

# rusada: client forum 2010

Barcelona May 24th - 26th

## forum schedule

### Monday 24th May

19.00 - 20:30

**Delegate Welcome cocktail & buffet**  
Sedna Foyer, Hesperia Tower Hotel

### Tuesday 25th May

From 07:30

Breakfast in hotel

09.15

Delegates to meet in Aquila Suite  
Ground floor, Hesperia Tower Hotel

10.00

**Welcome and Introductions**  
Corinne Norris  
Marketing & Communications Director

10.10

**Rusada company up-date**  
Cameron Hood, Chief Executive Officer

Q & A's

10.50

**Client Services update**  
Marco Pizzichini, Director of Client Services

Q & A's

11.30

Coffee Break

11.50

**Product Update**  
Phil Strange, Director of Product Development

Q & A's

12.30

**Marketing & Communications Update**  
Corinne Norris  
Marketing & Communications Director

Q & A's

13.00

Lunch (Azimut Restaurant, 4th floor)

14.00

**Guest Keynote Speaker:**  
Mike Corne, Duffield Management  
"Value, the Scarlet Pimpernel of the business world"

15.00

Departure for afternoon social activity  
From Hotel Reception

19.45

Delegates meet in Hotel Reception  
**Departure for Gala Dinner, sponsored by SKF**  
After-dinner speaker: Steve Adams, Chairman

### Wednesday 26th May

Breakfast in hotel

09.15

Delegates to meet in Aquila Suite

10.00

**Introduction to day 2**  
Marco Pizzichini, Director of Client Services

10.10

**Introduction to the new Online Analytics**  
Hugh Revie, Chief Operating Officer

Q & A's

### Rusada Client Guest Speaker

Jan Haastrup, Business Information & Support Manager  
Thomas Cook Airlines Limited

Q & A's

11.10

Coffee Break

11.30

Working Sessions (break-out groups)  
Online Analytics/Future Product Development  
Tech Records  
Operations

13.00

Lunch (Azimut Restaurant, 4th floor)

14.15

**Rusada Client Guest Speaker**  
Peter Anebring, Senior Manager Ground Operations  
Sun Air

Q & A's

14.45

Output from Working sessions

15.30

Conference Close

15.45 - 17.00

Visit demo areas  
Private meetings  
Delegate departure

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