



SNUG 2025 Conference Agenda



Event Color Codes:

Group Events	Lab	LIS	Genetics	Blood Bank	Client	Vendor	Misc
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Sessions denoted with an asterisk(*) are P.A.C.E credit eligible.

Sunday, May 4

	Coastal Room
1:00 pm 3:00 pm	SoftReports® Workshop 1:00 pm - 5:00 pm
	Poolside
6:00 pm 7:00 pm 8:00 pm	SNUG Annual Conference Welcome Reception 6:30 pm - 9:00 pm Sponsored by the Platinum Level Sponsors, Our Partners in Innovation

SNUG 2025 Conference Vendors

Platinum Vendors



Gold Vendors



Silver Vendors



Monday, May 5 - Group Sessions

Grand Ballroom	
7:00 am	Breakfast (Lobby II) 7:00 am - 7:45 am Late conference registration will be available at Lobby II
7:30 am	
8:00 am	Opening Session (The Grand Ballroom) 8:00 am - 9:00 am Presenters: Gilbert Hakim (CEO, SCC Soft Computer) and Becky Schran (SNUG President)
8:30 am	
9:00 am	
9:30 am	Town Hall Forum (The Grand Ballroom) 9:00 am - 10:30 am Presenter: SNUG Board/SCC
10:00 am	
10:30 am	
10:30 am	Break (Lobby II) 10:30 am - 11:00 am
11:00 am	Customer Service Forum (The Grand Ballroom) 11:00 am - 12:00 pm
11:30 am	
12:00 pm	
12:30 pm	Lunch (Rusty's Bistro) 12:00 pm - 12:45 pm

Coastal Room	
1:00 pm	Hands-on Lab 1:00 pm - 5:15 pm Available by appointment only. Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
3:00 pm	
5:00 pm	

Monday, May 5 - Breakout Sessions

	Gulf Room	Beach Room			
1:00 pm	SoftBank® 25.6 Showcase 1:00 pm - 3:00 pm Laurie Sapp	Basic Calculations* 1:00 pm - 2:00 pm James Pomicter			
1:15 pm		Advanced Calculations* 2:00 pm - 3:00 pm James Pomicter			
1:30 pm			Break (Lobby II) 3:00 pm - 3:15 pm		
1:45 pm				SoftBank®: Lessons Learned Interfacing Foreign Systems 3:15 pm - 4:15 pm Brenda Duff (ORMC)	
2:00 pm					Patient Blood Management* 4:15 pm - 5:15 pm Tracy Dorgan
2:15 pm					
2:30 pm		SoftLab® 5.0 Showcase 3:15 pm - 5:15 pm Karyn Loy & Margaret Beaubien			
2:45 pm					
3:00 pm					
3:15 pm					
3:30 pm					
3:45 pm					
4:00 pm					
4:15 pm					
4:30 pm					
4:45 pm					
5:00 pm					

Monday, May 5 - Evening Event

Mainstay Tavern	
8:00 pm	Karaoke Night 8:00 pm - 11:00 pm

Tuesday, May 6

	Lobby II
7:00 am	Breakfast / Vendor Fair 7:00 am - 7:45 am
	Coastal Room
8:00 am	Hands-on Lab 8:00 am - 5:00 pm Available by appointment only. Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.

Tuesday, May 6 - Breakout Sessions

	Gulf Room	Beach Room	Coquina Room	Sundial Room
8:00 am	Management Reports Toolkit (SoftMRT®)* 8:00 am - 9:00 am Anna Drozdziel	Introducing SCC's Patient Portal* 8:00 am - 9:00 am Greg Kumik	Serving on SNUG Board 8:00 am - 9:00 am Becky Schran (OLM)	Documenting Quality Control and Maintenance Documentation for SoftBank®* 8:00 am - 9:00 am Tracy Dorgan
8:30 am				
9:00 am	SCC: The Future of Artificial Intelligence (AI) 9:00 am - 10:00 am Greg Wojtulewski		SCC Blood Bank Validations - An Intelligent Approach* 9:00 am - 10:00 am SCC SoftAssure Team	Documenting Quality Control and Maintenance Documentation for SoftDonor™* 9:00 am - 10:00 am Tracy Dorgan
9:30 am				
10:00 am	Break / Vendor Fair (Lobby II) 10:00 am - 10:30 am			
10:30 am	SCC Digital Pathology Showcase 10:30 am - 12:30 pm Leszek Rumak & Marek DusSCC/UMICH	API DataDirect Presentation 10:30 am - 11:30 am Platinum Vendor	Copy Setup Tool* 10:30 am - 11:30 am Hicham Bennouna	SoftBank® & SoftDonor™ Basic Setup & File Maintenance* 10:30 am - 11:30 am Tracy Dorgan
11:00 am				
11:30 am	DENSO Health Presentation 11:30 am - 12:30 pm Platinum vendor	Specimen Tracking* 11:30 am - 12:30 pm Hicham Bennouna	The Link between SoftLab® & SoftBank®* 11:30 am - 12:30 pm Tracy Dorgan (bank only clients)	
12:00 pm				
12:30 pm	Lunch / Vendor Fair (Lobby II) 12:30 pm - 1:15 pm			
1:00 pm	Future of Genomics 1:30 pm - 2:30 pm Leszek Rumak	SoftBank® & SoftDonor™ Troubleshooting* 1:30 pm - 2:30 pm Tracy Dorgan	SoftBI® Product Showcase 1:30 pm - 3:30 pm Jim Maloy	SoftLab® Settings & Definitions* 1:30 pm - 2:30 pm James Pomicter
1:30 pm				
2:00 pm	Migrating from AIX Servers to Oracle Cloud 2:30 pm - 3:30 pm Becky Schran (OLM) & Kristin Tucker (HOLZ)	SCC Synchs: Process, Tips and Management 2:30 pm - 3:30 pm Donnic Picart & Lori Toby	RBS Rules* 2:30 pm - 3:30 pm James Pomicter	
2:30 pm				
3:00 pm	Break / Vendor Fair (Lobby II) 3:30 pm - 4:00 pm			
3:30 pm	Instrument Ready Foreign System Bar Codes* 4:00 pm - 5:00 pm Doug Davidson & Ray Harms	Server Upgrade Using IPM Migration 4:00 pm - 5:00 pm Eric Jedynak & Andrea Hawk (UMICH)	SoftBank® Order Status Monitor* 4:00 pm - 5:00 pm Tracy Dorgan	Meeting Room 4:00 pm - 5:00 pm
4:00 pm				
4:30 pm				

Tuesday, May 6 - Evening Event

	Poolside
5:30 pm	Vendor Reception 5:30 pm - 6:30 pm
6:00 pm	

Wednesday, May 7

Lobby II	
7:00 am	Breakfast / Vendor Fair 7:00 am - 7:45 am

Coastal Room	
8:00 am	Hands-on Lab 8:00 am - 4:30 pm Available by appointment only. Please contact your Client Relations Manager to schedule a session with SCC's Domain Experts.
12:00 pm	
4:00 pm	

Wednesday, May 7 - Breakout Sessions

	Gulf Room	Beach Room	Coquina Room	Sundial Room
8:00 am	SNUG Business Meeting 8:00 am - 9:00 am			
8:15 am				
8:30 am				
8:45 am				
9:00 am	SoftDonor™ & SoftRecruit® Working in Collaboration* 9:00 am - 10:00 am Tracy Dorgan	HL7 Interface Troubleshooting – Legacy and MOM* 9:00 am - 10:00 am Mirzet Babahmetovic	Blood Culture Contamination Report* 9:00 am - 10:00 am Randy Carter	
9:15 am				Meeting Room 9:00 am - 10:00 am
9:30 am				
9:45 am				
10:00 am	Break / Vendor Fair (Lobby II) 10:00 am - 10:15 am			
10:15 am	SoftBank® & SoftDonor™ Validation Tips* 10:15 am - 11:15 am Tracy Dorgan	Instrument Interfaces: Recent Changes and New Functionality* 10:15 am - 11:15 am Doug Davidson & Roman Radchenko	STAR - Beginner 10:15 am - 12:15 pm Donnice Picart	
10:30 am				Meeting Room 10:15 am - 12:15 pm
10:45 am				
11:00 am				
11:15 am	SoftBank® & SoftDonor™ Downtime Procedures and Tips* 11:15 am - 12:15 pm Tracy Dorgan	Basic HIS Workflow 4.0* 11:15 am - 12:15 pm Arturo Cortez		
11:30 am				
11:45 am				
12:00 pm				
12:15 pm	Lunch (Lobby II) 12:15 pm - 1:00 pm			
12:30 pm				
12:45 pm				
1:15 pm	Genetics: SNAP Reports Tips & Tricks* 1:15 pm - 2:15 pm Jennifer Gonzales	SoftBank® Setup Tips & Tricks* 1:15 pm - 2:15 pm Tracy Dorgan	STAR - Advanced 1:15 pm - 3:15 pm Donnice Picart & Novak Scepanovic	
1:30 pm				Meeting Room 1:15 pm - 3:15 pm
1:45 pm				
2:00 pm				
2:15 pm	Genetics: Upgrade Implementation Roadmap* 2:15 pm - 3:15 pm Jennifer Gonzales	SoftDonor™ Setup Tips & Tricks* 2:15 pm - 3:15 pm Tracy Dorgan		
2:30 pm				
2:45 pm				
3:00 pm				
3:15 pm	Break (Lobby II) 3:15 pm - 3:30 pm			
3:30 pm	Molecular & Cytogenetics Transition to Genomics* 3:30 pm - 4:30 pm Jennifer Gonzales	SoftBank® Top Support Issues* 3:30 pm - 4:30 pm Terri Gibbs	SCC Client "Health" Dashboard 3:30 pm - 4:30 pm SCC Management	
3:45 pm				Meeting Room 3:30 pm - 4:30 pm
4:00 pm				
4:15 pm				

Wednesday, May 7 - Evening Event

Banquet	
6:00 pm	SCC's Annual Client Appreciation Banquet 6:30 pm - 10:00 pm Yacht Starship IV Cruise
8:00 pm	

Thursday, May 8

	Lobby II
8:00 am	Breakfast 8:00 am - 8:45 am

Thursday, May 8 - Breakout Sessions

	Gulf Room	Beach Room
9:00 am		
9:15 am	SCC Reporting Tools across Modules* 9:00 am - 10:00 am Kim Schroeder & Shireen Lakhan	SoftTotalQC®: Maintaining Quality* 9:00 am - 10:00 am Lorrain Phelan & Bobbie Lyn Howard
9:30 am		
9:45 am		
10:00 am	Break (Lobby II) 10:00 am - 10:15 am	
10:15 am	Exploring SoftReports® Security Options* 10:15 am - 11:15 am Kim Schroeder	SoftMic® Mini-System Configuration* 10:15 am - 12:15 pm Randy Carter
10:30 am		
10:45 am		
11:00 am	SoftWebPlus®: New Features & Functions* 11:15 am - 12:15 pm Lesa Einhorn	
11:15 am		
11:30 am		
11:45 am		
12:00 pm	Lunch 12:15 pm - 1:00 pm	
12:15 pm		
12:30 pm	Roundtable Discussion - Standalone SoftBank® Integration with Epic Systems 1:15 pm - 2:15 pm Sharon Smith & Mike Griffis	Micro Worklists* 1:15 pm - 2:15 pm Randy Carter
12:45 pm		
1:15 pm		
1:30 pm	Roundtable Discussion - Standalone SoftBank® Integration with HIS Systems 2:15 pm - 3:15 pm Mike Griffis	SCC PMO: Planning, Status and Methodology 2:15 pm - 3:15 pm PMO Management
1:45 pm		
2:00 pm		
2:15 pm		
2:30 pm		
2:45 pm		
3:00 pm		