

SNUG 2026 CONFERENCE RECAP

"The 32nd Annual SNUG Conference, Safari: Explore New Worlds with Your LIS, was a great success. We had five vendors attend this year, ten client presentations, and multiple opportunities for networking with SCC staff and our SNUG colleagues. Our theme this year was even more appropriate as we explored a new world at our new venue and were taken on a wonderful safari with the opening video. With the additional breakout space this year we were able to explore even more by offering more sessions than previous years. Every conference I attend I bring home new information and develop new friendships; This year was no exception."

– Becky Schran, SNUG President

SNUG 2026 Attendance | We are beyond thankful to all of you for making SNUG 2026: Safari | Explore New Worlds With Your LIS possible. Attendees shared highly positive feedback, highlighting the valuable hands-on interaction with SCC staff and product experts as a standout aspect of the conference.

SNUG 2026 Presentation Breakdown | The SNUG conference featured over 60 sessions, offering a rich mix of breakout presentations, product showcases (SoftLab[®]/Micro[®] 5.0, SoftBank.web[™] 25.6, SoftBI[®]), roundtable discussions, and a SoftReports[®]/SoftMRT[®] workshop. Most breakout sessions delivered deep technical insights while also offering attendees the opportunity to earn P.A.C.E. credits toward their ongoing education. The conference kicked off with a warm welcome from SCC's CEO, Gilbert Hakim, and SNUG 2026 President, Becky Schran. As platinum sponsors of SNUG, American Proficiency Institute and Leap Consulting Group had the opportunity to host a session on Tuesday, April 14th. The conference featured nine client presentations, five of which were delivered by members of the SNUG Board. These sessions offered valuable insights into client experiences from a user perspective, highlighting real-world challenges, practical solutions, and lessons learned that can inform and improve future implementations.



Welcome Reception | Sunday, April 12

We started the conference off on an outdoor patio overlooking the bay, with plenty of hors d'oeuvres and gorgeous weather, all hosted by SNUG's platinum partners in innovation. This event is the perfect way to start the week, helping clients get acquainted with everyone they'll interact with throughout the conference.



SCC Town Hall Forum | Monday, April 13

The Annual SCC Town Hall followed the Opening Session where members of SCC's executive management team addressed questions and concerns submitted in advance by SNUG members and the SNUG Board. SCC's executive management team was represented by the following:

- ▶ John Anderson | Chief Product and Technical Officer
- ▶ Rob Darragh | Chief Financial Officer
- ▶ Larry Havelis | Chief Revenue Officer
- ▶ Laura Rodrigues de Miranda | Genetics Product Manager
- ▶ Nik Kukuskin | Business Analyst Manager
- ▶ Greg Wojtulewski | Genetics Interface Manager
- ▶ Diane Moorman | Director of RCM and Payor Management Services



Client Presenter Appreciation Reception | Monday, April 13

This year, SNUG introduced its first-ever **Client Presenter Appreciation Reception**, a special event recognizing the time, insight, and effort clients devoted to presenting educational sessions. During this private reception, featuring hors d'oeuvres and a special gift for each presenter, clients had the opportunity to network with fellow presenters in an elegant and relaxed setting.



Vendor Reception | Tuesday, April 14

Following sessions on Tuesday, attendees had a chance to relax and unwind at the Vendor Reception. Attendees turned in their vendor game cards for an opportunity to win fabulous prizes presented by some of our wonderful vendors, while they socialized with the SNUG attendees and vendors who help make the conference possible each year.



SCC's Client Appreciation Banquet | Wednesday, April 15

SCC Soft Computer, the SNUG Diamond Sponsor, continued their annual tradition by hosting the 32nd Client Appreciation Banquet aboard the charming StarShip IV. This private yacht cruised around the coast of Clearwater, unveiling the true beauty of the city SCC names as home to its headquarters. We spent the evening dining and dancing while networking with SNUG 2026 conference attendees and SCC staff.



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2026/2027 SNUG Executive Board Elections

SNUG's Executive Board spans facilities and communities across North America and is open to SCC's entire global client base. SNUG Board members serve for three years, and each year at our annual meeting we elect new members of the Board. We had four open positions and as we thank our past members for their participation and contribution, we welcomed our new members: Randi Ray, Alison Zamora, Chris Ishii, and Julie Bauer. You can find the contact information for the 2026/2027 SNUG Executive Board on SNUG's website www.snuginconline.org. We have an exciting year ahead! We welcome your suggestions, questions, ideas, and comments.

Introducing the 2026/2027 SNUG Executive Board:

- **SNUG President**
Tony Barnes, National Institutes Of Health
- **SNUG Vice President**
Chris Ishii, Ascend Clinical, LLC
- **SNUG Secretary**
Susan Maio-Hillegonds, Powers Health - Community Foundation of Northwest Indiana, Inc.
- **SNUG Treasurer**
Andrea Hawk, The Regents of the University of Michigan
- **SNUG Customer Service/Social Media Coordinator**
Alison Zamora, National Institutes Of Health
- **SNUG SIG Coordinator**
Randi Ray, Cheyenne Regional Medical Center
- **SNUG Member-at-Large**
Julie Bauer, Versiti

We hope you can join us for the
SNUG 2026 Recap webinar.

Coming soon, stay tuned for more details.

SPECIAL THANKS TO OUR 2026 VENDORS, SNUG'S "PARTNERS IN INNOVATION"

These sponsors helped make SNUG's annual conference possible and gave attendees an opportunity to learn more about third-party tools to help boost efficiency.



The SNUG 2026 Vendor Game

Throughout the day on Tuesday, attendees visited each vendor to collect a sticker to add to their game card. At the Vendor Reception Tuesday evening, attendees turned in their completed game cards to be entered into multiple drawings for fabulous prizes provided by our SNUG vendors.



SAVE THE DATE FOR SNUG 2027 | April 18-22

Mark your calendars! SNUG 2027 is already on the horizon!

We're excited to keep the momentum going as we continue to grow this community and shape the future together.

Every year, SNUG reflects on the incredible energy, collaboration, and innovation of its members, and your involvement plays a key role in that. By providing valuable feedback through the annual SNUG conference survey, you help us improve and evolve the experience. With your input, we'll continue to introduce new features, foster deeper conversations, and create more opportunities for meaningful connections with SCC and colleagues.

Stay tuned for more details as we prepare for SNUG 2027 — it's going to be an experience you won't want to miss!



Thank You.

A heartfelt thank you to all of our incredible users who made this event possible. Your ongoing support, thoughtful feedback, and active participation are truly the driving forces behind the success of SNUG.

It's your voices, your ideas, and your passion that shape this community into something meaningful.

At SNUG, we're not just attendees; we're collaborators, innovators, and problem-solvers. Your engagement helps us foster a space where every voice matters, where we lift each other up, and where the power of community turns ideas into action. Because of your involvement, SCC is able to hear us loud and clear, allowing us to work together toward solutions that benefit everyone.

Thank you for being part of this journey. Together, we continue to build a stronger, more connected, and more impactful SNUG community.

