

**Scotland
Special Interest Group**

Meeting to be held on Thursday 9th April 2015

At Glasgow City Council, Customer and Business Services
220 High Street, Glasgow, G4 0QW



AGENDA

09:30	Registration & Coffee		All
10:00	Introduction & Welcome	Calum Davidson SIG Chair	
10:05	Round the Room Introductions		All
10:15	GRC – The road to compliance	Jackie Kerr Glasgow City Council	
	<ul style="list-style-type: none">• How Glasgow City Council reduced the level of risk associated to SAP user permissions by 86%• Challenges faced implementing GRC• The future of GRC within Glasgow City Council		
10:45	Vendor Invoice Management	David Price Subsea7	
	A review of the approach, implementation and lessons learned from the implementing of Vendor Invoice Management in a global subsea construction company.		
11:15	COFFEE & NETWORKING		All
11:45	Improving SAP User Experience	Gerrit Kotze & Krishanu Bhattacharya SAP	
	UX learnings from a global O&G major. Gerrit and Krishanu has been working with a major Oil and Gas operator since 2012 on improving the SAP user experience. We will share key learnings from this project and others during this presentation.		
12:30	Combining SAP's Digital Data with the increasing volumes of Digital Content	Marcus Botterill OpenText	
	SAP is great at managing data, but a company's information combines data and content, such as images, documents, email and video to show the true picture of a customer, supplier, employee or asset.		
13:15	LUNCH & NETWORKING		All
14:15	Get better results from SAP Support	Tom Payne SAP	
	This session will be a live webex session. Tom will explain how customers can drive greater value from SAP Enterprise Support. Including a demonstration of the Enterprise Support Academy and the different value services available. Tom will also cover SAP Value Maps and how they provide a step by step guide with benchmarking and tangible ROI data.		
14:30	Open Discussion		All
15:00	Close		All

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