BAM!25 *Draft* Session List

Session	Type	Description
GLDS Forward: Strategy, Momentum & the Road Ahead	General	Join us for an in-depth look at GLDS's strategy within the evolving broadband landscape. We'll explore the current state of the company, discuss the philosophies that drive our decisions, and examine how industry momentum is shaping our approach. This session will provide insight into where GLDS is headed in the months and years to come—and what that means for you, our customers, and the industry as a whole.
From Wish List to Reality: What's New and What's Next at GLDS	General	Last year at BAM!, we shared what was in the pipeline—now it's time to see how we delivered. Join us as we walk through the progress made, unveiling the newest features and enhancements inspired by your feedback. We'll also look ahead at what's coming in the next 12 months, giving you a sneak peek at the innovations and improvements designed to help you operate more efficiently and serve your customers better. Don't miss this interactive session where your voice helps shape the future!
Beyond Connectivity: The Rise of the Experience Provider	General	Being a broadband provider isn't enough—success belongs to those who become Experience Providers. In this session, Bob Carrick, Director of Global Strategy, Cloud at Calix, breaks down the key attributes of industry leaders: reliability, transparency, trust, and seamless service delivery. Using Uber as a case study, we'll explore how ease of use, accessibility, and on-demand convenience drive customer loyalty. Learn how data, automation, and smarter engagement can help you reimagine, accelerate, and differentiate.
Leveraging the OutSmart Platform	Workshop	Take a deep dive into configuring OutSmart for proactive outage management. In this hands-on workshop, you'll explore the platform and learn how to set up real-time outage detection, automate customer notifications, and integrate with BroadHub. Bring your use cases and we'll explore practical solutions. Walk away with practical knowledge to minimize downtime, reduce support strain, and improve service reliability for your broadband operations.
Optimizing Service Workflows: Streamlining Broadband Installations	Workshop	Efficient scheduling is key to reducing delays, minimizing manual work, and improving the customer experience. In this session, you'll work through configuring BroadHub's In-Service Dates and Service Workflows to optimize multi-step installations. Learn how to fine-tune scheduling logic, automate key processes, and improve technician efficiency. Whether you're looking to streamline existing workflows or implement new scheduling strategies, this session will equip you with practical tools to improve service delivery.

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Reporting Essentials: A Beginner's Guide to BroadHub Reports	Workshop	New to BroadHub reporting or need a refresher? This hands-on session will walk you through the fundamentals of accessing, selecting, and running reports using the Criteria screen. You'll also learn how to automate routine reporting tasks with the Job Scheduler. Whether you're just getting started or looking to solidify your understanding, this session will equip you with the skills to generate meaningful reports and streamline your workflow with confidence.
Managing Inactive Subscribers: Configuring BroadHub to Reduce Churn & Maximize Recovery	Workshop	Learn how to configure BroadHub to effectively manage inactive subscribers and reduce churn. This session will guide you through setting up workflows for deposit refunds, equipment returns, collections, and status changes. Gain practical insights to optimize processes, recover revenue, and stay ahead of new regulatory challenges like "click-to-cancel" policies.
Configuring Outbound Messaging: Practical Setup & Best Practices	Workshop	Turn strategy into action in this interactive session focused on configuring outbound messaging within BroadHub. Learn how to set up automated email and SMS notifications, optimize customer engagement, and ensure timely communication. Whether you're refining existing messaging or starting from scratch, this session will provide step-by-step guidance to enhance outreach and improve subscriber interactions.
In Your Face with Interfaces: Unlocking the Power of Integrations	Workshop	GLDS is committed to openness, and our expanding suite of interfaces proves it. From the Customer Experience Gateway to Webhooks, the Back Office Gateway, and the evolving MBM Gateway, we're making data exchange more flexible than ever. This session starts with an overview of available integrations before diving into real-world problem-solving. Bring your toughest integration challenges and collaborate on strategies to streamline workflows, enhance automation, and maximize interoperability across your systems.
Mastering Customer Communication: Strategies for Effective Outreach	Fireside Chat	Effective communication can be the difference between a loyal subscriber and a lost one. Join broadband industry leaders as they share real-world strategies for engaging both potential and existing subscribers through email, SMS, billing, and more. Hear what's working, what's not, and key lessons learned from those leading the way in outbound messaging. This interactive discussion will give you insights to refine your own communication approach and build stronger customer relationships.
Managing Inactive Subscribers: Strategies for Reducing Churn & Maximizing Recovery	Fireside Chat	With churn on the rise—especially with new "click-to-cancel" regulations—handling inactive subscribers efficiently is more critical than ever. In this session, we'll hear from BSPs as we explore best practices for managing former subscribers, whether they've disconnected voluntarily or due to non-payment. Learn how to optimize BroadHub's tools for handling deposits, equipment returns, collections, and status changes to minimize revenue loss and streamline operations. Join the discussion to ensure your processes are ready for the evolving regulatory landscape.

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Subscriber Onboarding: Do's, Don'ts & Lessons from the Field	Fireside Chat	A smooth onboarding experience sets the stage for long-term customer satisfaction—but what really works? Join broadband service providers as they share the good, the bad, and the unexpected when it comes to onboarding new subscribers. From zero-touch order taking to optimizing activation processes, we'll explore what's driving efficiency, what's causing friction, and how to create a seamless experience. Walk away with real-world insights to refine your own onboarding approach and boost subscriber satisfaction.
OutSmart in Action: Proactive Outage Management & Customer Communication	Fireside Chat	Join us for a candid conversation chat with broadband providers who are redefining outage management with GLDS' OutSmart™. Instead of waiting for customer calls, they're using real-time detection and automated communication to minimize downtime and reduce support strain. Hear firsthand how proactive outage management is improving service reliability, enhancing customer satisfaction, and transforming operations. Bring your questions and join the conversation as industry leaders share insights, challenges, and success stories from the field.
Mastering Schedule Management: Smarter Installations, Fewer Touchpoints	Fireside Chat	Every broadband provider approaches installation differently—but what if there was a better way? In this interactive discussion, industry peers will share how they're using BroadHub's new In-Service Dates and Service Workflows to streamline multi-step installations, reduce manual touchpoints, and improve efficiency. Learn best practices, hear real-world experiences, and discover strategies to optimize your own process. Whether you're refining your workflow or starting from scratch, this session will give you practical insights to enhance your operations.
Government Drama: Navigating Regulations & Compliance	Roundtable	Broadband is in the spotlight like never before, with historic funding opportunities, evolving regulations, and increasing government oversight. But with subsidies, taxation, broadband labels, mapping requirements, and new compliance mandates, navigating the shifting landscape is more complex than ever. How are BSPs adapting to these changes while staying competitive? Join this open discussion to share experiences, strategies, and insights on meeting government expectations—while ensuring continued access to the funding and policies that drive growth.
Billing Manager's Roundtable: Best Practices, Challenges & Growth Strategies	Roundtable	Join members of the GLDS Support and Implementations team for an interactive discussion tailored to billing managers. This is your chance to bring up pressing questions, share challenges, and exchange best practices with fellow operators. Whether you're looking to streamline workflows, optimize revenue management, or better leverage GLDS tools to support growth, this session is all about learning from real-world experiences and finding solutions that work for your business.

Interfaces & Integrations: Making Connections with GLDS	Roundtable	Seamless data exchange is essential for efficiency, and GLDS is continually expanding its integration capabilities to meet that need. From Customer Experience Gateway and Webhooks to the Back Office Gateway and the evolving MBM Gateway, connectivity has never been more flexible. Join this discussion to share integration challenges, hear how others are leveraging GLDS interfaces, and explore new ways to streamline operations, automate workflows, and enhance interoperability across your systems.