

“Extraordinary Responses to Unprecedented Events”

Toyota Motor Sales, USA's response to customers during recall crisis of 2010

See the impact of the major recalls and media events of 2010 year on the US customer service operations and call centers and the rapid, innovative responses required to meet customer needs through the event.



Nancy Fein, Vice President - Supply Chain Strategy

“Tools for BD/DR in the Cloud Era”

Leveraging cloud services to augment your existing infrastructure



With confusion of how the cloud can help your business achieve resiliency, Aaron and Ramsey will discuss best practices to implementing and managing a solution catered to your specific needs

Aaron Wykoff & Ramsey Tawil,
Emerging Technologies – Cloud Architects, CenturyLink

ACP Meeting Sponsor:



Amber Industrial Services offers efficient on-site fuel and oil reclamation to save customers money and ensure reliability. Our backup power fuel reclamation process ensures that your fuel is ready when you need it. Our “Fuel Maintenance Program” starts with independent lab analysis to determine the current state of your fuel. After lab analysis you are provided a copy of the results along with our recommendations to keep your fuel fresh and ready for use. Once our reclamation process is complete your fuel will meet ASTM and OEM specifications.

Wednesday, September 14, 2011
Noon to 3:00 PM
Members Free, Non-Members \$20

Cal State Fullerton Extension Building

12901 Euclid Street, Room 158-159, Garden Grove, CA 92840
The building is shared with Coastline College – **FREE PARKING**

Visit : www.acpoc.com
for a location map

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