

January 29, 2025
Phoenix, AZ

Agenda

9:30 a.m.	Check-in & Coffee	
10 a.m.	Welcome	Michael Baechler Accela
10:15 a.m.	Product Roadmap <i>Highlighting Accela's latest developments, strategic priorities, and innovative solutions driving the future of civic engagement, government operations, and digital transformation.</i>	Juleigh Piscioti Accela
11 a.m.	What Does Good Look Like <i>Explore what "good" really looks like when it comes to maximizing the value of the Accela platform. Through an in-depth customer case study, we'll showcase how one government agency successfully leveraged Accela's solutions to transform their operations, improve citizen engagement, and achieve outstanding results.</i>	Juleigh Piscioti Accela
11:45 a.m.	The Accela Community & University <i>Join this user group session to explore how engaging with the Accela Community can help you deepen your expertise and gain valuable insights. Learn how Accela University can empower your workforce by providing the tools and training needed to upskill and drive organizational success.</i>	Garrick Greenhalgh Accela
12:30 p.m.	Lunch & Networking <i>Complimentary</i>	
1:30 p.m.	A Demonstration of Open Counter and Accela's Latest Updates in Reporting and Analytics <i>Accela staff demonstrates Open Counter—an intuitive, step-by-step guided platform designed to help residents, businesses, and event organizers easily determine the permits and licenses they need. Additionally, take a deep dive into Accela's latest advancements in reporting and analytics. This new functionality enables users to easily gather valuable insights, monitor key performance metrics, and support data-driven decision-making. Don't miss the opportunity to see how these powerful tools will simplify and enhance the process for all stakeholders.</i>	Todd Henderson Accela
2:15 p.m.	Ask Me Anything <i>Whether you're looking for insights on optimizing workflows, exploring new features, or tackling specific challenges, our panel is here to provide guidance and solutions. Submit your questions ahead of time here.</i>	Kelli Kilgore Todd Henderson Animesh Irkulla Juleigh Piscioti Accela <i>More to Come</i>
3:15 p.m.	End of Day	

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