



Focus on the Future of your Supply Chain

CTSI 13th Annual Client Focus Group



The Peabody Hotel
Memphis, TN
May 21st & 22nd, 2008

CTSI 13th Annual Client Focus Group

FOCUS ON THE FUTURE OF YOUR SUPPLY CHAIN

Who Should Attend?

CTSI Clients and Industry Leaders

Fees

This meeting is free to all guests

Hotels

See page 8 for more information

Dress Code

The attire is business casual for all guests

Parking

Valet and parking is available at the hotel.

How to Register:

Go to:

www.ctsi-global.com/events/focusgroup.asp



Dear Guest,

CTSI is pleased to announce that our 13th Annual Client Focus Group meeting will be held on May 21st and 22nd at the historic Peabody Hotel, located a block from legendary Beale Street.

CTSI's Annual Client Focus Group has become an important Thought Leadership Forum where clients, carriers and other industry experts come together to discuss the latest in industry trends.

During this forum, you will chart the strategies and technologies that will aid you in making your supply chain operations more economic and efficient.

The meeting agenda and detailed information is included. We encourage your participation and look forward to seeing you in May!

Sincerely

J. Kenneth Hazen

J. Kenneth Hazen
President & CEO



REGISTER TODAY AT:

www.ctsi-global.com/events/focusgroup.asp



What Can I Expect?

CTSI fully understands the importance of strategic planning for your company's future. Gain insight on today's top supply chain trends and take a look ahead to explore future developments and megatrends.

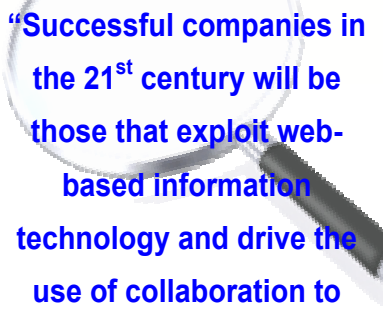
Interact with other clients and industry experts to discover the best-practices that will help optimize your supply chain both now and in the future.

Better understand the future and how you and your company can adapt and thrive from its inevitable change.

Meeting Goals:

- ☑ Better understand today's supply chain challenges and opportunities
- ☑ Gain insight on the future trends and key strategies
- ☑ Learn what technologies will drive the future
- ☑ Discuss personal development skills that can enrich your career
- ☑ Meet other professionals that share the same goals
- ☑ Collaborate and think outside the box
- ☑ Become an instrumental part of CTSI's technology planning process

Traditional approaches to supply chain processes, organization, and information flow are simply not suited to this new supply chain era.



“Successful companies in the 21st century will be those that exploit web-based information technology and drive the use of collaboration to more strategically transform their supply chains.”

Ralph Drayer
Former Chief Logistics Officer
Procter & Gamble

AGENDA

Day One

Tuesday, May 20th

- 8:00 a.m. – 5:00 p.m. CTSI Open House
- 1:00 p.m. Golf Outing – Hosted by Larry Watts

Wednesday, May 21st

- 8:00 a.m. Continental Breakfast
- 8:30 a.m. Welcome—J. Kenneth Hazen
- 8:45 a.m. Opening Remarks
- Cliff Lynch, Facilitator
- 9:00 a.m. Focus on the Future
- Ed Huller, President, Alden Consulting Group
- 10:30 a.m. Break
- 11:00 a.m. Ask the Experts – Interactive Focus Group Panel Discussion
- Don Bowersox
- Ed Huller
- Kate Vitasek
- Cliff Lynch
- 12:15p.m. Lunch
- 1:30 p.m. Supply Chain Megatrends
- Kate Vitasek, Managing Partner, Supply Chain Visions
- 3:00 p.m. Break
- 3:30 p.m. How to Adapt and Thrive in our Changing Workplace
- Pat Ferguson, President, C³
- 5:00 p.m. Meet & Mingle - Peabody Hotel Rooftop Cocktail Party
- 7:00 p.m. Dinner – Rendezvous



AGENDA

Day Two

Thursday, May 22nd

- 8:30 a.m. Continental Breakfast
- 9:00 a.m. Start Pulling Your Chain!
- Donald J. Bowersox, Ph.D
- 10:30 Break
- 11:00 Focus Group Recap and CTSI Supply Chain Solutions for the Future
- CTSI Senior Management Team
- 11:45 Closing Remarks
- 12:00 – 5:00 p.m. CTSI Open House – lunch to be served

*** We welcome you to visit CTSI at anytime during your visit to meet with our staff or tour our facility. Please contact your representative to schedule.**



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A Focus on the Future

Our world is changing faster than ever. Business professionals that recognize and adapt to these current and future trends will be positioned to benefit from this inevitable change. Learn what significant advances in globalization, technology, shipping strategies and more will affect you and your company.

**“The future ain’t
what it use to be.”**
Yogi Berra

Ed Huller, President of Alden Consulting Group and past CSCMP Chairman, will be discussing these changes along with strategies to be successful in our changing world. Some these trends include:

- Discuss the current challenges and integration of the global economy
- Get insight into key global trends; technology, resources, governance, and more
- What trends will impact shipping plans; rates, capacity, fuel, infrastructure, and more

Ask The Experts

Facilitated by Cliff Lynch, this interactive Focus Group panel led by a team of industry experts (Ed Huller, Kate Vitasek, and Don Bowersox) provides you with the opportunity to share your thoughts and discuss challenges and solutions to meet tomorrow’s supply chain needs.

- Share your ideas and recommendations
- Gain additional insight from our clients and the expert panel
- Decide together what will be the best-in-class solutions for the future

Supply Chain Megatrends

What are the megatrends that are likely to impact supply chains? Learn how volatility of oil prices, global economic shifts, military conflict, trading blocks, and other future trends will impact the supply chains of the future and how to prepare for them.

Kate Vitasek, Managing Partner, Supply Chain Visions will share insight into each of these questions and more when she discusses the future of supply chain management.

- What will our supply chains look like in the future?
- What megatrends will affect us?
- What strategies and technologies will we need to embrace to be successful in this environment?

How to Adapt and Thrive in our Changing Workplace

**“The Top 10 jobs
in 2020 don’t exist
today”**

80% of our workforce will still be working in 10 years, while 80% of our workplace technologies will change. Couple this training need with the fact that the top 10 jobs in 2020 do not exist today, and you can easily see how adapting to our changing times will be key to future success.

Pat Ferguson, President of C³ Executive Coaching and HR Consulting Group, will provide insight into these changes with specific direction to help ensure future success for both you and your organization. Key topics discussed will include:

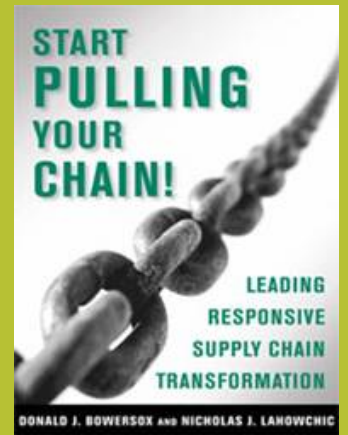
- What will tomorrow’s workplace look like
- Coping with new technologies
- Learn how to position yourself to handle rapid change

**“If you don’t know where you are going
any road will take you there.”**

Cheshire Cat
Alice in Wonderland

Start Pulling Your Chain!

Donald J. Bowersox, a world-renowned supply chain educator and prolific author will introduce his latest book on leading, responsive supply chain transformation. Co-authored with Nick LaHowchic, "Start Pulling Your Chain!" addresses how real-time information and growing customer connectivity require reinventing business and customer engagement.



- Examines how and why we operate supply chains within businesses today and the paradigm shift needed to compete in the disruptive information age going forward.
- Discuss what a responsive supply chain business model might look like and how it might perform within a company and between supply chain partners.
- Provides insight on how to create and sustain legendary relationships with customers and suppliers.
- Provides recommended initial steps to start transforming your supply chain into a responsive model capable of sustaining unprecedented levels of customer satisfaction and profitable growth in the future.

Focus Group Recap and CTSI Supply Chain Solutions for the Future

To continue our reputation for providing "client-driven technology", CTSI very much looks forward to your input throughout our Focus Group meeting.

Our clients are instrumental in our changes for the future. Your participation is a key driver in determining our strategic initiatives to assist you with all of your supply chain needs. Our final session will summarize your collective input and CTSI's corresponding solutions by addressing the following key points:

- Discuss group challenges shared during the Focus Group
- Discuss Focus Group recommendations
- Suggest new technologies to address those recommendations
- Provide an action plan and timeline



"Analyzing your present culture is like going to history class when you could learn more valuable stuff by studying the future."

Price Pritchett



Biographies

DONALD J. BOWERSOX



Ph.D. and Retired Professor at John H. McConnell University, Business Administration at Michigan State University and founder of the Council of Supply Chain Management Professionals and a prolific author provides insight gained from more than 40 years of teaching, research and consulting.

ED HULLER



As President of Alden Consulting Group, and past CSCMP Chairman, Ed is focused on assisting companies with the development and implementation of supply chain strategies. He retired from Borden Chemical, Inc. in 2003 as VP, Global Supply Chain and Information Technology.

KATE VITASEK



Managing Partner, Supply Chain Visions and Faculty, University of Tennessee and Wright State University, Kate is a thought leader in the area of Supply Chain Management and is a well-recognized authority on performance management and metrics implementation.

PAT FERGUSON



Pat Ferguson, President of C³ Executive Coaching and HR Consulting Group and Past VP of Promos Hotels which included Hampton Inns, Homewood Suites and Embassy Suites hotel brands. Pat has also earned a Ph.D. in communications from the University of Memphis.

Contacts:

Questions regarding the meeting, contact:

Misty Farmer
CTSI
901-766-1500 ext. 7213
mistyf@ctsi-global.com

To participate in CTSI's Golf Outing, contact:

Larry Watts
CTSI
901-766-1500 ext. 7232
larryw@ctsi-global.com

To schedule a visit to CTSI, contact:

Your Client Service Manager
901-766-1500

Hotel Accommodations

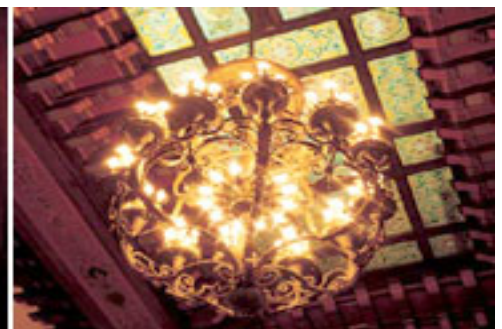
CTSI has reserved space with a guaranteed group rate at The Peabody Hotel. All attendees are responsible for booking their own hotel accommodations.

In the heart of "Blues City," you'll find The Peabody Memphis, a magnificent AAA 4-Diamond hotel. This historic icon opened its doors in 1925 and is listed on the National Register of Historic Places. Legendary, charming, elegant and grand are adjectives that perfectly describe this luxury Memphis hotel. Our convenient downtown location is just blocks from Memphis attractions like Beale Street, the Memphis Rock N Soul Museum, Gibson Guitar Factory and Fed-Ex Forum. Elvis Presley's Graceland, the National Civil Rights Museum, Memphis Zoo, STAX Museum of American Soul Music are nearby too.

The Peabody itself is also one of Memphis' most popular attractions. The Peabody Ducks march to and from the Grand Lobby twice daily in a time-honored tradition dating back to the 1930s. At 11 AM and again at 5 PM, the red carpet is rolled out and The Peabody Ducks march to the tune of John Philip Sousa's "King Cotton March" before a crowd of amazed and delighted guests.

The Peabody Hotel Memphis
149 Union Avenue
Memphis, TN 38103
www.peabodymemphis.com

RESERVATIONS: Call 1-800-PEABODY (press 2 for Memphis)
Identify Group Name: CTSI
Rate: \$180 single/double
Cut Off Date: April 20, 2008



Scheduled Activities



Welcome to Memphis!

While known for logistics leadership, Memphis also marches to the beat of the blues, rock and soul. Memphis is a town with its very own character and ambiance. River sunsets, great parks, countless neighborhood barbecue shacks, landmarks, restaurants, elegant hotels, The King's home at Graceland, Autozone Ball Park, FedEx Forum, downtown trolley's, legendary Beale Street nightlife – there's just something real about Memphis...an irresistible soul that's drawn people to the shores of the mighty Mississippi for centuries.

CTSI has an exciting evening planned for our guests, the itinerary includes:



Meet & Mingle – Cocktail and hors d'oeuvres served on the rooftop of the Peabody Hotel. Enjoy networking with other guests while sightseeing - get a fantastic view of all of downtown Memphis!

Rendezvous - A Memphis tradition since 1948. Famous charcoal-broiled pork ribs, barbecue chicken and sausage/cheese plates. A southern meal you won't forget!



Extend your visit to really appreciate all that Memphis has to offer!

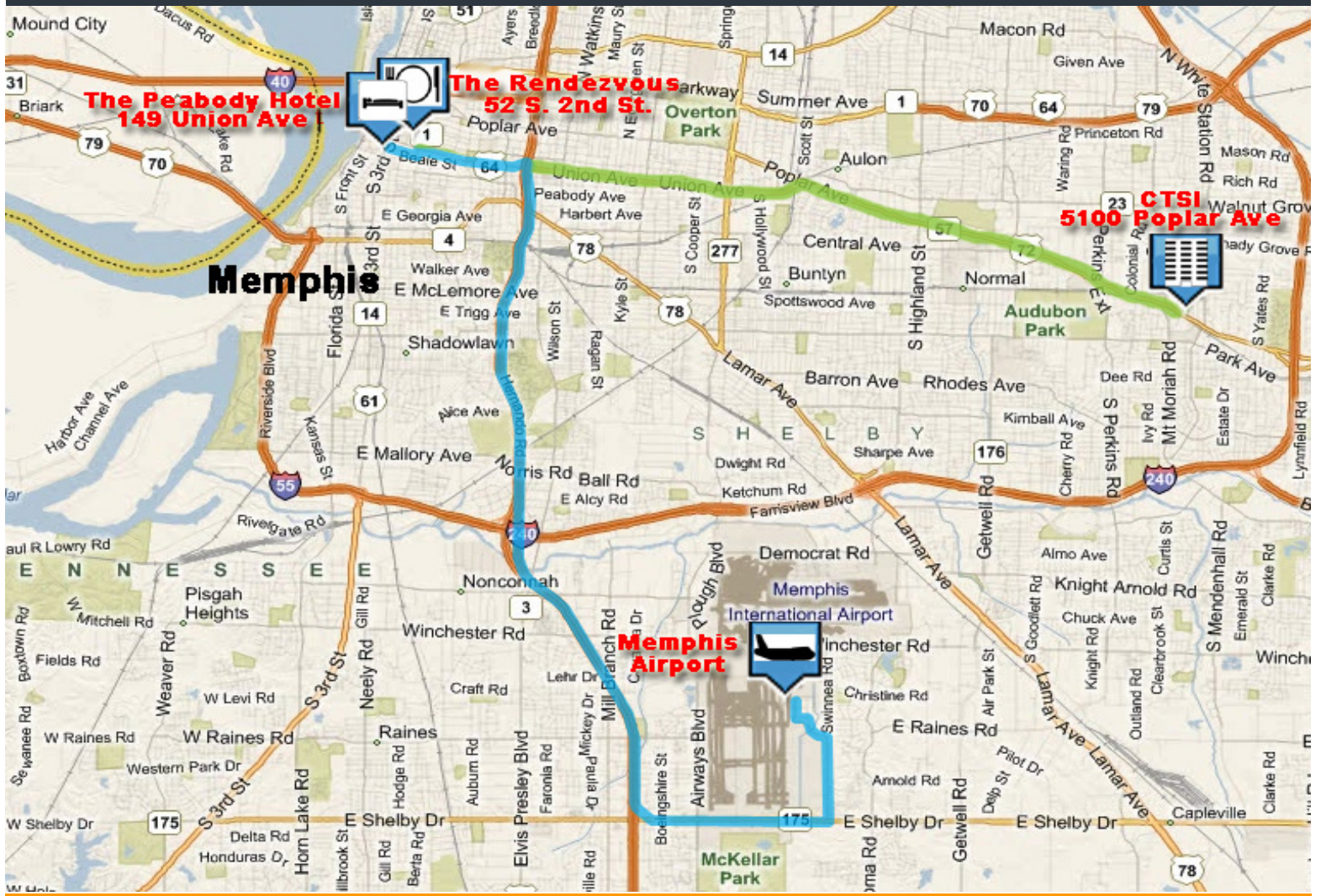
Thursdays - The Peabody Rooftop Party – Every Thursday 107.5 FM hosts a party on the Peabody Rooftop that includes food, drinks and live music open to all!

Friday & Saturday – Attend a Memphis Redbirds baseball game at Autozone Park, just two blocks away!

Download The Memphis Visitors Guide at:

www.ctsi-global.com/events/focusaroup/memphistouristguide.pdf

Driving Directions



From Airport to Hotel:

1	Depart Taxiway Rd.	0.2 mi
2	Turn left onto Rudder Rd.	0.1 mi
3	Turn right onto Runway Rd.	0.4 mi
4	Turn right onto Swinnea Rd.	1.1 mi
5	Turn right onto SR-175 / E. Shelby Dr.	2.0 mi
6	Take ramp right for I-55 North toward Downtown Memphis	4.1 mi
7	Keep straight onto I-240 North	4.0 mi
8	At exit 30, take ramp right and follow signs for Union Ave. West	0.8 mi
9	Bear right onto US-51 / US-64 / US-70 South / US-79 / Union Ave	1.1 mi
10	Turn left to stay on US-64 West / US-70 South / US-79 South / S Danny Thomas Blvd.	0.1 mi
11	Turn right onto Gayosa Ave	0.3 mi
12	Turn right onto SR-14 North / S 3 rd Street	
13	Arrive at 149 Union Ave on the left the last intersection is Gayoso Ave if you reach SR-3 / Union Ave, you've gone too far	
Total: 14.2 mi, 18 mins		

From Hotel to CTSI:

1	Depart SR-14 North / 3 rd St.	0.1 mi
2	Turn right onto SR-3 / Union Ave	0.3 mi
3	Keep straight onto US-51 / US-64 / US-70 / US-79 / Union Ave	3.6 mi
4	Keep straight onto SR-23 / Union Ave	0.9 mi
5	Take ramp right and follow signs for US-72	0.1 mi
6	Bear right onto US-72 / Poplar Ave	4.5 mi
7	Arrive at 5100 Poplar Avenue the last intersection is Truse Parkway if you reach W Brookhaven Circle, you've gone too far	4.0 mi
Total: 9.5 mi, 19 mins		

For more maps and driving directions go to:

www.google.maps.com

www.mapquest.com

www.maps.live.com