

Maximising SAP Support Event

Meeting to be held on Thursday 21st July 2011

At Jurys Inn Birmingham Hotel,
245 Broad Street, Birmingham, B1 2HQ



AGENDA

- | | | |
|--------------|--|--|
| 09:30 | Registration & Coffee | |
| 10:00 | User Group Introduction & Welcome | Craig Dale
User Group
Dearbhail Kilgannon
SAP |
| 10:10 | Customer Interaction Center (CIC)
SAP is committed to providing the very best in customer support. A key part of the support infrastructure is the Customer Interaction Center (CIC). The CIC is available 24hrs*7days and provides a central point of contact for all customers. This session aims to highlight the support areas you can benefit from and how the CIC can enable you to have a more effective channel of communication with SAP. | |
| 10:25 | The SAP Support Experience
This session aims to provide the members with an understanding of the tiered portfolio of Support offerings available from SAP. As well as providing an overview of the various SAP Support models, we will focus in on SAP Enterprise Support and its wide scope of services and offerings. We will illustrate how establishing a close relationship with SAP Solution Support ensures that SAP holistically understands your solutions and operations and is able to jointly agree and deliver an action plan and its benefits to improve your operations and safeguard your implementation projects. | Matthew Watkins &
Paul Fenson
SAP UK |
| 11:10 | Q&A session | Matthew Watkins &
Paul Fenson
SAP UK |
| 11:30 | COFFEE & NETWORKING | All |
| 12:00 | Customer Experience
Reflections on Yorkshire Waters involvement with SAP around the adoption and use of Solution Manager to help identify the benefits of Enterprise Support. | Fred Rennsion
Yorkshire Water |
| 12:30 | Q&A Session | All |
| 12:45 | LUNCH & NETWORKING | All |

We reserve the right to change the agenda at any time

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| 13:45 | Part 1: SAP Solution Manager – a collaborative support delivery platform for Customers & SAP | Dragan Stanojevic

SAP UK |
| | <p>The SAP Solution Manager part of the session aims to provide insights on the SAP Solution Manager 7.1 functionalities with specific focus on the 'Technical Solution Management'- the engagement methodology for SAP Enterprise Support..</p> <p>Part 2: How to get ready for efficient Enterprise Support Service delivery.</p> <p>This session aims to explain how to get ready for your Enterprise Support Service delivery with the objective of minimising the time and effort from you or your Partner's BASIS team, so as to ensure smooth service delivery and a reduction in the time to value of the services</p> | |
| 14:30 | Q&A Session | Dragan Stanojevic
SAP UK |
| 14:45 | AGS - Customer Experience Program | Neil Greathead
AGS Primary Support |
| | <p>Understand how you actively participate in providing feedback to SAP Support, via various channels; and what changes have been made to your Support Experience already.</p> | |
| 15:30 | Q&A Session | Neil Greathead –
AGS Primary Support |
| 15:45 | User Group conference update | Craig Dale
User Group |
| 16.00 | Any other Business / Close | All |

Please note the day will also include an **SAP Enterprise Support Desk** Staffed by the **SAP Solution Support UKI Team**.

Visit the SAP Enterprise Support Advisory Team at the **SAP Enterprise Support Desk**, where they will provide you with information about Enterprise Support in general or specific areas of Enterprise Support that you may be interested in. Find out the answers to the top FAQs in SAP Support .Also, learn more about how you can participate in the various empowering activities of SAP Support like the Enterprise Support Open Day 2011 and Enterprise Support Clinics .

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