

WEDNESDAY, NOVEMBER 4

6:00 PM

Welcome Dinner

Private dining, Lansdowne Resort · Hosted by MCIM

8:00 PM

Evening Concludes

The dinner is the relationship-building engine for the conference. No agenda, no presentations — just operators getting to know each other before the work begins Thursday morning.

THURSDAY, NOVEMBER 5

8:00 AM

Breakfast Buffet

Open networking

8:45 AM

Welcome

Greg Richards, CMO, MCIM · 10 minutes

9:00 AM

Opening Keynote

Mike Parks · 40 minutes

9:40 AM

Product Roadmap

Jami Klotz, Head of Product · 45 minutes including Q&A

10:25 AM

Coffee & Networking

20 minutes

10:45 AM – 12:00 PM · Session Block A (choose your track)

STRATEGIC TRACK The CapEx Credibility Gap: Building Capital Plans Your CFO Will Trust

MCIM Capital Planning · Executive-level session
with customer co-presenter

Why capital requests fail, how to build finance-ready plans with defensible data, and what changes when Capital Planning replaces the spreadsheet.

OPERATIONAL TRACK Your Customers Are Calling. Your Team Is Scrambling. There's a Better Way.

MCIM Customer Portal · Use-case session + live
walkthrough

Customer co-presenter walks through pre-Portal chaos vs. post-Portal workflow. Facilitated walkthrough and peer Q&A for directors and site leaders.

TECHNICAL TRACK Hands-On: Building a Standardized Rounds Template from Scratch

MCIM Rounds · Guided lab · Bring your laptop

Build a production-ready Rounds template during the session with MCIM implementation experts. Leave with a configuration you can deploy at your facility.

12:00 PM

Lunch & Networking

60 minutes · Structured networking tables by segment

1:00 PM

AI and MCIM

Michael Dongjeux · 45 minutes

1:45 PM

Customer Success Spotlight

TBD · 30 minutes

2:15 PM

Break

15 minutes

THURSDAY, NOVEMBER 5 (continued)

2:30 PM – 3:45 PM · Session Block B (choose your track)

STRATEGIC TRACK
Executive Peer Exchange: Portfolio Performance, Risk, and the Year Ahead
Facilitated roundtable · VP and C-level attendees only

OPERATIONAL TRACK
The Asset You Don't Know Is Failing Is the One That Takes You Down
Capital Planning + Asset Health · MCIM Product lead + customer co-presenter

TECHNICAL TRACK
Advanced Portal: Workflows, Automation, and What Mature Deployment Looks Like
MCIM Customer Portal: Advanced · Power-user co-presenter

A closed-door discussion for senior leaders. Compare portfolio strategies, share what's working, and pressure-test assumptions with executive peers.

How to get asset data into shape to drive capital decisions. Connects Assets, Spare Parts, and Capital Planning as an integrated workflow.

Escalation workflows, automated notifications, SLA tracking, and Portal reporting. For users ready to go beyond the basics.

- 3:45 PM

Break & Transition
15 minutes
- 4:00 PM

Closing Session
Key takeaways, peer commitments, what's next · Greg Richards · 30 min
- 4:30 PM

Cocktail Reception
Lansdowne Resort grounds