

Our 2019 conference will include even more bswift fun, combined with unique Disney experiences! Plus, we've listened to your suggestions. We'll be offering the same breakout sessions both days to give you multiple opportunities to attend the sessions you're most interested in. While Wednesday's sessions are optional, you can't miss our exciting surprise dinner experience on Wednesday night. We can't wait to welcome you to Idea Exchange 2019!

Wednesday | May 1, 2019

TIME	DESCRIPTION			LOCATION
11:00a - 4:45p	Registration and Check in Join us at a Welcome Table for bswift 101 - Are you new to bswift? Is this your 1st Idea Exchange? Do you need an orientation to the event? Who's who? Sessions you might like?			Palm Lobby
BREAKOUT SESSIONS				
TRACK NAME	bswift Technology Track	Panels, Roundtables and Networking Track	Expand your bswift Horizons Track	
	Palm 5	Camelia/Dogwood	Azalea/Begonia	
12:00 - 1:00p	Lunch			Palm 3/4
1:00 - 1:45p	Where are they now? Update on the topics presented at the 2018 Test Kitchen presentation	Service Center Q&A Panel Learn about the exciting developments from a service and technology perspective in the bswift Service Center	New Opportunities for Non-Active Populations Exciting new solutions are available for Retiree, COBRA, and Direct Bill administration	
2:00 - 2:45p	bswift Test Kitchen The Future of bswift technology in 2020 and beyond	Executive Leadership Q&A Panel Ask bswift's executive leadership team questions in a small group environment	What is "Practice Leadership" anyway? How bswift is paving the way to the future with training, compliance, process documentation and controls	
3:00 - 3:45p	Ask Emma is all grown up! Emma has had some exciting changes recently	Industry Round Table - Restaurant, Hospitals, Manufacturing Network, share stories and create connections with fellow bswift clients with similar challenges, concerns, systems, and employees	In the Fam How bswift's relationships with Aetna and CVS partners such as PayFlex and HDMS can benefit you	
4:00 - 4:45p	Data Security and Benefits Technology According to SecurityScorecard's most recent report, bswift scored highest of all benefits administration providers evaluated and was 5.5 times less likely to experience a security event in comparison to other providers	Industry Round Table - Technology, Service, Education, Associations Network, share stories and create connections with fellow bswift clients with similar challenges, concerns, systems, and employees	Communication Portfolio bswift's many communication options such as microsites, portals, print materials, eGuides and more can come together to create an exceptional employee experience	
4:45 - 6:45p	Break			
6:45p	Surprise Offsite Dinner! Buses pick up at 6:45			 Hint: Expect some epic Disney fun!

Thursday | May 2, 2019

TIME	DESCRIPTION			LOCATION
	GENERAL SESSIONS			
8:00 - 8:30a	Breakfast			Palm 1/2
8:30 - 8:45a	Welcome			
8:45 - 9:15a	bswift Operational and Technical Update			
9:15 - 10:00a	Building a Benefits Brand (Moderated Client Panel)			
10:00 - 10:30a	Break and Sponsor Visits			
10:30a - 12:00p	Disney Institute Keynote Speaker Get an introduction to the Disney approach in an engaging format that will allow you to understand the importance of the customer experience and inspire a new way of thinking			
12:00 - 1:00p	Lunch and Sponsor Exhibit Visits			
	BREAKOUT SESSIONS			
TRACK NAME	bswift Technology Track	Panels, Roundtables and Networking Track	Expand your bswift Horizons Track	
	Palm 3	Palm 4	Palm 5	
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5:15p	Break			
6:00p	 Dinner at Paddlefish Restaurant in Disney Springs® (Walking distance from Hilton)			Paddlefish Restaurant