

**Implementation & Support Special Interest Group**  
**Meeting to be held on Wednesday 6<sup>th</sup> May 2009**

**At SAP UK Ltd, Clockhouse Place, nr Heathrow**

**AGENDA**



**09:00 Registration & Coffee**

**09:30 Introduction & Welcome**

*Paul Cooper, Chairman*

**09:40 Enabling Innovation in a new world... Innovation through SOA and BPM in your extended Business Network**

*Darren Crowder, SAP*

During this session we will uncover how businesses are changing their internal processes, how this affects their customer and supplier relationships whilst managing the risks associated with the current economic climate, this requires a solution that focuses on reduced cost with greater flexibility for new initiatives, maximizing customer and supplier capability whilst focusing on the key differentiators. How can SAP's SOA and BPM solutions enable customers today to achieve this as well as being prepared for survival in an ever changing landscape. SAP's Netweaver platform, CRM and ERP allow a fundamentally different approach to business process and how to manage innovation and competitive drivers.... This session will explain how it all comes together, how the architectures can be leveraged and how SOA & BPM drives this innovation into your extended Business Network.

**10:25 What is my roadmap for SOA**

*Kevin Richardson - SAP*

- Understand the tools, technologies, methodologies and processes which can assist in transforming your landscape into a SOA enabled environment
- Identify and evaluate the possible starting points for the transformation
- Plan a transformation route which is realistic and sustains momentum

**11:10 Coffee & Networking**

**11:40 SOA Adoption at NSG Pilkington**

*Martin Lea, Pilkington*

The session will focus on the applications that we identified and why we chose them and on our experiences of developing these applications and the reaction from our users. Data services vs Enterprise services?

**12:35 SOA Wrap Up/ Q& A**

*Darren Crowder, SAP*

**12:50 Lunch & Networking**

**13:50 User Group 2009 Conference Update**

*Craig Dale, SAP User Group*

**14:10 Case Study: Johnson & Johnson**

*Jason Banister, Johnson & Johnson*

Looking at the embarked global implementation and roll out of SAP and how the strategic initiative is 'Shaping the Future'. As part of the strategic initiative 'Shaping the Future', J&J have embarked upon a challenging supply chain program to improve and deliver excellence across both their customers and suppliers. Using Crossgate, J&J opted for a 'BPO On-Demand' model to roll-out globally their order-to-cash and procure-to-pay business processes. This presentation will provide an insight into the project and its challenges

**14:55 SAP ERP Upgrades:**

*Mike Longden, SAP*

The Enhancement Packages for SAP ERP and the way forward with upgrades to the SAP BUSINESS SUITE components of CRM, SCM, SRM and PLM.

**15:50 Any Other Business / Close**

*All*

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We reserve the right to change the agenda at any time