

chevin

2026 CUSTOMER CONFERENCE - NORTH AMERICA

Schedule and Agenda

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

[Learn more](#) →

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

Ask the Expert 1-1 (drop in)
Networking

Cupples Foyer

16:00 - 17:00

Breakouts
1. New dashboard deep dive
2. Smart Integrate and FleetWave Store
3. Working smarter in FleetWave
4. Customer Success ROI

Commerce AB
Concourse AB
Plaza AB
Cupples Ballroom

18:00 - 18:30

Welcome drinks

Cupples Foyer

18:30 - 18:45

Welcome presentation
Gary Thompson

Cupples Ballroom

18:45 - 21:30

Buffet reception & Networking

Cupples Foyer

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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	Cupples Ballroom
9:30 - 10:00	Networking game / ice breaker Chevin team	Cupples Ballroom
10:00 - 10:30	Customer Success update & direction Christopher Lloyd, CRO	Cupples Ballroom
10:30 - 10:45	Break Networking	
10:45 - 12:00	Product innovations showcase / Roadmap prioritization Will Wycks, Chief Marketing & Product Officer	Cupples Ballroom
12:00 - 13:00	Lunch Networking	

am

pm

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Arrival	Day 01	Day 02	Breakouts
Mon May 18 th	Tues May 19 th	Wed May 20 th	
Time	Session	Room	
13:00 - 13:40	FleetWave in action Justin Hudson & Fredery Martinez, Beacon Mobilty	Cupples Ballroom	
13:40 - 14:40	Breakouts 1. New dashboard deep dive 2. Smart Integrate and FleetWave Store 3. Working smarter in FleetWave 4. Customer Success ROI	Commerce AB Concourse AB Plaza A Cupples Ballroom	
14:40 - 14:55	Break Networking		
14:55 - 15:30	FleetWave in action Justin Mahana, Southwest Gas	Cupples Ballroom	
15:30 - 16:30	Breakouts 1. New dashboard deep dive 2. Smart Integrate and FleetWave Store 3. Working smarter in FleetWave 4. Customer Success ROI	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	Cupples Ballroom	
18:00 - late	Evening entertainment / networking		Bud Deck Rooftop

am

pm

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Breakouts

Time	Session	Room
9:00 - 9:45	Customer fireside chat Meaghan Morgan, Nashville Electric Service & Christopher Lloyd, CRO, Chevin	Cupples Ballroom
9:45 - 10:00	Break Networking	
10:00 - 12:00	Breakouts 1. New dashboard deep dive 2. Smart Integrate and FleetWave Store 3. Working smarter in FleetWave 4. Customer Success ROI	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)	Cupples Ballroom
12:10 - 14:00	Networking area	Commerce AB Concourse AB

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Breakouts

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.

Customer Success ROI: Are You Capturing the Full Value of FleetWave?

Many organizations use FleetWave daily, but not all fully measure its value. Join this session to explore key ROI metrics, uncover hidden benefits, and discuss how you can better articulate success across your business.

Working smarter in FleetWave: Best practice session

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