



**Sharing Tools, Technology and Training
October 15 - 19, 2012
San Jose, California**

January 16, 2012

On behalf of the Advisory Board for the World Wide Remedy Users Group (WWRUG), I am happy to announce that our upcoming conference: "WWRUG12 – Sharing Tools, Technology and Training" will be held October 15 – 19, 2012 at The Fairmont San Jose in San Jose, California.

We've been to Las Vegas. We've gone East. It was time to go West and to the roots of BMC Remedy. To the Silicon Valley revisiting a location RUG was at many years ago.

With two major international airports nearby, flights should be reasonable to find.

Why the week of October 15th?

This was the only week we could find that met all of the following criteria:

- Hold the conference in the fall so it would be around a year since our last event
- Avoids all United States and Canadian holidays
- Not a religiously significant week ([Interfaith Calendar](#))
- Available conference center and hotel space that fit our needs
- Offers the conference within the Bay area
- Reasonably convenient to activities outside of WWRUG (although why anyone would want to leave the conference center is beyond us... there is so much to do at WWRUG and it gets better each year!)

Why The Fairmont San Jose?

- We will have ample space and an entire section of the Convention Center.
- The hotel is undergoing extensive remodeling starting now and continuing through the summer. We will have nice fresh facilities / rooms. Does this one sound familiar? Seems to be trend for us.
- The hotel is close to the San Jose International Airport (SJC) and not far from San Francisco International Airport (SFO).
- The hotel is walking distance to their Light Rail Transit (LRT), downtown restaurants and other activities.
- Price of hotel rooms for attendees fits under the \$200 baseline requirement.
- Reasonable parking costs for locals.
- Conference staff is highly motivated, quick to respond to conference requests and wants YOU to enjoy your stay at our conference.



**Sharing Tools, Technology and Training
October 15 - 19, 2012
San Jose, California**

Our website (WWRUG12.com) was launched on January 1st, 2012 to provide you with all of the latest information as to registration, schedule of events, guest speakers and much more.

Welcome to WWRUG12!

Best Regards,

Daniel Bloom
WWRUG12 Conference Chairman



About WWRUG

WWRUG is an independent USER GROUP Conference representing the interests of our ARSlist™ subscribers and WWRUG members: customers and business partners focused on the Action Request System, the BMC Remedy ITSM Suite and the array of related applications and products. Our annual conference, organized and sponsored by the BMC Remedy Community, is an invaluable week of user-driven content, business-driven events and social networking. For more information, please visit us online at WWRUG.com.