

Ireland Special Interest Group

Meeting to be held on Wednesday 28th January 2009

At ESB, Head Office, 27 Lr Fitzwilliam Street, Dublin 2

AGENDA



09:30	Registration & Coffee	All
10:00	Introduction & Welcome	Philip Adams Chair
10:10	Round the Room Introductions	All
10:20	ESS / MSS Rollout in AIB – Enabling Efficiency Improvements AIB have SAP Portal functionality (ESS / MSS) rolled out to all 24,000+ staff in AIB Group. This session describes the journey to deliver this key HR application to all users, the key benefits achieved and future efficiencies that will be possible as AIB move to fully exploit this platform.	Damian Regan Paula Kennedy Hogan AIB
11:20	Coffee & Networking	
11:55	Enterprise Support: User Group Position An update on what the User Group has accomplished on your behalf and what our current plans are.	Craig Dale SAP User Group
12:05	SAP Customer Success & Benchmarking Nicola, Head of Customer Success at SAP UK, will provide an overview of the council, which is made up of key SAP representatives and User Group members to evaluate customer feedback and where appropriate, develop initiatives to increase levels of customers satisfaction. This presentation will provide an overview of this – share current customer satisfaction results and the deliverables being executed to improve customer success including, a recently launched SAP Benchmarking service.	Nicola Carlaw SAP
12:35	2008 Conference Review	Craig Dale SAP User Group
12:45	Lunch & Networking	All
13:45	Bluefin Solutions, the 1st UK & Ireland CRM 2007 SAP Customer Reference <ul style="list-style-type: none">• Business case and benefits for upgrading to CRM 2007• Tips and tricks, lessons learnt• Other Customer considerations and experiences for upgrade shared	Dan Hawker Bluefin Solutions

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| 14:30 | What's New in SAP ERP 6.0 Upgrades & Implementations | Mike Longden
SAP |
| | <p>This presentation will address the future product roadmap for SAP ERP and the importance of the upgrade path. Moving forward all new functional enhancements to SAP ERP will be made available as extensions to SAP ERP in a series of optional enhancement packages. This will eliminate the need for customers to continually upgrade their systems offering customers the flexibility and power to choose new capabilities that best meet their business needs. Additionally, Mike will explain how this evolved delivery model will make it simpler and faster for customers running SAP ERP to adopt new product functionality, industry-specific features and enterprise services. He will also touch on how this new strategy will help shield customers from the complexity of multiple upgrades and improve return on investment (ROI) by providing a single, stable platform that enables them to consolidate their systems and reduce the number of separate instances that need to be maintained."</p> | |
| 15:30 | Any Other Business / Close | All |

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