

### Joint seminar Business Process Management & Facilities Management

Please join us for this Computer Aided Facilities Management (CAFM) seminar and let us help your organization achieve its full Facilities Management potential.

ManualMaster is a supplier of software and services that enable organizations to make corporate information, knowledge and instructions available, at the right time to the right person in an easy accessible form.

**Date: November 15, 2010**  
**Venue: Crowne Plaza hotel Port of Spain**  
**Time: 8:00 – 12:00**

8:00 – 8:30 Registration  
 8:30 – 10:00 ManualMaster demo  
 10:00 – 10:30 Break  
 10:30 – 12:00 TOPdesk CAFM demo

**Target group: Quality managers, Facilities and maintenance management**

Participation to this seminar is free of charge, but all attendees are required to register. Please register in advance by sending an email to [info@topdesk.com](mailto:info@topdesk.com) for the CAFM demo and [info@manualmaster.com](mailto:info@manualmaster.com) for the ManualMaster demo. Please indicate the demo session, the company name and the names of the persons attending.

**TOPdesk**  
 Service Management Simplified

**ManualMaster**  
 Document & Process Management

### Joint seminar Business Process Management & IT Service Management

IT Service Management (ITSM) can provide different benefits to specific industry sectors. Please join us for this IT Service Management seminar and let us help your organization achieve its full IT potential.

ManualMaster is a supplier of software and services that enable organizations to make corporate information, knowledge and instructions available, at the right time to the right person in an easy accessible form.

**Date: November 15, 2010**  
**Venue: Crowne Plaza hotel Port of Spain**  
**Time: 13:00 – 17:00**

13:00 – 13:30 Registration  
 13:30 – 15:00 ManualMaster demo  
 15:00 – 15:30 Break  
 15:30 – 17:00 TOPdesk ITSM demo

**Target group: Quality managers and IT management**

Participation to this seminar is free of charge, but all attendees are required to register. Please register in advance by sending an email to [info@topdesk.com](mailto:info@topdesk.com) for the ITSM demo and [info@manualmaster.com](mailto:info@manualmaster.com) for the ManualMaster demo. Please indicate the demo session, the company name and the names of the persons attending.

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## Heat rebound against Nets

• MIAMI

DWYANE WADE had 29 points and 10 rebounds, LeBron James scored 14 of his 23 points in the third quarter and the Miami Heat pulled away in the second half to beat the New Jersey Nets 101-89 on Saturday night.

Chris Bosh added 21 points for the Heat, who used a 25-10 run in the third quarter to turn a close game into a run-away and beat the Nets for the second time in a week. James finished with nine assists.

Anthony Morrow scored 25 points for New Jersey, who lost their fourth straight after a 2-0 start. Brook Lopez added 12 for the Nets, but only six of those came in the game's final 45 minutes, and Derrick Favors added 11.

**Magic 91, Bobcats 88**  
 In Charlotte, Dwight



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