



Dear PACE Members,

It's hard to believe it's March already!!! Slowly, but surely, we are migrating from winter into spring.

The purpose of our monthly newsletter, the PACE Pulse, is to provide all members updates and information on prominent issues, events, educational opportunities as well as to recognize our sponsors and members. When you lay it all out, there is no other trade association that offers what PACE does. Each issue of the Pulse will contain updates on the four pillars that PACE is built upon:

Partnerships
Advocacy
Compliance
Education

We will provide information that supports the pillars as well as membership and event news. At times, I may give an opinion and I welcome feedback. So far, this year is off to a great start in several areas, including an increase in membership. You can find our new members at www.paceassociation.org. Increasing our membership is the number one goal for 2018 and beyond. This goal is probably the same for any member organization and how you accomplish that is exactly what the PACE staff and Board of Directors focuses on every day.

By now everyone knows that the ACX'18 [PACE Annual Convention and Expo](#) is right around the corner. PACE is celebrating 35 years as the leading trade association in the contact and call center industry in 2018. From April 15-18 at the [Chateau Winery and Resort](#), over 300 contact center focused executives will convene to hear our great [keynote](#) and [breakout session speakers](#), participate in interactive panels and hear from companies who have exiting solutions for increasing contact center productivity and reduce costs. There is plenty of time to engage peers on issues that are common to all. We will have an active Exhibit Hall with great companies showcasing the latest in products and services! To top it off, we have some great social and networking events, including our [Awards Luncheon](#), Monday night Premier Reception and Tuesday Night ["Back to the Future" 80's](#) bash. Sunday morning April 15th we have a golf tournament on the premises, tennis tournament and a runners club.

We welcome and thank [DailyPay](#) as our Premier Sponsor for this year's Convention. We also thank all of our other [sponsors](#) and [exhibitors](#). Without their generous support of PACE, events like this would not be possible. We just have a few sponsorship items and exhibit booths available. So, if you are still considering one of these opportunities, please contact me right away at 317-522-2799 before it is too late.

We wanted to provide you with some of the deadlines that are quickly approaching to make sure you have these take care and don't waste any of your hard-earned money!

March 9 - Early-Bird registration ends – Click here to [register](#)

March 13 - our hotel room block closes, after that date we will not be able to guarantee availability or the reduced PACE price – Click here to [reserve your room](#)

March 26 is the deadline for award nominations – Click here for [awards](#)

As a reminder, if you are a Platinum or Gold member of PACE, you do have a complimentary registration to the Convention available to you. Please contact Kayci Vincent, Director of Conventions and Special Events at kayci.vincent@paceassociation.org or 317.522.2796 to take advantage of your complimentary registration or to ask additional questions.

We want to hear from our members for whatever may be on your mind. The PACE staff is dedicated to providing value for each and every member. We can't wait to see you at the Chateau!