

# Retail Special Interest Group

Meeting to be held on Wednesday 26<sup>th</sup> March 2014

At SAP Clockhouse Place, nr Heathrow,  
Bedfont Road, Feltham, Middlesex, TW14 8HD



## AGENDA

- |              |  |                             |
|--------------|--|-----------------------------|
| <b>09:30</b> | <b>Registration &amp; Coffee</b>   | All                         |
| <b>10:00</b> | <b>Introduction &amp; Welcome</b>  | Darrol Radley<br>SIG Chair  |
| <b>10:05</b> | <b>Round the Room Introductions</b>  | All                         |
| <b>10:15</b> | <b>CAR Session</b>   | Alan Taylor<br>SAP          |
| <b>11:00</b> | <b>COFFEE &amp; NETWORKING</b>   | All                         |
| <b>11:30</b> | <b>Lead the Customer Revolution — Engage with Customers Like Never Before</b><br>Learn how to engage with customers like never before to not only acquire and retain customers, but turn them into loyal fans and outspoken advocates leading to continued growth for your business.   | John Heald<br>SAP           |
| <b>12:15</b> | <b>Hybris session</b><br>Running a successful company today is no different now than it ever has been. You need the same two things you've always needed: a product consumers want and the ability to meet their expectations. What's different today. Harder in some ways, is meeting customer expectations. Understand how SAP and hybris equips businesses with enhanced data and tools necessary to optimize their customer experience and business across all their touchpoints- solidifying customer loyalty and maximizing profit over the long term. | Roland Van Breukelen<br>SAP |
| <b>13:00</b> | <b>Influencing SAP</b>   | Adam Cundell<br>UKISUG      |
| <b>13:15</b> | <b>LUNCH &amp; NETWORKING</b>  | All                         |
| <b>14:15</b> | <b>Open Advice Session</b><br>Darrol Radley will lead this session where members can discuss what issues they are having with their SAP and how to deal with these issues. This is a very valuable session for members to attend as you learn from other SAP users what they have or would do if they had an issue that you may be facing.   | All                         |
| <b>15:30</b> | <b>Any other Business &amp; Close</b>  | All                         |

Hosted By



We reserve the right to change the agenda at any time