

Solutions-focused Breakouts - Managed Services/CrowdFiber
 Wednesday, May 15, 2024

10 am – 11 am	<p>Jeremy Graves <i>President, Pivot</i></p> <p>Bailey White <i>Co-Founder, CrowdFiber</i></p>	<p>Building a Great Customer Experience from Start to Finish</p> <p>Join two of our most knowledgeable experts, who have worked with hundreds of members, as they share the keys to marketing your services and building an exceptional customer journey.</p>
11 am – 12 pm	<p>Teresa Ferguson <i>Sr. Director, Broadband & Infrastructure Funding</i></p> <p>Greg Conte <i>Director of the Texas State Broadband Office</i></p> <p>Matt Schmit <i>Director, Illinois Office of Broadband</i></p>	<p>From Application to Approval: Insights from State Broadband Directors</p> <p>Gain valuable perspectives on the funding journey from application to approval as state broadband directors share their insights. Discover best practices, common pitfalls, and essential strategies for navigating funding requirements effectively.</p>
12 pm – 1 pm	<p>Lunch</p>	
1 pm – 2 pm	<p>Ben Anderson <i>Director, Product Development</i></p> <p>Member Panel</p>	<p>Data in Action: Improving Key Systems & Processes</p> <p>Join NRTC’s Ben Anderson and a panel of your peers as they discuss how aggregating & correlating data has impacted their businesses and helped them take their network performance & customer service to the next level.</p>
2 pm – 3 pm	<p>Bailey White <i>and the CrowdFiber team</i></p>	<p>Unveiling the Next Generation of CrowdFiber Enhancements</p> <p>Join Bailey White and the CrowdFiber team as they unveil the latest enhancements to CrowdFiber. From streamlining broadband label creation to enhancing high availability options and combating fake address searches, this session will cover innovative updates aimed at optimizing your business performance.</p>
3 pm – 3:30 pm	<p>Break</p>	
3:30 pm – 4:15 pm	<p>Tom Neclerio <i>CISO, SilverSky</i></p>	<p>More than Checking the Box: Cybersecurity, NIST & SCRM</p> <p>Having a plan to counter threats to you & your supply chain are not only essential to protect critical data and systems, but also a requirement for many funding opportunities. Join Tom Neclerio, CISO at our partner SilverSky, and learn about governance, control, and more.</p>



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4:15 pm –
5 pm

Bob Buchko
*VP, Product
Marketing*

What can NRTC do for You?

We often hear members express surprise when they learn about the variety of services we can provide. We'll close out the day with a succinct overview of what we can do to help you provide rural communities with exceptional service and support.