

think LP

Customer Conference 2025

Join the **ThinkLP community** of retail, safety, and risk leaders for three days of meaningful conversations, practical learning, and future-focused thinking.

From powerful customer stories to AI-driven product innovation—this is your opportunity to explore what's next for audit, loss prevention, safety, and operational excellence.

 **SEPTEMBER 8-10, 2025**

 **Eaglewood Resort & Spa, Chicago, Illinois**

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Monday, September 8

🕒 11:00 AM - 4:00 PM	18-Holes of Golf	📍 The Golf Club at Eaglewood
🕒 3:00 PM - 6:00 PM	Hotel Check In	📍 Eaglewood Resort Main Lobby
🕒 3:00 PM - 9:00 PM	Registration Badging & Conference Check In	📍 Eaglewood Resort Main Lobby
🕒 6:00 PM - 10:00 PM	Welcome Cocktail Reception & Dinner	📍 Prairie River Restaurant

Tuesday, September 9

🕒 7:30 AM - 9:00 AM	Buffet Breakfast at your Leisure	📍 Burnham's Dining Room
🕒 9:00 AM - 10:00 AM	The LSR Operating Platform Spencer Marzouk , CEO, ThinkLP	📍 Red Oak Ballroom
🕒 10:15 AM - 10:55 AM	LP Ops Leadership with ThinkLP Johnny Custer , Sr. Director, Retail Risk Solutions, ThinkLP	📍 Red Oak Ballroom
🕒 11:00 AM - 11:40 AM	Safety, Risk & LP Under One Roof Cierra Stamey , Sr. Product Manager, ThinkLP	📍 Red Oak Ballroom
🕒 11:45 AM - 12:15 PM	ORC with ThinkLP Tony Sheppard , VP, Retail Risk Solutions, ThinkLP	📍 Red Oak Ballroom
🕒 12:15 PM - 1:15 PM	Buffet Lunch	📍 Burnham's Dining Room
🕒 1:20 PM - 2:15 PM	The Future of Loss Prevention: AI, Intelligence & the New Risk Frontier Tom Meehan , CEO, CONTROLTEK	📍 Red Oak Ballroom
🕒 2:20 PM - 3:00 PM	ThinkLP as your 'Hub' Johnny Custer , Sr. Director, Retail Risk Solutions, ThinkLP	📍 Red Oak Ballroom

🕒 3:15 PM - 4:15 PM	From the FBI to the Front Lines of Loss Prevention George Piro , Security and Safety Expert	📍 Red Oak Ballroom
🕒 4:15 PM - 5:15 PM	Platform Success Workshop 1 Heather Longhorn, Jacob Kosterman, Andrew Debus , Delivery Team	📍 Red Oak Ballroom
🕒 5:15 PM - 6:00 PM	Break	-
🕒 6:00 PM - 8:00 PM	Seated Dinner & ThinkLP Rewards Presentation	📍 Pavillion
🕒 8:30 PM - 10:30 PM	After-Party with DeJaVu Live Band	📍 Pavillion
🕒 10:30 PM - 12:00 AM	Optional / User Pay Lobby Bar Open	

Wednesday, September 10

🕒 8:00 AM - 9:30 AM	Buffet Breakfast at your Leisure	📍 Burnham's Dining Room
🕒 8:30 AM - 9:30 AM	Platform Success Workshop 2 Heather Longhorn, Jacob Kosterman, Andrew Debus , Delivery Team	📍 Red Oak Ballroom
🕒 9:30 AM - 10:30 AM	Platform Success Workshop 3 Heather Longhorn, Jacob Kosterman, Andrew Debus , Delivery Team	📍 Red Oak Ballroom
🕒 10:30 AM - 11:30 AM	Platform Success Workshop 4 Heather Longhorn, Jacob Kosterman, Andrew Debus , Delivery Team	📍 Red Oak Ballroom
🕒 10:30 AM - 11:30 AM	Weaving EBR Success with Knitwell <i>- Existing EBR customers only</i> Kyle Grottini , Principal Consultant	📍 Trillium Amphitheatre
🕒 11:30 AM - 11:40 AM	Conference Wrap Up & Closing Remarks Spencer Marzouk , CEO, ThinkLP	📍 Red Oak Ballroom
🕒 11:30 AM - 1:00 PM	Hotel Check Out	📍 Red Oak Ballroom