

TAKE ADVANTAGE OF WHAT YOUR PACE MEMBERSHIP OFFERS!

Happy November!

I hope that you are enjoying our monthly PACE Pulse and other important information that are sent to your email. The staff, along with our marketing partners and Board of Directors, work hard to produce material, events and opportunities that bring value to our PACE members and their staff and consumers.

I am one who looks for value and, when I find it, I make sure to take advantage of it. Unfortunately, many of our PACE members are not doing that. At PACE, we want to make sure you are taking advantage of all we have to offer. So, in case you missed it, I would like to review what a PACE membership comes with and who in your organization benefits.

First, ANY employee of your company is welcome to be included in your company's profile. Those who are listed receive all PACE information and benefits, have access to the "members only" parts of the website and receive member discounts on in-person and on-line events. To take advantage of this, you must send PACE those names, titles and email addresses so that your company's profile can be updated. Your company is not reaching full value of your membership if you do not do this.

Second, each corporate membership level includes a certain number of paid BenchmarkPortal courses and certifications. Platinum members receive five, Gold members receive three and Silver members receive one. Did you know that individuals, in your contact centers, can take these online courses and then receive certification? That is good for the company AND the employee. The courses are educational and forward-thinking, and they come with your company membership.

All webinars on operations and compliance are open to all member companies and their employees. The content of the webinars is designed to be informative and provide information you can use to better your contact centers and processes. Did I mention they are FREE? Take advantage of them. Let your employees know about them. Better yet, get them signed up in your company profile. We will do the rest.

Beginning in January, compliance webinars will ONLY be available to members. Non-members will not have access to monthly updates and compliance information on many topics. The compliance webinars will be available on the members-only part of the PACE website. The operational live webinars will be open to both members and non-members, but only members will be able to access them after the live broadcast.

Third, our new online [Resource Directory](#) is LIVE. Members have to opt-in to receive their listing. The listing comes with the PACE membership. If you are looking to network and get your company's services out to the business community, we encourage our members to take advantage of what has been paid for already.

Fourth, PACE is always looking for original content - information FROM our members that will HELP our members. This does not cost anything extra! Let other members know what you think, share solutions and network with your fellow PACE members.

Finally, did you know that our live events may already be paid for through your membership dues? If you are a Platinum member, you receive two complimentary registrations for the Washington Summit and one for our annual Convention, ACX'19. If your company is a Gold member, you are entitled to one

complimentary registration to the event of your choosing; our annual Convention, ACX'19 or Washington Summit.

Speaking of [ACX'19](#), it will be held March 31st – April 3rd at the [Hyatt Hill Country Resort and Spa](#) in San Antonio, TX. Our [Call for Speakers](#) is open and we will be accepting submissions through January 4th, 2019. [Early-Bird registrations](#) and hotel reservations are open as well.

I have been a member of PACE for 25 years prior to taking the position as CEO. I cannot remember any time when the value of a PACE membership was any greater. The increased value is spread throughout your company repaying the already reasonable membership price.

If you are not a PACE member, consider a membership. The value of a PACE membership will be worthwhile to your business development, compliance and operational teams. No other contact center trade association provides its members with the value that PACE does. More than 80% of our members renew each year. And we are growing. More than 75% of our attendees at our Annual Convention and Summit are decision makers or heavily involved in the decision-making process.

Members, please take advantage of what your membership offers. Prospective members please reach out and I will be happy to answer any questions you might have!

I wish you and your families a wonderful Thanksgiving and upcoming holiday season.

Sincerely,

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