

# Frequently Asked Questions



Date: April 7 -8, 2026

Location: Marriott Buttes Resort Phoenix, AZ

## What is the Clinisys™ Customer Summit (CCS)?

The Clinisys™ Customer Summit is Clinisys's flagship annual event, designed to communicate our strategic roadmap and vision while fostering thought leadership, collaboration, and hands-on learning.

This year's program will feature:

- Hands-on learning experiences with Clinisys solutions
- Peer-led sessions sharing real-world insights and best practices
- Explorations into AI and digital transformation shaping the future of laboratory operations

Professionals who are driving innovation in laboratory science.

## Will the CCS be a hybrid format, or will the sessions be recorded?

CCS 2026 will be held in person only. Educational sessions will not be recorded to encourage open dialogue and engagement. However, Clinisys will continue to offer year-round educational opportunities through our Clinisys™ iMentor learning packages, ensuring ongoing access to training and development.

## Why was Phoenix, Arizona chosen as the location for the CCS 2026?

Based on feedback from customers who participated in the CCS 2025 post-event survey, Greater Phoenix was selected for its:

- Convenient travel access for West Coast attendees
- Proximity to Phoenix Sky Harbor International Airport (PHX) – less than 5 miles from the conference venue
- Ideal climate in April – average highs of 86°F and lows of 59°F, with minimal rainfall
- The event will be hosted at the Marriott Phoenix Resort Tempe at The Buttes, offering a scenic and accessible location for all attendees.

Thank you to all customers who participated in the survey and helped shape CCS 2026!

## Why attend the CCS?

We have expanded our global presence and expertise, helping enable healthier and safer communities. At CCS 2026, we will share our vision and roadmap for an integrated, digital future, featuring thought-provoking leadership presentations and hands-on training through live demos. The newly consolidated program is designed for laboratory leaders, executives, and lab technicians, offering a full day of focused learning and high-impact networking.

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## Will I need to register or pay for additional meals or events surrounding the CCS?

All meals (breakfast, lunch, and dinner) will be included with registration.

All agenda activities and events are included with registration.

## What is the cost to attend the 2026 CCS?

Early bird registration for the full conference opens November 7 at a rate of \$500, which includes access to all sessions and meals (breakfast, lunch, and dinner). Please note that hotel accommodations are not included in the registration fee. A special CCS 2026 group rate is available at the Marriott Phoenix Resort Tempe at The Buttes for \$195 per night, plus a \$15 destination fee and 14.07% tax. Daily parking is \$20 for stays under six hours.

## Can I use Clinisys™ iMentor credits to attend?

Yes, the CCS planning team will send a dedicated communication in November to Clinisys™ iMentor customers who have available flex credits.

Please note: Any unused Clinisys iMentor flex credits set to expire may be applied to CCS 2026, provided registration is completed before the credit expiration date. This ensures customers can maximize the value of their credits while securing their spot at the event.

## When will an agenda and session details be available?

CCS registration opens in November. A limited agenda and an employer justification letter are already available on the event website. The full agenda, including session details, will be published by December 1. Attendees will be able to bookmark sessions of interest starting two weeks before the event, once room assignments and times are posted.



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