Info*share* 2003 *daily schedule*

Tuesday, September 30
6:30 – 8:00 pm   Welcome reception and registration

Wednesday, October 1
7:45 – 8:30 am   Continental Breakfast and registration
8:30 – 12 noon   General Sessions
12:00 – 1:30 pm   Lunch and Interactive Café
1:30 – 5:15 pm   Breakout Sessions
7:00 pm   Mystère (Cirque du Soleil)

Thursday, October 2
7:45 – 8:30 am   Continental Breakfast
8:30 – 12 noon   General Sessions
12:00 – 1:30 pm   Lunch and Interactive Café
1:30 – 5:15 pm   Breakout Sessions
5:15 pm   Farewell Reception

Welcome

Sessions

Mystère

Elvis

Sign up online @ www.infogenesis.com.....Elvis would!

	7:45 AM	Continental Breakfast		
	DAY 1	**General Sessions**		**DAY 2**
AM SESSIONS 8:30	**Welcome to InfoShare** KARL WILLIG, President and CEO of InfoGenesis		**Shaping the Future of Revelation** Product vision and audience feedback! An exciting look at the vision behind the development of InfoGenesis products from Peter Glynn, Vice President of Development for InfoGenesis. This session will focus on near and long term futures for InfoGenesis, and solicit feedback from session participants.	
9:30	**Universal Desktop** Learn about the InfoGenesis Universal Desktop, a new way to deliver powerful technology solutions without the traditional IT headaches. Discover the integration possibilities the UD offers: Systems interact over the Web using "smart services" that are robust, scalable, and reliable. *Winner of the 2002 Microsoft Retail Application Developer's Award for "Best Use of .Net Technologies."*		**Voice of Reason and Perspective** InfoGenesis shares its view of how new technology impacts the world of hospitality. With the help of our customer and industry partners, we continue to move towards our vision. We've assembled a panel of leading executives to add their voices to the process of defining the future.	
10:45	**In the Spotlight: The Borgata** Making technology positively impact a hospitality operation requires vision, partnership, and hard work. The rewards? Improved customer service, better market awareness, and increased profitability. In this session, we show you how InfoGenesis and The Borgata are bringing to life the power of Web services-based integration at The Borgata.		**Hats Off To Service** Tom Costello, Director of the Hospitality Program, University of San Francisco. "Hats Off to Service!" will stimulate your thinking about customer service values. This session offers you and your staff an opportunity to evaluate business conditions and values, and to determine if all you are offering your customers is *lip service*.	
	12:00 NOON	Lunch		
	track 1• Thinking BIG	**track 2 • Power Users**	**track 1• Thinking BIG**	**track 2 • Power Users**
PM SESSIONS 1:30	**Making A Difference: Maximizing ROI in POS** A panel of InfoGenesis users gathers to discuss return on investment with an InfoGenesis solution. Learn how to increase your ROI, improve your bottom line, and track results. This session spotlights how InfoGenesis has worked with its customers to make a difference in their business.	**Revelation Power Users: Developing Expertise** What does it take to become a Revelation power user? This session will provide hints, tips, and ideas from a panel of your peers who have enhanced their operations by maximizing Revelation to its full potential.	**Rendezvous: A Customer Case Study** Get a close-up look at Rendezvous in action when InfoGenesis experts take you on a tour of how Rendezvous has positively impacted Hyatt International's dining operations. In this session we focus not only on the Rendezvous installation at Hyatt Dubai, but also the benefits they are receiving from the product.	**A Year in Review: Product Features** InfoGenesis experts take a look at major enhancements to Revelation and Rendezvous. This session will focus on key features and the business reasons behind their development, as well as the benefits they offer your business.
2:30	**Enterprise Nirvana** Revelation's new enterprise configuration model positively impacts large operations comprised of multiple physical locations. Learn how to reduce maintenance and configuration setup time by leveraging common configuration elements, obtaining greater control over your operations, and reducing training time.	**What data are YOU looking for in reports?** Attend this discussion-oriented session and help us determine what information will help you manage your business, including a special focus on comparative and exception-based reporting—from audit and accounting, to restaurant and retail management.	**The Power of Cashless POS: A Panel Discussion** Join industry experts on a panel discussion about the power of cashless POS, and the building blocks of customer relationship management (CRM). See how Revelation manages customer accounts to build detailed guest transaction history via gift cards, declining balance, payroll deduction, and more!	**Windows Terminal Application** Discover the upgrades we've made to the Revelation Windows Terminal Application. Learn how to better support your front-of-the-house operations, and how to deploy the WTA to improve your ROI through enhanced service and employee productivity.
3:30	**Lets Us Help You with.......Business Services** Organizations use InfoGenesis Business Services to get critical business information from their Revelation databases. Learn how InfoGenesis can help you change business processes or streamline operations. Our custom-built solutions link applications and produce comparative performance views.	**Rendezvous: Reservation Overview** Rendezvous, the new InfoGenesis enterprise reservation product, is your answer to increasing efficiency in your restaurant and improving your guest's experience. InfoGenesis experts teach you everything you need to know. It's as easy as the ABCs: arrivals, booking, and configuration.	**Case Study: Integrating CRM into POS** Understand more about your customers' buying habits so you can better meet their needs. Learn about InfoGenesis tools that allow companies to integrate their own CRM solutions, or products from other companies, to build complete enterprise solutions for CRM, member management, and guest recognition.	**Pocket POS!** **Handhelds make an impact** Go anywhere, do anything! Come see—and touch—the handheld product from Ameranth and InfoGenesis and learn how it can improve your business by providing quick and personal service to almost any location!
4:30	**Presentation and Profitability** Find out how F&B professionals present an exquisite dining experience while preserving the bottom line. In this session, we offer insightful tips on how to maximize guest experience and increase profitability.	**Universal Desktop: YOUR manager workstation** Universal Desktop will enhance your ability to access configuration and reports for your enterprise. Available from a Web browser with Internet access, Universal Desktop offers a wide variety of products and services.	**Get your System Connected!** **Exploring the Transaction Processing Gateway** Come see how the latest interface to Revelation has enabled integration with many different types of systems, from catering to Web-based ordering, and even soda machines!	**Building Blocks for Internal Customer Support** Join a panel of Revelation power users who have implemented internal Help Desks in their businesses. Many of our customers have seen great success deploying first line Revelation product support. Find out what best suits your business needs.
	7:00PM • CIRQUE DU SOLEIL'S MYSTÈRE...AN EVENING OF DANCE, MUSIC AND COMEDY		**5:15PM • FAREWELL RECEPTION AND COCKTAILS**	

Infoshare 2003
event information

Register for Infoshare today @www.infogenesis.com

▼ Registration
▼ Accommodations
▼ Logistics!

Registration

• **Registration includes:**
Daily continental breakfast, lunch, refreshments, opening and closing night receptions, a night at Cirque du Soleil's Mystère, and two, fun-filled, jam-packed days of education, training, conversation and networking.

• **Registration cost:**
Early Bird–$495 by July 1
Regular–$595 after July 1
Register by July 1 to receive a $100 discount on admission to InfoShare 2003! Don't miss this opportunity to save money, and attend the user group event of the year!!

Register at:
• **www.infogenesis.com**

Logistics

• **Accommodations**
Exclusive InfoShare rates have been secured with Treasure Island. For more information, visit www.infogenesis.com

• **Air Travel**
Book your flight to arrive and depart from McCarran National Airport, Las Vegas.

• **InfoShare Updates**
For updated InfoShare information, visit www.infogenesis.com

Interactive Café

Mystère

Networking

Pirate show

Sign up online @ www.infogenesis.com

Announcing

InfoShare 2003
InfoShare User Group

1351 Holiday Hill Road
Santa Barbara, CA 93117
Phone: (805) 681-8600
www.infogenesis.com

InfoGenesis

InfoShare User Group

Infoshare 2003 welcomes you to Las Vegas

Join us at Treasure Island in Las Vegas, Nevada! October 1-2, 2003

Be a part of InfoShare 2003, the InfoGenesis User Group. Come share ideas, learn what's new in hospitality technology, get tips on how to improve your business through technology, and increase your product expertise. InfoShare has been designed specifically to help you maximize your InfoGenesis solution.

New This Year!!

Hats Off to Service
Don't miss featured keynote speaker **Tom Costello, Director of the Hospitality Program, at University of San Francisco.** His "Hats Off to Service!" will stimulate your thinking about customer service values. He'll offer you and your staff an opportunity to evaluate business conditions and values, and to determine if all you are offering your customers is *lip service.*

Cirque du Soleil
Don't miss Mystère, Cirque du Soleil's featured show at Treasure Island. Your registration automatically includes admission to this once-in-a-lifetime event. *On October 1, see how Mystère breaks all the rules*— by combining ballet, circus, theater, music, dance and comedy. Mystère will take us on musical and a fun-filled journey that starts at the beginning of time. Performed in Treasure Island's state-of-the-art theater, Mystère's international cast delivers a mystical trip not to be missed!!

Don't miss this chance to:

• **Maximize** your InfoGenesis solutions
• Become a **power user**
• **Network** with InfoGenesis customers

dynamic speakers

interactive lectures

hands-on workshops

exciting events

Infoshare 2003
October 1-2 • Treasure Island • Las Vegas, Nevada

InfoGenesis

See you in Las Vegas at Infoshare 2003!!