

Maintenance & Service Management Special Interest Group

Meeting to be held on Thursday 12th February 2015

At SAP Objects House, Vanwall Business Park,
Vanwall Road, Maidenhead, Berkshire SL6 4UB



AGENDA

09:30	Registration & Coffee	All
10:00	Introduction & Welcome	Mike Reaney & Richard Wilkins SIG Chairs
10:05	Round the Room Introductions	All
10:15	Customer Connection Update	Adam Cundell User Group
10:30	How SABIC create their reports	Mike Reaney SABIC
11:15	COFFEE & NETWORKING	All
11:45	Reporting for Enterprise Asset Management This session looks at reporting capability relevant for Enterprise Asset Management to include reporting tools and HANA Live content.	Peter Humble & Mark Pendery SAP
12:30	SAP's new user experience strategy This session is a brief overview of SAP's new UX strategy and how it will impact our customers moving forward. As we are all aware, there is far too much complexity in the enterprise today. SAP's mission is to simplify enterprise software with intuitive user interfaces for our customers.	Umar Khan SAP
12:50	SAP Mobility for Maintenance & Service Management This session looks at SAP's mobile application offerings to include the SAP Mobile Platform, Mobile applications and technology.	Aaron Ambrose SAP
13:10	LUNCH & NETWORKING	All
14:15	How to utilise SAP Support Content to include: <ul style="list-style-type: none">• One Support – A Unified Support Experience for on-premises and cloud customers• Enterprise Support Academy – Drive better value from your Support engagement• SAP Value Maps – A simple structured way to deliver value from SAP Support• SAP Support Innovations – Simplify customer interactions for quicker outcomes	Tom Payne SAP

15:45 **Close**
Hosted By

All



We reserve the right to change the agenda at any time

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