



## **MAINTENANCE AND SERVICE MANAGEMENT SPECIAL INTEREST GROUP**

**Meeting to be held Tuesday 9th March 2004 at SAP, Clockhouse Place**

**commencing at 10.00am**

### **AGENDA**

- 10:00 Introductions and information update.
- 10:45 MSM Development Request update.
- 11:00 Service Management: An Internal and External Perspective – Mike Wood, SAP UK Ltd.
- Enterprise Asset Management (EAM)
  - Customer Service
  - Service Parts Management
  - Services Procurement
- 12:00 Lunch (Opportunity to network with others)
- 13:00 Asset Lifecycle Costing and Maintenance Budgeting – Mark Pendery, SAP UK Ltd.
- 14:00 Enterprise Mobility – Mike Wood, SAP UK Ltd.
- Customer Service
  - Internal Asset Management
  - How it works
- 15:30 Meeting close

**IF YOU WOULD LIKE TO ATTEND THIS MEETING PLEASE CONFIRM TO [SIOBHÁN.ROMP@SAP.COM](mailto:SIOBHÁN.ROMP@SAP.COM)  
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