

# Schedule and Agenda

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

[Learn more](#) →

## Arrival

Mon May 18<sup>th</sup>

## Day 01

Tues May 19<sup>th</sup>

## Day 02

Wed May 20<sup>th</sup>

## 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

chevin

# 2026 CUSTOMER CONFERENCE - NORTH AMERICA

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### Breakouts

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

am

pm

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Time	Session		Room
13:00 - 13:40	<b>FleetWave in action</b> Justin Hudson & Fredery Martinez, Beacon Mobilty		Cupples Ballroom
13:40 - 14:40	<b>Breakouts</b> 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	<b>Break   Networking</b>		
14:55 - 15:30	<b>FleetWave in action</b> Justin Mahana, Southwest Gas		Cupples Ballroom
15:30 - 16:30	<b>Breakouts</b> 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	<b>Day 1 wrap up</b> Will Wycks, Chief Marketing & Product Officer		Cupples Ballroom
16:40 - 18:00	<b>Ask the Expert 1-1 slots</b>		Cupples Ballroom
18:00 - late	<b>Evening entertainment / networking</b>		<b>Bud Deck Rooftop</b>

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## Breakouts

Time	Session	Room
9:00 - 9:45	<b>Customer fireside chat</b> Meaghan Morgan, Nashville Electric Service & Christopher Lloyd, CRO, Chevin	Cupples Ballroom
9:45 - 10:00	<b>Break   Networking</b>	
10:00 - 11:00	<b>Breakouts</b> <ol style="list-style-type: none"> <li>1. New dashboard deep dive</li> <li>2. Smart Integrate and FleetWave Store</li> <li>3. Working smarter in FleetWave</li> <li>4. Customer Success ROI</li> </ol>	Commerce AB Concourse AB Plaza AB Cupples Ballroom
11:00 - 12:00	<b>AI-Powered FleetWave: From Vision to Reality</b> Rich Clark, Global Head of Product	Cupples Ballroom
12:00 - 12:10	<b>Event wrap up</b> Gary Thompson, CEO	Cupples Ballroom
12:10pm - 2:00pm	<b>Lunch   Networking   Close</b>	
12:10 - 14:00	<b>Ask the Expert 1-1 (pre-booked sessions)</b>	Cupples Ballroom
12:10 - 14:00	<b>Networking area</b>	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.