

Ireland Special Interest Group

Meeting to be held on **Thursday, 25th September 2008**

To be held at **SAP Ireland, Citywest, Dublin 24**

AGENDA



- 09:30 Registration & Coffee
- 10:00 Introduction & Welcome
Including round room introductions and BI Strategy update
- 10:30 BI Road Map and BO Reporting Tools
The new SAP Business Objects roadmap presentation will be followed by a demonstration of the enterprise query and analysis tool.
During this session Business Objects will present details on Business objects XI 3 and the benefits it can bring to your SAP deployment. With the Enterprise Query, Reporting, and Analysis package from SAP and Business Objects, you can deliver valuable information throughout your organisation in an intuitive web based front end.
This package helps your employees navigate critical paths through your business data by enabling secure access to SAP and non-SAP information, regardless of version.
- 11:30 Coffee & Networking
- 12:00 Customer Satisfaction Council
 - Purpose of the customer satisfaction council, structure and what has been undertaken to date
 - Overview of initiatives being undertaken to address customer dissatisfaction
 - Procedure / forum for customers to highlight areas of concern / dissatisfaction or make suggestions to SAP
 - Up-coming initiatives or what to expect – look out for over the coming months.
- 12:30 SAP Enterprise Support
Introduction to the Key Elements of Enterprise Support
 - Innovation
 - End-to-End Solution Operations
 - Run SAP
 - Mission-critical Support
 - SAP Global Support Backbone
- 13:00 SAP User Group Conference Update
The latest programme information and details on the SAP User Group Conference UG in November.
- 13:15 Lunch & Networking
- 14:15 From Tactical Reporting to Business Performance
- Strategy and Challenges
Highlighting the challenges faced by Glanbia in moving the business from tactical reporting to more effective, decision supporting, reporting and discuss our strategy for the next two to three years.
- 15:00 Open Forum Session
Bring your thoughts, problems or questions for discussions with the group.
- 16:00 AOB and Close

We reserve the right to change the agenda at any time

Hosted By

