



**RichTech TechSummit 2010: Managing the Mobile Workforce and Customer**  
**Thursday, November 4, 2010**  
**The Westin, Richmond, VA**

*Mobile devices have become intertwined in our lives, now an essential tool for doing business in today's economy. Mobility has changed the workforce and how companies interact with their customers, forcing business to move faster than ever before. But what don't you know about mobility? What does the future of mobile workers and customer interactions look like? How will the mobile technology of 2015 differ from that of today?*

7:15 – 8:00 AM Registration – Breakfast – Networking: Shenandoah Junior Ballroom

8:00 – 8:30 AM General Session: Blue Ridge Ballroom  
 Welcome & Kick-off: Paula Gulak, Executive Director, RichTech

8:30 – 9:30 AM Session I – Managing the Mobile Workforce  
 Moderator: Brian Hedlund, Director, Business Markets Group, MidAtlantic Area, Sprint

- Todd Chalfin, Director Americas, Channels, Good Technology
- Will Gouldin, Treasurer, Strange's Florist
- Kae Zulager, CEO, The Bill Police

9:30 – 10:30 AM Speaker: Phillip Redman, Research VP, Gartner Group [Bio](#)

10:30 – 10:45 AM Break: Shenandoah Junior Ballroom

10:45 – 11:45 AM Session II – Managing the Mobile Customer  
 Moderator: Ray Vazquez, Executive, Infinitive

- Robert Crigler, Data Solutions, Verizon Wireless
- Charles Donato, Director of Internet & Corporate Communications Technology, Dominion
- Brian Fell, Software Architect, Ironworks

Silver Sponsors



Patron Sponsors

