

**IVANS 2009 XChange  
Conference Agenda**

**Renaissance Tampa Hotel International Plaza  
4200 Jim Walter Boulevard  
Tampa, Florida 33607 USA  
813-877-9200**

**Wednesday, February 11: IVANS 2009 XChange**

7:30 am – 8:00 am	<b>Continental Breakfast</b>
8:00 am – 8:30 am	<b>IVANS Welcome and XChange Overview</b>
8:30 am – 9:15 am	<b>Keynote Speaker</b> An industry expert will review the current political landscape and the economy's impact on the insurance industry.
9:15 am – 9:30 am	<b>Break</b>
9:30 am – 10:45 am	<b>IVANS Product Session: What's New and Upcoming with IVANS Download and Real-Time</b> Learn what's new in IVANS Download and Real-Time solutions, including some of the latest features, data trends and upcoming capabilities.
10:45 am – 11:00 am	<b>Break</b>
11 am – 12:15 pm	<b>Panel: Drive More Business within Your Agency's Management Systems</b> Find out the latest on agency management systems from our vendor panel, so you can leverage these capabilities to improve communication, secure new business and ultimately increase revenue.
12:15 noon – 1:00 pm	<b>Lunch and Networking; Product Demo Stations Open</b>
1:00 pm – 1:45 pm	<b>Speaker: Ensuring Smooth Agency-Company Interface Automation</b> Listen to a senior executive from one of the nation's leading carriers describe their company's best practices approach and methodology for ensuring smooth agency-company interface automation.
1:45 pm – 2:00 pm	<b>Break</b>
2:00 pm – 2:45 pm	<b>IVANS Product Session: Using IVANS Solutions to Meet Your Security Requirements</b> Changes to the insurance industry are requiring changes in data security. This session will discuss how you can leverage IVANS solutions to meet your security requirements while saving you time and resources.
2:45 pm – 3:00 pm	<b>Break</b>

**IVANS 2009 XChange  
Conference Agenda cont'd.**

- 3:00 pm – 3:45 pm      **Breakout Sessions: IVANS Real-Time Conversion, Consulting Services and Managed Network Services**  
Using customer case studies as the backdrop, we will discuss how P&C organizations can leverage real-time conversion, consulting, and managed network services to get more out of their technology investments.
- 4:00 pm – 5:00 pm      **Panel: Updating Systems with the Latest Policy Processing Technologies**  
Find out how you can take advantage of the latest policy processing technologies from leading policy processing vendors, so you can introduce more automation (i.e., implement real-time and download projects) to significantly improve the ease of doing business.
- 5:00 pm – 6:30 pm      **Break, Product Demo Stations Open, Customer Appointments**
- 6:30 pm – 9:00 pm      **Reception/Dinner**

**Thursday, February 12: Joint IVANS/ACT/AUGIE Industry Sessions**

- 7:30 am – 8 am      **Continental Breakfast**
- 8 am – 9:15 am      **Panel: State of the Industry**  
A panel of industry insiders will offer their unique perspectives on what the future might hold for insurance carriers, agents and brokers with regards to the current technological, economic and market changes impacting our industry.
- 9:15 am – 9:30 am      **Break**
- 9:30 am – 10:15 am      **Speaker: Balancing Automation and Security Needs**  
Our industry expert will provide insight into how to balance the benefits of automation with the need to secure the systems that provide it.
- 10:15 am – 10:30 am      **Break**
- 10:30 am – 12 pm      **Panel: Best Practices for Increasing Adoption of Real-Time Technology**  
Our panel of carriers, agents, vendors and industry experts will share lessons learned and best practices based on real-life, real-time implementation projects that have been mutually successful for carriers and agents.
- 12:00 pm      **Lunch and Networking; Co-sponsored Sessions End**