



Most of the United States has experienced very cold weather, however PACE has gotten off to a HOT start in 2019. In 2018, more than 60 new companies joined PACE and we have retained the highest percentage of members in recent memory. Just last month, 10 new members joined! PACE continues to grow because we deliver value to the business development, operations and compliance teams of our member companies.

One way we are able to provide this value is the live events that PACE hosts. By assembling thought leaders in the customer engagement and contact center industry at PACE events, members can hear from experts in their field, keep up to date on compliance and regulatory issues and network with companies that offer contact center solutions.

The first live event of 2019 is our PACE Regional Contact Center Summit on February 28th, at the Emory Conference Center, in Atlanta, GA. This one-day Summit will address issues surrounding contact center operations, compliance, call blocking solutions and more. Attendees will hear from experts from Comcast, Cox, and Ricoh on how to manage a first-class contact center. Our Summit sponsor, NobelBiz, along with a panel of experts, will discuss solutions to improve contact rates and effective caller ID strategies. There will be a great session on how a contact center can operationally meet all compliance requirements. In addition, we will address how new data privacy regulations impact the contact center industry.

This one-day, educational and engaging Summit, only costs \$79 for members or \$99 for non-members. We promise you will see a great return on that investment. Register today!

For the past 35 years, PACE has hosted an annual convention. This year, ACX'19 will be in San Antonio, March 31- April 3 at the Hyatt Hill Country Resort and Spa. There is something for everyone involved in the customer engagement and contact center industry. Thank you to Neustar who is our ACX'19 Premier Sponsor. There are sponsorships still available. Contact me directly at stuart.discount@paceassociation.org or 317-522-2799.

We have assembled some of the best thought leaders, in the contact center industry, to provide their insight on topics that include, contact center operations, new technologies, and customer engagement strategies. There will also be experts will discuss compliance and regulatory issues, including new data privacy regulations and call blocking solutions.

That is not all! PACE has already received commitments from Amazon, Google, Uber, Hulu, LegalZoom, USAA, Verizon, Comcast, Shutterstock, and Ring, just to name a few, to attend and speak.

Early bird registration ends February 23. You could save about \$700! Do not miss out on what will be one of the best contact center and customer engagement conferences of 2019. Register here. While you are registering, don't forget to make your room reservations. Our room block will expire on March

7th. After that date has passed, there is no guarantee that you would be able to get a room or the PACE rate, so please don't put this off until the last minute!

Please reach out to me at anytime to hear more about PACE! I hope to see you in Atlanta and San Antonio.

Stuart Discount, CEO