WELCOME TO Quantivate® Connect!

Our Third Annual User Conference in Boston, October 4–6, 2023

Our annual User Conference will be held on October 4–6, 2023, at Boston's Park Plaza Hotel and offers newly developed classroom sessions based on feedback provided during previous conferences. The new sessions are designed to teach you as much as possible about using Quantivate solutions, applying industry best practices, and driving adoption across internal teams.

The curriculum for 2023 is designed to provide users with effective techniques and skills that can be used immediately. Build your own agenda, choosing from sessions covering vendor management, enterprise risk, business continuity, and other GRC topics. Plus, join interactive workshops for tips and tricks on optimizing your use of platform features including reports, dashboards, workflows, and notifications.

Register by August 4, 2023, to save $100 with Early Bird Pricing

Also new this year, we have negotiated special room rates with the Boston Park Plaza Hotel for conference attendees. Simply call the hotel at 617-426-2000 and mention the block to reserve your room. The conference kicks off on Wednesday, October 4, at 6 p.m. in the Terrace room at the Boston Park Plaza Hotel. Pick up your conference badge and enjoy a cocktail and light appetizer while networking with other attendees.

Join us Thursday morning for breakfast, followed by opening comments from Quantivate CEO Andy Vanderhoff and a keynote address from Michael Rasmussen, an internationally recognized pundit on governance, risk management, and compliance. Michael's expertise in GRC technology, corporate compliance, and policy management—combined with 25+ years of experience in GRC processes, design, and implementation—promises to deliver a fun and insightful look at the current GRC landscape. The keynote will be followed by a full day of classes, with a break for lunch. The agenda for Friday includes our enhancement roundtables and a discussion on the future of GRC and our product roadmap. Breakfast for both days is included in your registration fee, as is lunch on Thursday.

On Thursday night, join us aboard the classic yacht Northern Lights as we set sail around Boston Harbor for a dinner cruise featuring beautiful scenery and exceptional cuisine. The cost is included in your registration. Plus-ones are welcome to join us for an additional fee.

Our solution consultants will be available to answer your product-related questions or show you something new in the software. We have added timeslots early on Wednesday for customers who would like to book a personalized consulting session for a specific GRC function. These slots fill up fast and are an excellent way to add value to your conference investment.

No matter your governance, risk, and compliance background, you will leave the User Conference with new tools and contacts to help you take full advantage of your Quantivate investment.

We look forward to seeing you in Boston!

QUANTIVATE CONNECT
OCTOBER 4–6 • BOSTON

Click Here to Register

What's Included With Your Registration

What's New for Connect 2023

Here are just a few sessions that are new for 2023. An outline of all conference sessions is included in this brochure.

- Balancing Compliance Risk & Reward With High-Risk Businesses
- Creating a Culture of Compliance: How to Build and Grow Your Compliance Management Program
- How an Effective Enterprise Risk Management Strategy Drives Strategic and Operational Change Management
- Using Dashboards to Improve Operational Outcomes

What's Included in Your User Conference Registration Fee

- Wednesday evening Welcome Reception inside the Boston Plaza Hotel's Terrace Ballroom
- 1.5 full days of conference sessions, including the Enhancement Roundtable discussion for your core modules/role
- Breakfast on Thursday and Friday
- Lunch buffet on Thursday
- Thursday evening entertainment event aboard the classic yacht Northern Lights
- Formal and informal networking opportunities with other professionals in your industry and Quantivate staff

Registration Costs

First Attendee From Company

By August 4, 2023	$2,495
On/After August 5	$2,595

Additional attendees from the same company are $75 off. Book soon to take advantage of discounts for early registration and additional attendees.

Guest Registration

Are you bringing a non-conference guest with you to Boston? If so, you'll need to register those guests for them to accompany you to social events. Additional fees and available options are included in our online registration portal for your convenience.

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

[Click Here to Register]

Schedule at a Glance

<u>Wednesday, October 4</u>

Welcome Reception
The Terrace Ballroom at the Boston Park Plaza Hotel. The Welcome Reception is an excellent time to meet new people, reconnect with friends, and touch base with Quantivate staff in a relaxed atmosphere. Beverages and appetizers will be served. Please pre-register your guests if they will accompany you to the reception.

<u>Thursday, October 5</u>

Registration and Breakfast Buffet
7:30 – 8:15 am

Welcoming Address
8:15 – 9:00 am

Keynote with Michael Rasmussen of GRC 20/20
9:00 – 9:50 am

Sessions
10:00 am – 12:00 pm

Lunch Buffet in the Terrace Ballroom
12:00 – 1:10 pm

Sessions
1:10 – 5:00 pm

Customer Appreciation Dinner + Entertainment Event
The Classic Yacht Northern Lights 7:00 – 10:00 pm
Join us at the Boston Harbor for a new User Conference tradition! Enjoy a sumptuous dinner feast while taking in the historic Boston waterfront aboard the elegant Northern Lights. Stroll along the outside decks to enjoy the sunset, stargaze, and relax with your favorite beverage while we make our way along Boston's inner harbor.

<u>Friday, October 6</u>

Breakfast Buffet in the Terrace Ballroom
8:00 – 9:00 am

Enhancement Roundtables in the Terrace Ballroom
9:00 – 11:00 am

Roadmap and General Session
11:00 – 12:00 pm

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

[Click Here to Register]

Session Guide

A Step-by-Step Process for Creating an Audit-Proof Vendor Management Program

Knowing your vendors, what services they provide, and their criticality to your business is a crucial part of creating an effective vendor management program. Visibility into vendor renewals, expirations, and costs can help you churn out vendors when needed and onboard new ones effectively based on contract terms. Participants in this session will learn:

- How to conduct a full contract audit
- How to develop steps for an effective onboarding process
- How to effectively offboard vendors
- What to include in your due diligence

Led by Stephen Ruane, Quantivate's Director of Vendor Management Services, this session is a must-have for anyone involved in contract or vendor management.

Balancing Compliance Risk and Reward With High-Risk Businesses

High-risk markets are becoming increasingly popular for growth-minded financial institutions as leaders and shareholders look for new ways to increase deposits. Even without a concerted focus on these businesses, chances are good that your client base includes high-risk relationships.

These emerging markets (hemp, cannabis, private ATMs, money services, crypto, and others) also come with additional compliance and BSA/AML risks. Understanding how your institution can balance investment in these growing markets with investment in your risk program is key to successfully supporting your BSA/AML program.

This session, led by Ryan McInerny of RiskScout, will explain what these risks can mean for your business and help participants understand:

- Which types of customers are considered high-risk by examiners and/or the board
- How each high-risk market differs and what makes them attractive
- How examiners evaluate these programs
- Which BSA/AML practices need strengthening ahead of a new market entrance

Business Continuity: Planning for Resiliency

Take your business continuity program to the next level by planning ahead for testing, exercising, and training. Learn how to leverage incident/exercise records to track everything from what happened and who was impacted to root cause analysis and assignment of follow-up tasks. Participants will learn:

- An overview of business continuity management best practices
- How to map out tests, exercises, and training events to plan for success
- How to leverage incident and exercise records

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

Click Here to Register

- How to utilize report layouts to incorporate your logo, control page layout, and set static content that answers frequently asked questions

Led by Linda Carlson, Quantivate's Director of Business Continuity Services and a Certified Business Resilience Auditor, this session provides participants with the fundamentals needed to implement, create, and improve upon resiliency plans.

Creating a Culture of Compliance: How to Build and Grow Your Compliance Management Program

Examine the basics of a formal compliance management program, then take a deeper dive into the steps needed to level up your program, including integrating additional measures and utilizing available resources. Participants in this session will learn about:

- Foundational components of a formalized compliance management program
- Additional factors and considerations for maturing your program
- Resources available to assist a growing compliance program

Led by Jackie Ekdahl, Director of Compliance Solutions for Credit Union National Association (CUNA), this interactive session will provide valuable context about the solutions available from CUNA and how they tie in with Quantivate products.

Compliance and Regulatory Advocacy: A Match Made in Heaven

Participants in this session will gain an understanding of how their compliance and regulatory advocacy interests intersect, along with how Credit Union Compliance Management System **PLUS** (CU CMS**+**) can help your credit union and the industry's advocacy efforts. Participants will learn:

- How compliance can help advocacy
- How to utilize the expected vs. actual change costs at your credit union
- How CU CMS**+** can help you track proposed rules and comment letters

Led by Jackie Ekdahl, Director of Compliance Solutions for Credit Union National Association (CUNA).

Conducting Effective Contract Reviews & Negotiation for Emerging Risk Issues

As technology rapidly changes the delivery of financial services, the legal and regulatory issues and risks for vendor contracts also evolve, from cloud data storage to distributed ledger technology and new compliance concerns.

Effective content reviews and negotiations are the centerpieces of a comprehensive vendor management program. Financial institutions must stay current on emerging risks and the protections needed in their contractual relationships with service providers.

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

[Click Here to Register]

This session is led by Kelley Hodney of Farleigh Wada Witt, a full-service business law firm recognized for excellence in banking and finance. Participants will learn about:

- Emerging risks in contract reviews
- Essential contract provisions for securing a fair and protective vendor contract
- Key terms to avoid in the process

This session provides valuable guidance for anyone involved in the vendor contract and negotiation process.

<u>Getting Started with Reports</u>

Every organization has data, and formulating that data into clear and presentable reports is key to meeting business requirements, validating assumptions, managing metrics, and measuring outcomes. Quantivate's reporting capabilities are unique to the platform, and utilizing them to full effect provides visibility into all aspects of your governance, risk, and compliance program. This beginner-level session reviews the foundational tools that equip users to easily create tabled reports. Participants will gain:

- Familiarity with the Quantivate enterprise report and dashboard environment
- The ability to create basic, tabled reports
- The foundational skills needed to create sophisticated reports that align with operational KPIs

Quantivate's Education Manager, Wayne Wayson, will be on hand to walk you through the basics and answer questions.

<u>How an Effective Enterprise Risk Management Strategy Drives Strategic and Operational Change Management</u>

Financial institutions experience change continuously across all levels of the organization. Operational change occurs in processes, technology, system adoption, compliance requirements, and strategic initiatives. This change is necessary for growth and profitability, and managing change well is critical to mitigating impact across the organization. Implementing an effective enterprise risk management (ERM) program can help provide the data needed to assess and maintain detailed information related to strategic initiatives, operations, and remediation plans required to mitigate impact.

A well-defined change management process that aggregates information effectively streamlines the allocation of capital and resources. This session focuses on the various data types and how to use them to make better risk-based decisions, including:

- An overview of change management
- ERM strategies for top-down change
- Operational strategies for bottom-up change
- Enterprise data mapping and impact on change management

Led by Quantivate's SVP of Risk & Services, Bill Hord, this session provides an extensive overview for institutions looking to improve and integrate an effective change management strategy that mitigates risk.

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

[Click Here to Register]

Leveraging Risk and Controls Across the Enterprise

Quantivate provides multiple integration points between business applications. Understanding how shared data collections work together to facilitate control testing and management equips users to effectively mitigate and manage risk. Participants will develop knowledge in the following areas:

- How to use the ERM risk assessment to help with your annual audit
- Understanding the top risks and controls across the enterprise
- Facilitating teamwork to remove silos and enhance efficiency
- Understanding which areas assess which data sets

Taught by Andrea Tolentino, Quantivate's VP of Customer Solutions, this session is for customers who own multiple modules or are interested in learning how our data structure accesses additional modules to streamline risk management.

Taking Reports to the Next Level

This intermediate session builds upon the outcomes of "Getting Started with Reports." This session dives into creating chart objects and reports with multiple objects, using report enhancements to create subtotals from data fields, and customizing reports with chart colors and other formatting options. Upon completion of this session, participants will:

- Gain familiarity with report objects, their use, and manipulation
- Learn how to create and format reports containing multiple objects
- Learn how to create and format objects to generate desired presentations, including data summaries

This is an interactive session led by Wayne Wayson, Quantivate's Customer Education Manager. There will be time during the class for questions. It is highly recommended that participants complete "Getting Started with Reports" prior to attending.

Using Dashboards to Improve Operational Outcomes

Our new dashboard functionality is the first thing you see when you log in to the Quantivate platform, providing a powerful visualization tool to align teams in key operational areas to quickly mitigate risk.

This intermediate, interactive session will provide a quick overview of basic dashboard functionality and guidance on industry best practices for creating dashboards to enhance visibility, surface risk, and assess vendor health. Participants in this session will learn:

- How to build the dashboards that your organization needs—from the C-level down to operational teams
- Specific uses cases for applying dashboards within the platform
- How to quickly update and manage dashboards for success across the organization
- How dashboards create operational buy-in

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

Click Here to Register

There will be time for a 10-minute Q&A to answer your most pressing questions, so come prepared with specific use cases for Andrea Tolentino, VP of Customer Solutions.

Using Notifications to Facilitate Bi-Lateral Communication and Knowledge Transfer

The Quantivate platform includes a variety of notification methods to enhance communication between teams managing governance, risk, and compliance across the organization. These notifications facilitate knowledge transfer between teams to provide visibility and drive accountability. The Quantivate platform can be set up to send notifications by email, text message, voice, or through an alert or task. Join this in-depth session and learn:

- How to notify teams when a new record is created, modified, or reassigned
- How to create a distribution list and related email
- How to use notifications to create tasks and track them to completion
- How to integrate notifications with workflows

Plus other tips and tricks! Led by Quantivate's Customer Education Manager, Wayne Wayson, this session is full of practical use cases that participants can apply immediately.

Using Workflows to Streamline Tasks

Quantivate workflows help users streamline repetitive tasks and create a systematic approach for managing the incremental steps needed to effectively manage risk across functions. Participants in the class will gain valuable expertise in creating workflows to manage critical processes and enhance efficiency, including:

- Grouping fields to align tasks and easily identify essential information
- Using workflows to inform the notification process
- Using workflows to automate approvals

Andrea Tolentino, our VP of Customer Solutions, will share tips and tricks and answer questions in this fun, intermediate-level class. This session, in conjunction with "Using Notifications to Facilitate Bi-Lateral Communication and Knowledge Transfer," is designed to equip participants with tools and knowledge to become Quantivate super users that utilize the platform to its full potential.

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

[Click Here to Register]

Planning Your Sessions

We've designed the conference sessions to allow you to attend all the classes in the schedule. Take a minute before you register to review the time of each session prior to registering online. Please note that session details are subject to change.

Wednesday, October 4, 2023				
6:00 – 8:00 pm	Conference Check-In and Welcome Reception (Terrace Ballroom)			
Thursday, October 5, 2023				
7:30 – 8:15 am	Breakfast Buffet / Registration (Terrace Ballroom)			
8:15 – 9:00 am	Opening Remarks with Quantivate CEO, Andy Vanderhoff (Terrace Ballroom)			
9:00 – 9:50 am	Keynote with Michael Rasmussen of GRC 20/20 (Terrace Ballroom)			
Breakout Sessions				
Room	Stuart	Tremont	St. James	Newbury
10:00 – 10:50 am	How an Effective Enterprise Risk Mgmt Strategy Drives Strategic & Operational Change Management	Getting Started with Reports	Leveraging Risk and Controls Across the Enterprise	Conducting Effective Contract Reviews & Negotiation for Emerging Risk Issues
11:00 – 11:50 am	How an Effective Enterprise Risk Mgmt Strategy Drives Strategic & Operational Change Management	Taking Reports to the Next Level	Leveraging Risk and Controls Across the Enterprise	Conducting Effective Contract Reviews & Negotiation for Emerging Risk Issues
12:00 – 1:10 pm	Lunch (Terrace Ballroom)			
1:10 – 2:00 pm	Business Continuity: Planning for Resiliency	Using Notifications to Facilitate Bi-Lateral Communication and Knowledge Transfer	Creating a Culture of Compliance: How to Build & Grow your Compliance Management Program	Balancing Compliance Risk and Reward with High-Risk Businesses

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

Click Here to Register

Breakout Sessions				
Room	Stuart	Tremont	St. James	Newbury
2:10 – 3:00 pm	Business Continuity: Planning for Resiliency	Using Notifications to Facilitate Bi-Lateral Communication and Knowledge Transfer	Creating a Culture of Compliance: How to Build & Grow your Compliance Management Program	Balancing Compliance Risk and Reward with High-Risk Businesses
3:10 – 4:00 PM	A Step-by-Step Process for Creating an Audit-Proof Vendor Management Program	Using Workflows to Streamline Tasks	Getting Started with Reports	Compliance and Regulatory Advocacy: A Match Made in Heaven
4:10 – 5:00 pm	A Step-by-Step Process for Creating an Audit-Proof Vendor Management Program	Using Dashboards to Improve Operational Outcomes	Taking Reports to the Next Level	Compliance and Regulatory Advocacy: A Match Made in Heaven
7:00 – 10:00 pm	Quantivate Customer Appreciation Event: Boston Harbor Cruise			
Friday, October 6, 2023				
8:00 – 9:00 am	Breakfast Buffet (Terrace Ballroom)			
9:00 – 11:00 am	Enhancement Roundtables (Terrace Ballroom)			
11:00 – 11:50 am	Roadmap and Q&A (Terrace Ballroom)			
12:00 pm	Conference Concludes			

Pre-Conference Training

We have a limited number of private training spots available with our solution consultant team prior to the User Conference on Wednesday, October 4. These slots are available on a first-serve basis for customers who have a specific need, want extensive training in one area, or seek guidance on a particular project. Training sessions can be booked during the online registration process for an incremental fee and are an excellent way to add value to your conference investment.

Conference Cancellations and No-Show Policy

Attendee substitutions are permitted any time without charge. Attendees may cancel their registration on or before August 15, 2023, to receive a full refund, less a $100 processing fee. After that date, NO REFUNDS will be given for cancellations or no-shows.

QUESTIONS?
Email Robin Conner at robin.conner@quantivate.com

QUANTIVATE CONNECT
OCTOBER 4-6 • BOSTON

Click Here to Register