

Schedule and Agenda

The Westin St. Louis
811 Spruce St
St. Louis
Missouri
63102
United States

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Arrival

Mon May 18th

Day 01

Tues May 19th

Day 02

Wed May 20th

Breakouts

Time

Session

Room

All day

Hotel check in

Reception

14:00 - 18:00

Customer Advisory Board
Ask the Expert 1-1
Networking
Smart Integrate station
Genius bar
[Breakouts](#)

Commerce AB
Concourse AB
Plaza AB
Cupples Ballroom

18:00 - 18:30

Welcome drinks

Cupples Ballroom

18:30 - 18:45

Welcome presentation
Gary Thompson

Cupples Ballroom

18:45 onwards

Buffet reception & Networking

TBC

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Breakouts

Time	Session	Room
9:00 - 9:10	Event opening Will Wycks, Chief Marketing & Product Officer	Cupples Ballroom
9:10 - 9:30	Introduction & business update Gary Thompson, CEO Christopher Lloyd, CRO	Cupples Ballroom
9:30 - 10:00	Networking game / ice breaker Chevin team	Cupples Ballroom
10:00 - 10:30	Customer Success update & direction Shaun Rowley, Director of Customer Success	Cupples Ballroom
10:30 - 10:45	Break Networking	
10:45 - 12:00	Product innovations showcase / Roadmap prioritization Rich Clark, Head of Product	Hanger
12:00 - 13:00	Lunch Networking	

am

pm

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Time	Session		Room
13:00 - 13:40	Customer Speaker TBC		Cupples Ballroom
13:40 - 14:40	Breakouts Chevin team		Commerce AB Concourse AB Plaza AB Cupples Ballroom
14:40 - 14:55	Break Networking		
14:55 - 15:30	Industry speaker TBC		Cupples Ballroom
15:30 - 16:30	Breakouts Chevin team		Commerce AB Concourse AB Plaza AB Cupples Ballroom
16:30 - 16:40	Day 1 wrap up Will Wycks, Chief Marketing & Product Officer		Cupples Ballroom
16:40 - 18:00	Ask the Expert 1-1 slots		Commerce AB Concourse AB Plaza AB Cupples Ballroom
18:30 - late	Evening entertainment / networking		

am

pm

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2026 CUSTOMER CONFERENCE - NORTH AMERICA

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Breakouts

Time	Session	Room
9:00 - 9:45	Customer fireside chat Customers & Christopher Lloyd, CRO	Cupples Ballroom
9:45 - 10:00	Break Networking	
10:00 - 12:00	Breakouts Chevin team	Commerce AB Concourse AB Plaza AB Cupples Ballroom
12:00 - 12:10	Event wrap up Gary Thompson, CEO	Cupples Ballroom
12:10pm - 2:00pm	Lunch Networking Close	
12:10 - 14:00	Ask the Expert 1-1 (pre-booked sessions)	Commerce AB Concourse AB Plaza AB Cupples Ballroom
12:10 - 14:00	Networking area	Commerce AB Concourse AB

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New dashboard deep dive

Explore the new FleetWave dashboard with interactive training and configuration tips.

Smart Integrate and FleetWave Store - Training workshop

Get hands on with a Smart Integration build and learn how FleetWave Store can strengthen your operation.

Unlocking AI value in your business with FleetWave

Explore real-world AI opportunities and key learnings, and gain an exclusive look at how AI is being developed within FleetWave.

Working smarter in FleetWave: Best practice session

Optimize your FleetWave with hands on practical tips, best practice reporting and system health.

Industry and peer roundtable networking

Grouped by industry and role, share challenges and opportunities in collaboration with your peers.