

Welcome to the CIO Hour!

August 2026

Working the Floor at ASAE Annual

Today's Panel



OLIVIA WILKINS

Client Strategy & Success, PerByte
Olivia.Wilkins@perbyte.com

Olivia has worked for multiple associations on complex AMS and technology implementation projects where she facilitated end user training, delivered business and process analysis, and provided data management. She combines two decades of experience in education, change management, and analytics in her role at PerByte.



SEAN MIRIASHTIANI

Sales Executive, Element AMS
sean@elementams.com

Sean brings over a decade of experience leading small nonprofits and arts organizations, having firsthand insight into the operational and financial challenges nonprofits face every day. Sean transitioned to the AMS vendor space, where he's spent years helping associations and credentialing bodies modernize how they operate and engage their members. Today, he serves as Sales Executive and Association Advisor for Element AMS, helping organizations find technology solutions that support their missions.



CHIP FLATER

Director of Information Technology, NSTA
cflater@nsta.org

Chip is the Director of Information Technology and IT Security at the National Science Teaching Association, where he leads technology strategy, cybersecurity, data, and digital transformation initiatives. He has driven major advances in cloud infrastructure, business intelligence, artificial intelligence, and customer experience. Chip holds a master's degree in information technology from Virginia Tech and a bachelor's degree in biology.



JAMES C. MARQUIS

Chief Information Officer, 501Works
marquis@501works.com | 703.459.9779

James is a seasoned senior executive with more than 30 years of experience working in technology with a wide variety of associations and nonprofits. James' work experience includes serving as CIO for a large medical association, CEO of a technology consulting organization and senior roles in product development and business consulting with for-profit and nonprofit clients. He also has designed and built multiple Internet-based business applications including Mojo Middleware™.

The CIO Hour: Working the Floor at ASAE Annual

- Tackling the problems and questions that are on your mind with real-world technology advice
- Featuring experts in their field with decades of real-world experience
- Usually the first Thursday of every month



Visit www.theCIOHour.com for upcoming topics and events.

Ground rules...

- No question is off limits!
- If the question is too specific to a particular situation, we may defer it but are happy to talk to you offline or after the event.
- This is a safe space, but we understand if you wish to remain anonymous.
- You may claim 1 CAE credit – details will be emailed tomorrow

Agenda

- In the News – A few highlights that might interest you
- Q & A – 45 min – Discussion with our experts and taking your questions
- The CIO after Hour – 30 minutes of open mic discussion

In the News...

1. Phishing attacks don't look fake anymore: Watch for these 7 scams

<https://www.pcworld.com/article/3202861/phishing-scams-ai-emails-qr-codes-fake-warnings-how-to-protect-yourself.html>

2. A Two-Person Startup Has Fixed One of the Most Hated Sounds in Modern Life

<https://www.wired.com/story/a-two-person-startup-has-fixed-one-of-the-most-hated-sounds-in-modern-life/>

3. The 6-Step Playbook for Building an AI-Powered Startup Without Burning Through Cash

<https://www.entrepreneur.com/business-news/the-6-step-playbook-for-building-an-ai-powered-startup-without-burning-through-cash>

4. A Startling Glimpse at AI's Ruthless Efficiency

<https://www.theatlantic.com/technology/2026/07/openai-hugging-face-hack/688025/>



Ven-Con 2026

- Thursday, October 29th, 2026
- Executive Conference Center, Crystal City, VA
- This year's theme: *Technical Readiness & Building Partnerships*
- Associations are making bold technology investments, and it's on all of us — vendors and consultants alike — to show up prepared, aligned, and working together.
- We are adding a track just for Association Execs to contribute as well.

Visit <https://www.eventbrite.com/e/ven-con-2026-tickets-1992006985517?aff=oddtcreator>

Today's Topic: Working the Floor at ASAE Annual

Attendees: 5,000+



On to Your Questions...

What's the difference between a vendor you've kept for years and one you've walked away from — what tipped the scale?

What separates a vendor an association
merely "uses" from one that is a true partner?

What does a genuinely great client relationship look like from your side of the table — and what makes one difficult?

When you're evaluating a new vendor at a conference like ASAE, what's the one thing you're listening for that most people miss?

What questions should associations be asking during a conversation that they typically skip?

What do you wish more association staff understood about how your sales and support teams actually operate?

If you could give association staff one piece of advice before they walk the ASAE expo floor, what would it be?

After the event, how do you go about following up with your new contacts?

Other Questions?



Thank you to our expert!



Olivia Wilkins

Olivia.Wilkins@perbyte.com



Chip Flater

cflater@nsta.org



Sean Miriashtiani

sean@elementams.com



Review Your AMS Today!

Whether it's been a dream or a nightmare, your AMS experience matters. Share your honest take in just a few minutes and help your peers make smarter decisions.

Visit <https://reviewmyams.com>



Delivering technology that
WORKS for your association.

CONSULTING

501WORKS

- IT Consulting Services – vCIO Service
- Software Selection & Implementation Services
- Customized Software Solutions and Integrations

INTEGRATION



Mojo Middleware™ - Easily integrate your different association software packages with over 40 available connectors.

SOFTWARE



Software Mage™ – Online tools helping you navigate the AMS/CRM selection process, gather requirements, draft your RFP, and evaluate vendor responses.



We are here to help!

Call or email us for a **30 minute free** consulting session



703-459-9779



marquis@501works.com
theCIOHour@501works.com



501works.com
theCIOHour.com

Final Thoughts

- Join us September 3rd for **the September CIO Hour**
- An archive of this presentation and today's Webinar will be posted on theCIOHour.com in a few days.
- Any suggestions for future programs? Topics you would like to see covered? Please email us: theCIOHour@501works.com
- For CAE credit – you will receive a link via email tomorrow so you can claim your credit and receive your certificate.