

Meeting to be held on Thursday 13th October 2011
At SAP Clockhouse Place, nr Heathrow
Bedfont Road, Feltham, Middlesex, TW14 8HD

AGENDA

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|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 09:00 | Registration & Coffee | All |
| 09:30 | Introduction | Costa Petrosellini
and Paul Cooper
SIG Chairs |
| 09:50 | Introduction to SAP Solution Manager 7.1 | Clair Walton
SAP |
| | <p>With SAP Solution Manager 7.1 now in unrestricted shipment Clair Walton from SAP UKI will present the highlights and new features of this release This will include a Q&A session and a guide to where more detailed information on Solution Manager 7.1 will be given at forthcoming user group events.</p> | |
| 11:00 | Coffee & Networking | All |
| 11:30 | Upgrading to SAP Solution Manager 7.1 | Andy Lawrence
SAP |
| | <p>Customer's usage of Solution Manager is varied and ranges from the minimum needs right up to full end-to-end application management and monitoring. With this spectrum of use, it can be difficult to assess what the optimum upgrade approach to Solution Manager 7.1. Andy Lawrence from SAP UKI will provide an overview of the functions affected by this release change and also the methods that need to be used to ensure the new Solution Manager functionality can be adopted smoothly and effectively.</p> | |
| 12:30 | Experience of SAP Ramp-Up Program | Jackie Brockman
Kingfisher plc |
| | <p>What is like to participate in an SAP Ramp-Up program? What motivates a customer to do so and benefits can they expect to realise from this? These are questions many customers can ask themselves when considering this. Paul Williams from Kingfisher plc will provide an overview as to what motivated their participation in the Solution Manager 7.1 Ramp-Up program. They will outline their experience of the program from the support they had from SAP to what they have gained from their participation.</p> | |
| 13:00 | User Group Conference Update | Adam Cundell
User Group |
| 13:15 | Lunch & Networking | All |

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We reserve the right to change the agenda at any time



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| 14:00 | Technical Operations and System Monitoring with Solution Manager 7.1 | Andy Lawrence
SAP |
| | <p>Solution Manager 7.1 has delivered an entirely new engine to monitor and manage an SAP Landscape. The engine to process alert data and the user interfaces to visualise this data have been built from scratch to deliver an intuitive and responsive monitoring environment that allows a customer to understand at a glance the health of their SAP environments. Andy Lawrence will provide insight into this technology, how it can be deployed easily and then used to streamline operations. He will also demonstrate some of its key capabilities. The session will conclude with an open Q&A.</p> | |
| 14:45 | Question & Answer Session | All |
| 15:15 | Tech Ops and System Monitoring Continued | Andy Lawrence
SAP |
| 16:00 | Any other Business & Close | All |

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