

# eso REGIONAL USER GROUP

# FIRE & EMS AGENDA New Haven, CT

We're excited to see you soon at the New Haven Regional User Group. Review the agenda below to learn about the event's itinerary, and don't forget to register to grab your spot!

Omni New Haven Hotel @ Yale  
155 Temple St.  
New Haven, CT 06501

## AUG 7

5 - 6:30 p.m.

**Optional Happy Hour** | Bar 19 (Omni New Haven Hotel @ Yale bar)  
155 Temple St., New Haven, CT 06501

## AUG 8

### Time

### Session

\*Specific details are subject to change

7 - 8 a.m.

**Breakfast and Support Lab Open**

8 - 8:45 a.m.

**Bringing it All Together — The Roadmap to Mission Fulfillment**  
Led by Sam Brown, Chief Operating Officer

8:45 - 9:15 a.m.

**Mission in Motion — Driving Improvement through Data Collaboration**  
Led by Dr. Remle Crowe

9:15 - 9:30 a.m.

**Networking and Coffee Break**

9:30 - 10:30 a.m.

**ESO Insights: Using Data to Drive Change**

10:30 - 11:30 a.m.

**Transform Your Operations: Introducing Logistics Management**

11:30 a.m. - 12:30p.m.

**Networking Lunch and Emergency Reporting Townhall**

11:30 a.m.

**Support Lab Opens**

#### FIRE CUSTOMERS

**12:30 - 1:15 p.m.**  
ESO Customer Spotlight

**1:15 - 2 p.m.**  
2023 ESO Fire Index Deep Dive

**2 - 3 p.m.**  
Fire Product Roadmap and Feedback

#### EMS CUSTOMERS

**12:30 - 2 p.m.**  
Deep Dive: ESO Insights for EMS

**2 - 3 p.m.**  
EMS Product Roadmap and Feedback

3 - 3:15 p.m.

**Transition to General Session Space**

3:15 p.m.

**Support Lab Closes**

3:15 - 4 p.m.

**Closing Comments and Open Feedback Forum**

## Seating is Limited!

To register for the event, visit [eso.com/rug](https://eso.com/rug).

**REGISTER NOW**