

CONFERENCE

**16th - 17th NOVEMBER 2005
IN BIRMINGHAM**



**INCLUDING
best practices
from abroad**

**Presentations and Case Studies on
SAP PM/CS, CRM and ERP2004**

CONFERENCE HIGHLIGHTS

- **Effective implementation and powerful use of SAP: Approaches and experiences in several industries**
- **RCMO - Reliability Centered Maintenance with SAP**
- **Records Management / The Equipment File: Making the Product Lifecycle transparent**
- **The close integration of technicians in the SAP process**
- **Working in an Outsourced Environment - the Digital Glue**
- **Usability: Experiences with SAP Portal**
- **Effective Planning & Scheduling**
- **Using Business Warehouse Functionality for Reporting**
- **Lifecycle Management - Integrating RFID Technology**
- **Warranty Claim Management**
- **Barcode aided order processing**
- **Web-Based Resource Planning for Technical Service**
- **Lessons learnt in using Mobile Asset Management MAM**
- **News from SAP development**

PLUS! ONE DAY WORKSHOPS

15th November

Workshop A: Functional Overview: Maintenance Management with SAP
Workshop B: The close integration of technicians in the SAP process

18th November

Workshop C: Effective maintenance work history recording for improved reliability analysis
Workshop D: Processing Major Projects with SAP, MS Project and Primavera
Workshop E: Plant Maintenance Performance Measurement with SAP BW

including

SPEAKERS FROM

- **BAR HONDA**
- **BARKAWI**
- **CLARIANT**
- **COORS BREWING**
- **DWR CYMRU (WELSH WATER)**
- **HUNTSMAN TIOXIDE**
- **MERIDIUM**
- **MOBILKOM AUSTRIA**
- **ORANGE**
- **SAP**
- **SHELL**
- **SYNGENTA**
- **VOESTALPINE**

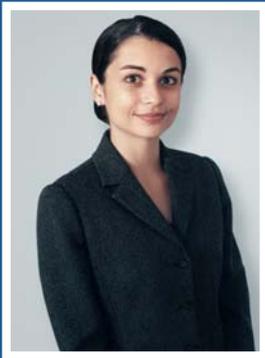
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INVITATION



Dear Sir/Madam,

We are delighted to invite you to our 2005 event on Technical Asset & Service Management with SAP, which we have organised very successfully now for four years running.

Constant pressure to optimise performance has reached every part of your organisation and efficient Asset and Service Management solutions have become crucial to reach your business goals and objectives. This conference is a unique opportunity to share the experiences of speakers from successful, well-known companies that are already using SAP efficiently for their Technical Asset & Service Management. You will receive answers to the complex issues you face today and get thought-provoking insight on how to improve your Asset related processes with SAP.

The papers have partly been grouped into parallel streams - focusing on Maintenance Management, Technical Service, New Functions and New Technologies - to ensure you can follow the presentations most relevant to you. You will also benefit from various best practice case studies from Europe and the US and hear the views of senior representatives from SAP's headquarters in Germany, who will inform you about the latest development strategy in this area.

This conference will address your needs whether:

- you are planning or currently going through a SAP implementation in the area of Maintenance or Service Management
- you are interested in specific aspects such as BW Reporting, Mobile Solutions, RFID, Scheduling for Field Service, Lifecycle Management, RCM, Usability, etc.
- you want to improve the system you are currently using
- you wish to understand the directions in which SAP will be heading with their future developments in the area of Asset & Service Management.

It is more than just listening to conference speeches: You will be given many opportunities to discuss the areas most important to you with our speakers during the breaks and during the evening, where TA Cook will treat you to an exquisite meal in Birmingham City Centre.

There are two pre-conference workshops: If you have not as yet had

the chance to become familiar with the SAP solution for Maintenance Management, we would strongly recommend you to attend the workshop on the basics. Alternatively you can find out about the possibilities of using SAP for Technical Service, including the hot topics Scheduling and Mobile Asset Management. After the two day conference, you will have the opportunity to attend one of the three post-conference workshops that will be running simultaneously: They will cover the topics of Reliability (RCM), which is becoming increasingly important especially for companies in the Process Industry and how to run Maintenance Projects in an environment integrating SAP with Primavera or MS-Project. The third workshop is dealing with maintenance performance measurement with SAP BW.

We look forward to greeting you and your colleagues in Birmingham.

Yours sincerely

A handwritten signature in blue ink that reads "Agnès Pierce". The signature is fluid and cursive.

Agnès Pierce
Conference Manager

Who should attend:

Organisational Leaders and Decision Makers from the following functions:

- Maintenance Management, Technical Service, Asset Management
- IT and SAP
- Plant Management
- Engineering
- Customer Service
- Maintenance Planning and Scheduling
- Operations Management
- Technical Support, Field Service
- SAP Project Managers and Project Staff and

Consultants who would like to find out more about the possibilities that SAP offers to manage the requirements of Technical Asset & Service Management

PRE-CONFERENCE WORKSHOPS

15th NOVEMBER

Tuesday

The following two workshops will be running simultaneously from 09.30 to 16.30

In order to keep the workshops as interactive as possible there is a limitation to the number of participants.

Workshop A

Functional Overview: Maintenance Management with SAP

Plant Maintenance - organization structure

Technical Objects

- Functional locations
- Equipment
- Bills of material

Corrective Maintenance

- Planned and unplanned (breakdown) maintenance
- Notification
- Planning
- Scheduling
- Execution
- Completion

Managing external services

The refurbishment process

Preventive Maintenance

- Task lists, Maintenance plans, Scheduling

Project-oriented Plant Maintenance

Work Clearance Management

Mobile Solutions

Reporting and Analysis

Led by Chris Smith, Consulting Director, ARCH CONSULTING

Chris Smith

Chris Smith is Consulting Director of Arch Consulting Ltd. He started his career over 20 years ago as a mechanical engineer and moved through system engineering into business consulting, mainly with logistics systems. His experience includes general manufacturing, high tech and aerospace & defence. He has 10 years SAP experience in Plant Maintenance and Product Data Management, and has worked on more than 20 SAP projects throughout the UK, Europe and South Africa. He is currently involved on several SAP / Adobe projects and delivers training at various SAP training centres including SAP UK.

Workshop B

The close integration of technicians in the SAP process

The different approaches for scheduling:

- Manual planning board
- Automation of the scheduling process

Demo: Automatic Scheduling with ClickSchedule for mySAP

Mobile integration with SAP MAM:

- Customizing,
- Enhancements
- Optimization of the user interface
- Project examples from different industries

Demo: SAP Mobile Asset Management (MAM) in Detail

Documentation:

- Geographical Information,
- Task descriptions,
- Spare part catalogues

Demo: Real life examples with LinkOne for mySAP

Led by Michael Wessendorf, Managing Director,
WESSENDORF SOFTWARE + CONSULTING

Michael Wessendorf

Michael Wessendorf's company focuses on serving customers who use their SAP system for managing service and maintenance processes. Implementation services and specialized add-on products are provided. Special emphasis is here on scheduling of engineers, mobile devices and spare part catalogues. Before founding his own company, Michael Wessendorf worked as software developer at SAP AG responsible for R/3 PM/CS. WSC GmbH is a SAP development partner for the SAP Mobile Infrastructure. Other partnerships exist with ClickSoftware for their scheduling systems and Mincom for the LinkOne spare part catalogues.

SPONSORS



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IMPRESS SOFTWARE provides organizations with packaged integration applications (I.Apps™) that enable quick and cost-effective deployment of streamlined business processes across multiple enterprise systems. IMPRESS I.Apps™ are ready-made combinations of pre-defined integration elements. Coupled with tools that enable flexible implementation of custom and specific integration scenarios, IMPRESS I.Apps allow integration to be completed at a fraction of the time and cost compared to traditional EAI development platforms. The SAP supported and certified IMPRESS Project I.App™ (PSCW) helps to establish, manage, and monitor fast and reliable synchronization of project data between mySAP® PLM systems and scheduling systems such as Primavera® and Microsoft® Project. IMPRESS Geo I.App™ enables the integration of location-related data between SAP ALM/PLM and ESRI® ArcGIS®. IMPRESS customers include Dupont, Halliburton and HP.



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Since 1998, Prometheus Group has been addressing the needs of the SAP plant maintenance community by building simple, effective, and elegant solutions. Our flagship products include the Graphical Work Order Scheduler and Work Order Print Manager - both of which are written in native SAP ABAP. Our other SAP-PM centric solutions include tool crib management and work order mass change. The key to Prometheus Group's success is our customer-partners. Prometheus Group leverages these partnerships to develop and improve products that hone in on customer needs and wants. Our partners have become our greatest and most effective sales force - a happy customer.

CONFERENCE 16th NOVEMBER

Wednesday

09.00 Registration and Coffee

09.30 Opening remarks from the Chair

Thomas Cook, Chief Executive, T.A. COOK CONFERENCES

09.45 An Introduction to Service and Asset Management with SAP

- Service Management
- Service Parts Management
- Enterprise Asset Management
- Examples of common issues and solution benefits

Mike Wood, Senior Business Consultant, SAP UK

10.45 Morning break

11.15 Brewing an Enterprise Asset Management Program Centred Around SAP

- History of Coors Brewing Company Implementation of SAP
- Initiation of Enterprise Asset Management at Coors - Asset CARE
- Lessons Learnt and Current Enterprise Asset Management Focus
- Coors Brewing Company SAP Current State and Future Direction
- Business Process Modeling - The Foundation From Which to Build an Enterprise Tool
- Summary of the Critical Success Factors for implementing SAP

Dan Roberts, Asset CARE Director of Reliability, COORS BREWING COMPANY, USA

12.10 SAP - Anyplace productivity for corporate agility

- Orange - Business needs for "Direct2SAP" Strategy
- Evolving the Orange investment in SAP
- What Orange did, how Orange did it
- Lessons Learnt, knowledge shared

Mike King, Partner Director, ORANGE

Mike Colburn, Principle SAP Designer, ORANGE

12.45 Lunch

14.00

Maintenance Stream

Digital Glue - The Role of SAP in Asset Management

- Extending the SAP footprint in Dwr Cymru (Welsh Water)
- Role of SAP in Managing Asset Data
- Working in an Outsourced Environment - the Digital Glue
- Experiences with BW, SAP Portal and DMS
- The future is bright - CRM, Scheduling, Mobile, Billing?

Gill Busby, IT Strategy Manager, DWR CYMRU (WELSH WATER)

Proven Maintenance Planning & Scheduling Capability in PM

Recap on basic GWOS functionality - enhanced graphical work order scheduling in SAP PM module. One year on from Go Live:

- Take up & application by our manufacturing sites
- User driven development requests
- Essential integration of common organisation, roles & maintenance management processes
- Latest GWOS capability upgrade & new functionality

Andy Alton, Business Engineering Team, HUNTSMAN TIOXIDE

Rick Taylor, Business Application Analyst, HUNTSMAN GLOBAL IT

Technical Service Stream

BAR use SAP - Why?

- Background to BAR
- Use of SAP - General
- Speed of change / Process Control
- Dial in to view live reports

Alan Bendy, Business Support Manager, BAR HONDA

Benchmarking and performance metrics in Service Management

- Why benchmarking?
- Aspects of comparability
- How can IT help
- Importance of process definition
- Path to establish best-in-class processes through benchmarking and metrics

Dr. Andreas Baader, Managing Partner, BARKAWI, Germany

16.00 Afternoon Break

16.30 Standardizing Maintenance Processes Globally with SAP

- Analysis and Preparation
- Team Composition
- Solution Design and Build
- Implementation and Change Management
- Care and Feeding (Support)
- KPI's, Reporting and Benefits

Jim McMahon, Global SAP Maintenance Execution Lead, SHELL INTERNATIONAL PETROLEUM

Jon Hockenberry, Project Director, SHELL OIL PRODUCTS US REFINING AND RELIABILITY MAINTENANCE GROUP

17.30 Final discussion and questions to speakers

19.00 T.A. Cook invites you to an evening meal with networking opportunities

09.00 Opening remarks from the Chair

Thomas Cook, Chief Executive, T.A. COOK CONFERENCES

09.05 Integration of Maintenance / Service Management with SAP Records Management: The Equipment File

- What is SAP Records Management
- The Equipment File: Making the Product Lifecycle transparent
- System-Demo

Christian Zinser, SAP Development Consultant, SAP AG

09.50 Business Warehouse in the process industry

- Process for exploiting Business Warehouse
- Alignment with Business Processes
- Web based reporting
- Advanced Business Warehouse functions
- Case Studies

Gavin Peel, EAME Business Process Analyst for Plant Maintenance, SYNGENTA

10.40 Morning break

11.10

New Functionalities

RCMO - Reliability Centred Maintenance with SAP

- Existing Maintenance Plan Review
- Maintenance Order and Notification Implementation
- Implementation of Maintenance Plan and Linkage to RCM Recommendation
- RCM Recommendation / Maintenance Strategy Re-evaluation and Exception Alert

Brad Broughton, VP, Sales and Business Development, MERIDIUM

News in Service with mySAP CRM 2005

- Usage-Based Service Contract Management
- Warranty Claim Management
- Enhancements in Mobile Service
- Web-Base Resource Planning
- Usability Enhancements in a Portal Environment
- Enhanced Logistics Integration with mySAP ERP

Bernhard Teltscher, Product Manager CRM Service, SAP AG

New Technologies

Lifecycle Management Based on Serial Number - Integrating RFID Technology

- Asset Life-Cycles
- Repairs / Warranties
- Configured Items

Volkmar Wille, Lifecycle Management Director, MOBILKOM AUSTRIA

Mobile Asset Management at voestalpine AG

- Plant Maintenance Management at voestalpine
- Motivation, objective targets and progress of project MAM 2.0
- Criteria for successful implementation of a mobile solution
- Support of Maintenance processes (Demonstration)
- Lessons learnt in using MAM 2.0
- What's next - future prospects of MAM functionality

Harald Rabeder, SAP PM Senior Consultant, VOESTALPINE, Austria

13.00 Lunch

14.00 Barcode aided order processing with SAP PM

- Objectives of a barcode system
- Order related time barcoding
- Order related materials management
- System evaluations
- Cost and benefits
- Outlook and further developments

Axel Wolf, SAP Consultant, CLARIANT, Germany

15.00 Afternoon break

15.20 Development Update

- What's new in ERP2005
 - Developments in the Core solution
 - The User Role Maintenance Technician
 - Maintenance KPIs
 - Mobile Asset Management
- Development Plans for 2006

Matthias Wobbe, Solution Manager, SAP AG, Germany

16.15 Close of conference

The following three workshops will be running simultaneously from 09.00 to 15.30

In order to keep the workshops as interactive as possible there is a limitation to the number of participants.

Workshop C

Effective maintenance work history recording for improved reliability analysis

The treatment of plant performance in today's Asset Management and EAM reporting has to deal with the realization that facts are not always readily available. Even in an ideal world, exactly what happened during any maintenance event (and what the ultimate causes of failure were) may be difficult for maintenance and reliability specialists to accurately define in many instances.

However, the facts and information recorded at the time of work execution in work orders and notifications, remain as the record of resources consumed. Hence, the data contained (however limited and imprecise) will be reported to management and analyzed for trends and conclusions.

In order for maintenance and reliability strategies to be accurate, maintenance and asset management professionals need to set the direction for coding, reporting to have a better understanding of the data. Ultimately this process will build a common view of failure so that accurate maintenance and reliability strategies can move practices in the right direction.

This workshop will examine the need for effective event coding in the SAP environment and what it looks like in a typical implementation. The concepts behind effective classification and standards issued in this area are reviewed together with some sample coding schemes for example equipments. From this workshop attendees will gain a better understanding of:

- What is Asset Performance Management?
- The Business Need for Reliability
- Defect Identification & Elimination
- The Strategize / Execute / Evaluate methodology to improving maintenance and reliability
- Best-in-class Reliability Work Processes
- Equipment Taxonomy (Pump Sample Codes)
- Coding of Failures and Repairs (and Events)
- Reliability Analytical Tools Use
- Evaluation of Reliability Data for Strategy Development

Led by Anthony McNeeney, Senior RCM Consultant, MERIDIUM

Anthony McNeeney

Anthony McNeeney is a Senior Consultant in Meridium's Asset Performance Management Group and is product manager for the Meridium Reliability Centered Maintenance products. He has led and facilitated many reliability programs for clients in oil and gas, process industries and manufacturing. Prior to joining Meridium, Anthony held Management and Consultancy positions for a number of organisations including PricewaterhouseCoopers, General Physics, ATL, SDRC Engineering Services and GEC/Marconi. He received his degree in Engineering from Cardiff University in Wales, United Kingdom.

Workshop D

Processing Major Projects with SAP, MS Project and Primavera

This workshop illustrates the very important issue of planning and scheduling within the maintenance process. Impress will demonstrate alternative and complementary methods of project scheduling and planning using SAP PM. Live demos of comprehensive integration scenarios with MS Project, Primavera and SAP PM are part of the workshops' program as well as the provided insight into several Best Practice solutions of Impress customers.

- Meet the challenges of plant maintenance
- The process of planning and scheduling by dint of Best Practice applications
- Best Practice of SAP, Primavera and MS Project
- Live Demo: Processing Major Projects with SAP, MS Project and Primavera
- Questions and Discussion

Led by Jan Hop, Senior Pre-Sales Consultant, IMPRESS SOFTWARE

Jan Hop

Jan Hop is a Senior Pre-Sales Consultant at IMPRESS SOFTWARE and has experience as a Senior SAP Consultant in the area of Asset Lifecycle Management. He also has over 5 year hands on experience in implementing SAP PM & PS at various customers sites such as Basell, Akzo Nobel Base Chemicals and Royal Dutch Air Force. Jan holds a Maritime Officer, Bachelor degree and a Masters in Science in Safety and Maintenance Management.

Workshop E

Plant Maintenance Performance Measurement with SAP BW

This workshop is intended to give an overview of SAP BW, and to allow attendees to understand how SAP BW can be used to aid them in effective plant maintenance. At the end of the workshop, attendees will:

- Know what SAP BW is and how it can be used
- Know what out of the box functionality exists for plant maintenance
- See how other companies have used SAP BW to improve how they do plant maintenance
- Be aware of where the benefits - and issues - are
- Be able to judge whether they themselves could get benefit out of SAP BW

What is BW?

- Product Overview
- Key Functionality
- Drivers and Benefits

How BW can assist in Plant Maintenance

- BW integration with Plant Maintenance
- Business Content and typical scenarios

Case Study

- Objectives for the implementation
- How the solution was implemented
- Issues encountered / lessons learnt
- Demonstration

Next Steps

- Building on an initial implementation of BW
- Implementation ideas to leverage the benefits

Led by Dan Hawker, Director, BLUEFIN SOLUTIONS

Dan Hawker

Dan helps Bluefin's customers understand how they can use SAP technology to capture new opportunities and solve existing problems in the areas of Planning, Business Intelligence and Performance Management. He is a founder of Bluefin with 10 years experience of business and technology consulting. In his capacity as Finance Director, Dan has led the transformation of Bluefin's back office to support Bluefin from start-up through to an established company which is a recognised leader in its field. Dan's consulting experience includes delivering business and technology solutions across the globe in industries such as banking, financial services, telecoms, aerospace, manufacturing, pharmaceutical and media.

SPEAKER PANEL

Andy Alton

Andy Alton has thirty years of plant maintenance experience gained with various chemical & metallurgical industries. The last fifteen have been with Huntsman Tioxide in their global pigment manufacturing operations. A graduate mechanical engineer, Andy moved from a UK site engineering / maintenance management role to the central engineering support organisation five years ago and was appointed the SAP PM implementation work stream lead in January 2001. As the Business Improvement Engineer, Andy is now working as an intermediary between the site users & the SAP technical support team. His prime remit is to assist sites to identify improvement opportunities & deliver business benefits.

Andreas Baader

Dr. Andreas Baader is a Managing Partner with Barkawi, an After Sales Services and Logistics specialised management consultancy. The company is particularly active in high-tech industries and focuses on Process Efficiency and Quality Enhancement of large organisations, in particular Services and Logistics. Prior to joining Barkawi, Dr. Baader held executive positions with SAP AG, his final role being Director of Application Design Sales Support. He studied Electrical Engineering, majoring in Automation Technology at the Technical University of Munich and graduated with a degree in Civil Engineering. Subsequently, he gained a doctorate in Aviation and Aerospace from the Federal Armed Forces Institute in Munich and Stanford University in California.

Alan Bendy

Prior to joining BAR in 2000, Alan Bendy worked for 17 years in the sub-contract precision engineering industry in various roles including Quality Manager (helicopter maintenance) and Product Development Manager. Having been part of the original implementation team, he now manages the development of SAP to meet the ever changing needs of the business.

Brad Broughton

Brad Broughton is responsible for the development and management of Meridium's direct sales force and strategic alliances, including Meridium's relationship with SAP. For the 15 years prior to joining Meridium, Mr. Broughton was with Demand Wave Solutions, a leading provider of supply chain execution software, where he served as Vice President, Sales and Services. Mr. Broughton holds a degree in business administration from the College of William and Mary.

Gill Busby

Gill Busby has worked for Dwr Cymru (Welsh Water) for 30 years, the first 20 years as a Scientist, then moved to ICT and Data Management. Gill has managed Dwr Cymru's ICT Development Programme for the last 10 years, and project managed Dwr Cymru's last major extension of SAP to encompass PM.

Mike Colbourn

Mike Colbourn is the Principle Designer in Orange's SAP development team and is responsible for the development and implementation of all SAP solutions within Orange UK. Mike has been responsible for introducing a SAP mobile solution into the Network Supply chain to allow all field operatives to update SAP from anywhere within the UK.

Jon Hockenberry

Jon Hockenberry is a Project Director in the Shell Oil Products US Refining and Reliability Maintenance group. The last 15 years Jon has lead many projects including projects in the SAP area for both the Lubricants and the Refining divisions. The latest project has been the implementation of SAP PM, MM, PS and CATS modules in the nine US refineries of Shell Oil Products and its affiliate company Motiva. Jon holds a degree in Computer Science from North Carolina State University, a MBA from University of Houston and is a certified Project Management Professional (PMP).

Mike King

Mike King is Orange's Partner Director for its Knowledge Partners - a community of Consultancy and System Integrators who work alongside Orange Business Solutions. These Partners, by working closely with one of the UK's top mobile operator, are able to bring real benefits and advantages to corporate customers who are experiencing innovative ways of conducting business in more places. SAP is of key importance to Orange's Knowledge Partner strategy as the most widely used Enterprise Productivity tool. Prior to the last three years in the UK Mobile Operator industry, Mike experienced twelve years of Enterprise Solution sales with HP, formerly Compaq and Digital Equipment Co.

Jim McMahon

Jim McMahon has over 20 years of maintenance experience in a variety of venues, including military aviation, rotating equipment, and food processing/ packaging. He joined Shell in 2001, and currently serves as the Maintenance Execution Lead for Shell's Global SAP Implementation. He is a past Plant Maintenance Program chair for the Americas' SAP Users Group (ASUG).

Gavin Peel

Gavin Peel started working for Zeneca the predecessor company of Syngenta in 1997 as an engineering trainee. This role involved working on the day to day maintenance of the assets. He moved from this position into the engineering planning group where he planned major annual shutdowns and was the SAP super user for the department, from this position Gavin exploited SAP capacity planning and has since moved into the SAP exploitation group. Since joining this group Gavin has focused on exploiting SAP and Business Warehouse from his broad spectrum of experience with the system.

Harald Rabeder

Harald Rabeder joined voestalpine in 2002 after completing his university studies during which he first started working with SAP. Harald is a Senior Consultant and is responsible for the realisation of projects focused on the modules SAP PM and DMS. His role is to develop plant maintenance standards and processes within the voestalpine Group with particular regard to matching system solutions to real business needs. His main areas of expertise are solution architecture, implementation and project management.

Dan Roberts

Dan Roberts is the Asset CARE Director of Reliability for Coors Brewing Company. He has 20 years of experience in Maintenance and Engineering related fields. In Dan's 14 years with Coors, he has held responsibilities in Project Engineering, Brewery Operations and Glass Manufacturing. In 2004, Dan was requested to lead the US business Enterprise Asset Management program that was initiated through a re-engineering project in 2001. Dan holds a Bachelor of Science Degree in Mechanical Engineering, is a licensed Professional Engineer in the State of Colorado, and is a Certified Maintenance and Reliability Professional.

Rick Taylor

Rick Taylor has been a Plant Maintenance Engineer with Huntsman Tioxide for over 29 years beginning as an engineering apprentice. During the course of his career, he has been intimately involved in creating Planning and Scheduling systems (with the first system developed in Lotus 1-2-3). Rick's expertise was leveraged in the successful implementation of SAP Plant Maintenance for Huntsman's Hermes project. Currently, Rick Taylor is a key member of the process improvement group that seeks to improve and streamline SAP-PM.

Bernhard Teltcher

Bernhard Teltcher is working as a Product Manager for mySAP CRM Service at the headquarters of SAP in Germany. He is responsible for the market positioning and optimisation of the product according to market requirements. Special areas of business expertise are contract management and installed base management. He joined SAP in 2001 working in Product Management for product configuration.

Volkmar Wille

Volkmar Wille is Director of the Lifecycle Management Department at mobilkom austria. Major projects within the mobilkom austria group, which he is responsible for, deal with e-business data exchange, for instance the implementation of RosettaNet communication standards with Nokia. In managing the lifecycle of trading goods as well as assets, he developed key expertise in serial number process management and is the inventor of two US-patents related to this. Volkmar Wille was born in 1948 in Frankfurt, Germany. He has over 15 years experience in SAP and IT business process design.

Matthias Wobbe

Matthias Wobbe is Product Manager at SAP AG and is responsible for Roll-Out and Roll-In of SAP's Asset Lifecycle Management Solution. A long-time SAP employee, Matthias previously served as a Developer and Consultant in the R/2 and R/3 arena. Prior to joining SAP, Matthias has worked as a trainee in a pharmaceutical company in Germany.

Axel Wolf

Axel Wolf has 9 years experience with Plant Maintenance and SAP. He joined Clariant 4 years ago as an Internal Consultant for Project Work, Support and Application Maintenance on one of the world's largest SAP installations. He is currently Project Team Leader PM/PS in the roll-outs of a corporate restructuring programme.

Mike Wood

Mike Wood has been working with SAP in the UK for over 7 years specialising in Aftermarket Business Consulting. Previously involved in the predictive maintenance market he joined SAP UK's Plant Maintenance team in 1998 and now covers both internal and external service areas.

Christian Zinser

Christian Zinser is a SAP Development Consultant at SAP AG in Germany. His main role is to design and implement solutions with SAP Records Management and integrate SAP Records Management with other components such as HR, PM, SD and IS-U, CIC. He is currently Co-Leader of the Focus Group "Records Management". Christian holds a degree in Business Administration and Computer Science.

REGISTRATION

Technical Asset & Service Management with SAP

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TERMS

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- | | |
|---------------------------------------|--------------------|
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