

**Customer Relationship Management
Special Interest Group**
Meeting to be held on Tuesday 11th February 2014
At SAP Clockhouse Place, near Heathrow,
Bedfont Road, Feltham, Middlesex, TW14 8HD



AGENDA

09:30	Registration & Coffee	All
10:00	Introduction & Welcome	Chris Horne SIG Chair
10:15	User Group Session	Adam Cundell UKI SUG
10:30	SAP CRM Strategy & Roadmap	John Heald SAP
11:00	COFFEE & NETWORKING	All
11:30	Customer Engagement Intelligence	Dave Walker SAP
12:30	LUNCH & NETWORKING	All
13:30	Hybris Omni Commerce	Akash Winny SAP
14:00	Cloud for Sales	Gavin Davison SAP
14:20	Cloud for Service	Gavin Davison SAP
14:00	Cloud for Social Service	Gavin Davison SAP
15:00	Open Discussion	All
15:30	Any Other Business & Close	All

Hosted by



We reserve the right to change the agenda at any time

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