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**Bill Owens a Featured Speaker at CRMUG Summit 2012**

**Columbus, Ohio, October 2, 2012** – Bill Owens, CRM Practice Manager at [Affiliated](#), a leading Ohio technology and professional services company, will be speaking at the upcoming CRMUG Summit 2012 to be held October 15-18, 2012 at the Washington State Convention Center in Seattle. Owens will be presenting two sessions, “Extending CRM for the Non-Developer” where he’ll discuss ways to easily configure CRM to get better results and “Automating Business Processes in CRM 101” where he will present best practices for implementing a business process within Microsoft Dynamics CRM via workflows.

CRMUG Summit 2012 provides [Microsoft Dynamics CRM](#) users a unique and intimate opportunity to dive deep into Microsoft Dynamics CRM, tackle challenges and learn from the experiences of other CRM users. The conference will feature interactive learning sessions, roundtable discussions and valuable networking opportunities at an event hand-crafted exclusively for Microsoft Dynamics CRM users.

Owens is seasoned technology and business consultant with more than 15 years of experience and leads the strategic growth and direction of Affiliated’s CRM practice. He is a proven expert at helping organizations succeed in the implementation and integration of on-premise and cloud-based Microsoft Dynamics CRM.

For more information about CRMUG Summit 2012 or to register, [click here](#).

***About Affiliated***

Since 1993, [Affiliated](#) has been helping growing and mid-market organizations throughout Ohio to identify, evaluate, and implement technology solutions and resources that improve operational efficiency and increase revenue. As a [Microsoft Partner](#), with Gold competencies in Customer Relationship Management (CRM) and Midmarket Solutions, Affiliated specializes in providing complete Microsoft solutions including both software and services to organizations in multiple industries including healthcare, distribution/logistics, manufacturing, professional services and not-for-profit organizations. For more information, visit [www.aresgrp.com](http://www.aresgrp.com).

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