

2026 SecurManage™ Annual User Conference

Hotel Monaco, Downtown Pittsburgh

April 19th – 21st, 2026

Welcome to the 2026 SecurManage™ Annual User Conference!

We're excited to welcome you back to Pittsburgh for another engaging and forward-focused experience. Over the next three days, we'll explore new innovations, share best practices, and collaborate on ways to make SecurManage™ even more impactful for your agency.

If you need anything during the conference, the SecurManage™ Team is here to help!

Itinerary & Agenda

Sunday, April 19th

Noon – 5:00 PM

Scheduled Meetings with the SecurManage™ Team

Available by request. Take advantage of this dedicated time to meet one-on-one with members of our team to discuss agency-specific questions, configuration strategies, upcoming projects, or operational goals.

5:00 PM – 6:00 PM

Registration

Check in at the registration table, collect your conference materials and badge, and reconnect with fellow SecurManage™ users.

6:00 PM – 7:00 PM

Welcoming Reception

Join us for an evening of networking, appetizers, and conversation as we kick off the 2026 User Conference.

Monday, April 20th

7:30 AM – 8:30 AM

Breakfast

Breakfast is provided for all guests.

8:30 AM – 10:00 AM

Welcome Address – Frank

What's New in SecurManage™ – Part 1 – Ben

We'll begin the day with opening remarks, followed by the first look at new enhancements, design updates, and major developments in the SecurManage™ platform.

10:00 AM – 10:15 AM

Morning Break

10:15 AM – Noon

What's New in SecurManage™ – Part 2 – Ben

A continued deep dive into new features and functionality, with demonstrations and practical insight into how these updates can support your agency's operations.

Noon – 1:00 PM

Lunch

Enjoy lunch with fellow attendees and members of the SecurManage™ Team.

1:00 PM – 2:30 PM

Key New Features – The SecurManage™ Team

An in-depth look at select new features, tools, and workflow enhancements designed to improve efficiency, reporting, compliance, and usability across the platform.

2:30 PM – 2:45 PM

Afternoon Break

2:45 PM – 4:00 PM

Technology Enhancements & SmartScan Reveal – Noah

Explore the latest technology advancements within SecurManage™, including system enhancements, integrations, and the official SmartScan reveal.

4:00 PM – 5:00 PM

Panel Discussion – Panelists: TBD

A moderated discussion featuring experienced practitioners and industry leaders sharing insight into operational strategy, innovation, and real-world application of SecurManage™.

6:00 PM – 7:00 PM

Happy Hour

Unwind with fellow attendees and the SecurManage™ Team. Join us for drinks and informal conversation before enjoying the evening in downtown Pittsburgh.

Tuesday, April 21st

8:00 AM – 9:00 AM

Breakfast

Breakfast is provided for all guests.

9:00 AM – 10:30 AM

Coffee & Conversations with the SecurManage™ Team

This interactive session provides direct access to the SecurManage™ Team in a casual roundtable format. Grab a cup of coffee, join a conversation table, and discuss agency-specific questions, workflows, or implementation strategies.

Hosted Conversation Tables:

- **Applying What's New in 2026 – Ben**
Translating new features into practical, agency-specific action plans.
- **Inside Development: Process & Customization – Jason**
A behind-the-scenes look at how features are developed and how agencies can leverage configuration and customization opportunities.
- **Technology, Integrations & Architecture – Noah**
Technical discussion on integrations, system architecture, SmartScan, and performance considerations.
- **Interface & Workflow Efficiency – Will**
Discover tips, shortcuts, and efficiency strategies within the SecurManage™ interface.
- **Operational & Compliance Optimization – Kristin**
Reporting, documentation, and workflow strategies to support compliance and reduce administrative burden.
- **Training, Support & Adoption Strategy – Hollen**
Best practices for onboarding staff, increasing user adoption, and maximizing support resources.

Attendees are encouraged to complete their “**My 2026 Action Plan**” card before departing, identifying key features to implement, configuration updates to explore, and follow-up requests for the SecurManage™ Team.

10:30 AM – 10:45 AM

Morning Break & Hotel Checkout

10:45 AM – Noon

Product Roadmap – Executive & Product Team

A forward-looking discussion outlining strategic development priorities and upcoming initiatives, along with an opportunity to provide feedback.

Noon – 1:00 PM

Lunch

Join us for lunch before departing, and feel free to connect informally with the SecurManage™ Team for any final questions or follow-up discussions.