

**ADLM Support**  
**Online SIG Meeting**  
**Tuesday 2<sup>nd</sup> March 2021**



**AGENDA**

<b>08:30</b>	<b>Coffee &amp; Networking</b>	All
<b>09:00</b>	<b>Introduction &amp; Welcome</b>	Tahiana Jefferis SIG Co Chair
<b>09:05</b>	<b>UKISUG Update</b>	Kirsten Boucher UKISUG
<b>09:15</b>	<b>Realise the value from your Enterprise Support Agreement</b> SAP Enterprise Support is the foundation for Customer Success. During this session you will learn about Enterprise Support's four core capabilities: Collaboration, Empowerment, Innovation & Value Realisation and Mission-Critical Support. In addition to this, SAP will demonstrate how you can extract the most value from your Enterprise Support Agreement.	Chris Soden & Trent Cannar SAP
<b>10:00</b>	<b>Comfort Break</b>	All
<b>10:10</b>	<b>Open Forum with SAP</b> This is an opportunity to ask the experts any questions you might have about Enterprise Support.	SAP
<b>10:40</b>	<b>What are your focus areas for 2021?</b> A round table discussion with SAP and your SIG Chairs.	All
<b>11:00</b>	<b>Close</b>	All