 8:00 AM	<i>Breakfast</i>	<i>Fountain Terrace</i>
8:00 AM – 10:00 AM	Workshop I – Advanced IDI (W1) Pinnacle A	Workshop II – eCMS ERP for New Users (W2) Pinnacle B
8:00 AM – 12:00 PM	Application Learning Center	Monument
8:00 AM – 12:00 PM	On-Site Offices	
	Technical Services	Reata
	Product Development & Software Delivery	McDowell
	Client Success and Executives	Camelback
10:00 AM – 10:15 AM	<i>AM Break</i>	<i>Pinnacle Foyer</i>
10:15 AM – 12:00 PM	Workshop I (cont.) – Advanced IDI (W1) Pinnacle A	Workshop II (cont.) – eCMS ERP for New Users (W2) Pinnacle B
12:00 PM – 1:00 PM	<i>Luncheon</i>	<i>Fountain Terrace</i>
1:00 PM	<i>Departures</i>	

