June 20th, 2023 | London, ON

psdcitywide
user group
2023

James Geneau,
Chief Marketing Officer

A Message from our CMO

Hello! User Group has been a signature event for PSD Citywide for 10 years and something our valued clients look forward to every year. Last year, we sent out a post-event survey and I am happy to say that in 2023, we are making some exciting changes to deliver an experience that is better aligned with what our loyal clients have expressed overwhelmingly as adding value to this annual event.

More Technical Training
The majority of past attendees told us that more time spent learning new features and having access to hands-on training would make the experience more valuable. We've listened and I am pleased to share that in addition to more technical sessions on each module of the Citywide Platform, we will also be adding a new drop-in learning program called Citywide Campground. This will be in addition to our popular group workshops for each module, new feature and enhancement presentations, and a fireside chat where we will present the Product Roadmap for 2023/2024.

Better Value
You also told us that the time commitment and cost to attend was a challenge. We've listened, opting for a single-day format with a fun evening social networking event not only in London, but in Calgary and Vancouver this year. I'm also pleased to share that we've lowered the overall price to attend by nearly 50% without sacrificing the educational and social networking value you've come to enjoy.

We hope that these changes, based on past attendee feedback, will make the event more valuable to you by providing the technical knowledge and opportunity to network you've come to enjoy in a more focused and affordable manner.

I look forward to seeing you this year in London, Calgary, and Vancouver!

Agenda - Tuesday, June 20th - 8:30 am to 5:30 pm

	Room 1	Room 2	Room 3	Room 4
8:30 am - 9:30 am	Breakfast Presentation			
9:30 am - 9:45 am	**Break**			
9:45 am - 10:30 am	PSD Citywide Campground	Citywide Assets Product Update Session	Citywide Permitting Product Update Session	
10:30 am - 10:45 am	**Break**			
10:45 am - 11:30 am	PSD Citywide Campground	Citywide Maintenance Product Update Session	FMW Product Update Session	Citywide Permitting Workshop
11:30 am - 11:45 am	**Break**			
11:45 am - 12:45 pm	Lunch Presentation			
12:45 pm - 1:00 pm	**Break**			
1:00 pm - 2:00 pm	PSD Citywide Campground	Citywide Assets Workshop	FMW Workshop - Capital Plan & Fund Manager	Citywide Maintenance Workshop
2:00 pm - 2:15pm	**Break**			
2:15 pm - 3:15 pm	PSD Citywide Campground	Citywide Maintenance Workshop (Repeat)	FMW Workshop - Operating & Salary Plan	Citywide Assets Workshop (Repeat)
3:15 pm - 4:30 pm	**Break**			
4:30 pm - 5:30 pm	Product Roadmap			
5:30 pm - 7:30pm	Cocktail & Food Reception			

*Tentative Agenda - times and sessions are subject to change. All times stated are in Eastern Standard Time. All tickets include meals and social events.

Session Descriptions

Breakfast Presentation	Ontario municipalities have made substantial progress in asset management over the last decade. However, many challenges still persist. In this breakfast presentation, hear from John Murray, GM of Asset Management and Israr Ahmad, Program Manager, Integrated Product Development, on how we will support our clients in overcoming these obstacles. We'll briefly discuss the next set of requirements for O. Reg, our approach to these requirements, and outline how our asset management advisory services are evolving.
Citywide Assets Product Update Session	This Citywide Assets session will feature some of the top new functions that have been added over the past year. During this session we will also highlight existing features that users may not be using to their full potential. Some exciting features we will be exploring include: • Asset Collector • Asset Profile • Warranty/Lease Report • Custom Condition Calculator • ARO Calculations We'll also be providing a case example of a community using the latest Citywide Assets features and enhancements.
Citywide Permitting Product Update Session	This session will feature some of the top new functions that have been added to Citywide Permitting over the past year. During this session we will also highlight existing features that users may not be using to their full potential. We will review how you can utilize these functions to further customize Citywide Permitting to better fit your individual user and business process needs. Some exciting features we will be exploring include: • Citywide Portal for Building Permits • Licensing Module • Inspection Calendar • Planning Module • Payment integration with Paymentus We'll also be providing a case example of a community using the latest Citywide Permitting features and enhancements.
Citywide Maintenance Product Update Session	This Citywide Maintenance session will feature some of the top new functions that have been added over the past year. During this session we will also highlight existing features that users may not be using to their full potential. Some exciting features we will be exploring include: • Attributes Report • CW mobile app including ability to see predefined routes, add cost parts on work orders and attach assets to work orders • Barcoding on parts/materials for non- FIFO clients • Reassignment Tool • Process tasks report We'll also be providing a case example of a community using the latest Citywide Maintenance features and enhancements.

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FMW Product Update Session	This session will feature some of the top new functions that have been added to the FMW module over the past year. During this session we will also highlight existing features that users may not be using to their full potential. Some features we will be diving into are: • The Redesigned Fund Manager Template (modifying existing templates) • Quarterly Forecasting & Variance Reporting • Commitment Integration
Citywide Permitting Workshop	During this workshop we will highlight some of the most important features that users can incorporate to better fit their departmental and business process needs. Attendees will learn more about: • Easy and centralized permit management • Online application submission via the Citywide Portal • How to visualize and report on key information • and more.. Bring your laptop and questions for the opportunity to interact with a PSD Citywide expert and your fellow peers. Registrants for this session will have the opportunity to submit additional topics for the expert to focus on during the session.
Lunch Presentation	In today's digital age, having seamless connectivity across various software applications has become increasingly important for all municipalities. Having a unified platform allows for seamless communication between different departments, streamlines operations, and improves productivity. In this lunch case study session, you'll learn about a municipality utilizing the full Citywide Platform, how these integrated modules work together, and the benefits they provide their municipality as a whole. Matt Dawe, PSD Citywide's CEO, will also share some of the great things coming this year for the broader Citywide Platform you won't want to miss.
Citywide Assets Workshop	During this workshop, we will highlight some of the most important features that users can incorporate into their business to better manage all their asset needs using Citywide Assets. Attendees will learn more about: • Lifecycle and Risk • Asset Retirement Obligations and how to use it for your 2024 statements • Year-end financial reporting • Asset Management Plan Reporting • and more.. Bring your laptop and questions for the opportunity to interact with a PSD Citywide expert and your fellow peers. Registrants for this session will have the opportunity to submit additional topics for the expert to focus on during the session.

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FMW Workshop: Capital Plan & Fund Manager	During this workshop, we will highlight the most important features that users can access to better manage their Capital Plan and utilize Fund Manager within FMW. Attendees will learn more about: • Parent/Child Project Budgeting example with benefits • Leveraging Attributes for creative solutions • Reporting with Attributes • and more.. Bring your laptop and questions for the opportunity to interact with a PSD Citywide expert and your fellow peers. Registrants for this session will have the opportunity to submit additional topics for the expert to focus on during the session.
Citywide Maintenance Workshop	During this workshop, we will highlight some of the most important features that users can incorporate into their business to efficiently maintain and increase the life of their assets. Attendees will learn more about: • Maintenance Manager Best Practices • Service Request & Work Order Best Practices • Inspections and Processes tied to assets • Mobile App Best Practices • Hands on mobile exercise • and more.. Bring your laptop and questions for the opportunity to interact with a PSD Citywide expert and your fellow peers. Registrants for this session will have the opportunity to submit additional topics for the expert to focus on during the session.
FMW Workshop: Operating & Salary Plan	During this workshop, we will highlight some of the most important features that users can incorporate into their business to better manage their Operating & Salary Plan within FMW. Attendees will learn more about: • Streamlining Multi Year Budgeting • Leveraging calculations for inflation & forecasting • Multi Year Salary Planning • and more.. Bring your laptop and questions for the opportunity to interact with a PSD Citywide expert and your fellow peers. Registrants for this session will have the opportunity to submit additional topics for the expert to focus on during the session.
Product Roadmap	Enjoy a beverage and join our CTO Peter Scott and our CEO Matt Dawe for a look back at the Citywide software rollouts from the past 12 months and a look ahead at what innovations are planned for 2023-24. A Q&A session will follow.

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Accommodations

Best Western Lamplighter Inn & Conference Centre

591 Wellington Road, London ON, N6C 4R3

Please call 519-681-7151 or toll-free at 1-888-232-6747 and quote "PSD Citywide" to book a room under the User Group room block.

You can also book a room by using the button below:

Reserve Now

A block of rooms has been set aside with rates as follows:

Standard Rooms Non-Atrium $159.00

Queen Suite Atrium $169.00

2 Queen Beds Atrium $169.00

King Suite Non-Atrium $169.00