

CRM SPECIAL INTEREST GROUP

Meeting to be Held on 17 February 2006

Pearson, Level 10, 80 Strand, London, WC2R 0RL

Commencing at 10am

AGENDA

10:00 Introduction and Welcome	Chairman
10:10 Introductions Brief introduction of you and your organisation	All
10:30 CRM Implementation Options / Roadmap	Kevin Butcher
11:15 Coffee	
11:45 Portals - Lessons learnt	David Currey London Borough of Southwark
12:15 Business transformation with CRM	Pearson`s Plc
12:30 Lunch	
13:30 CRM Integration with R/3	Matthew Rice Kohler Mira Ltd
14:15 AOB & Future meeting dates	Chairman
14:30 Close	