

Utilities Special Interest Group

Meeting to be held on Thursday 27th January 2011
At British Gas, Staines, TW18 3BY

AGENDA



09:30	Registration & Coffee	All
10.00	Introduction & Welcome Will include Round the Room Introductions	Wayne Johncock & Andy Walduck SIG Co Chairs
10.15	New and Extended capabilities of SAP CRM – Delivered with Innovations 2010	Gavin Davison SAP
11:00	How to complement your investment into SAP's standard Utilities software	Christian Bolle SAP
11:30	Coffee and Networking	All
12:00	BDEx - Enabling Utility companies to increase user productivity and protect revenue Basis Technologies has worked extensively with EDF Energy to increase their customer satisfaction levels and to reduce related call centre and back-office costs. In this presentation, Basis Technologies will present BDEx (Business Data Exceptions), a product that empowers both front-office and back-office business users with visibility of key business processes for a given customer and any issues that are affecting those business processes. BDEx provides the appropriate resolution paths to solve those problems and to get the customer back on track. Extensive reporting provides management visibility and enables business initiatives to be instigated to proactively resolve customer issues.	Karl Lamb Basis Technologies
13:00	Lunch & Networking	
14:00	User Group Presentation Who are the User Group and what do for you? Conference Update	Craig Dale SAP User Group
14:30	Members Update about company	All
16:00	Any other Business / Close	All

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We reserve the right to change the agenda at any time

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