

MSM Special Interest Group

Meeting to be held on Thursday 4th June 2009

At SAP UK and Ireland User Group, Belasis Business Centre,

Belasis Hall Technology Park, Billingham TS23 4EA



AGENDA

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|-------|---|------------------------------|
| 09:30 | Registration & Coffee | All |
| 10:00 | Introduction & Welcome | Jeff Mankertz Chair |
| 10:05 | Round the Room Introductions | All |
| 10:15 | Managing your fleet of vehicles needn't be such a headache Utilise SAP's Fleet Management solution to monitor, maintain and administer your fleet of vehicles. Use the streamlined and proven business processes to integrate your fleet with asset procurement and accounting, maintenance scheduling, reminder management, pool car management, and get the benefit of full life cost reporting, as well as ongoing running costs and performance reporting. | Richard Honnor ROC |
| 11:00 | Coffee & Networking | All |
| 11:30 | Scheduling and Despatching Service Technicians with the SAP planning board Applying a capacity scheduler or even a service engineer dispatcher to a maintenance organisation always seems to improve customer satisfaction and customer service measures. There are several sophisticated solutions in SAP, but the most accessible is the Capacity planning board. This can be used by planners in conjunction with PM, CS and Mobile Asset management to control the allocation of technicians to work or service orders. The configuration of the planning board can be as complex as any organisation would want, but can be broken down into a series of steps so that some functionality is available very quickly. A practical guide to implementing and configuring the planning board is a "must-have." | Mark Wilkins Logica |
| 12:15 | 2009 Conference Update | Craig Dale SAP User group |
| 12:30 | Lunch & Networking | All |
| 13:30 | A practical approach to storing Documents within SAP PM/CS Service and maintenance Technicians and planners need to be able to access documents that are relevant for maintenance work from within SAP. These might be drawings, Standard operating instructions, Health and Safety information or other documentation. A variety of approaches are possible within SAP PM/CS depending on the size of the engineering document generating resource within the company. The approaches are: Object Services (available as standard without any configuration) SAP Document Management System – specific activations available for Functional Locations, Equipments, Notifications, Materials etc. SAP Enterprise Content Management with partner products e.g. Open text. | Paul Smith Logica |
| 14.15 | Open Forum Bring your thoughts, problems or questions for discussion with the group. | All |
| 15:05 | Any Other Business /Close | All |

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We reserve the right to change the agenda at any time