

- 9:30 **Introductions & Welcome, New Members INTRO**  
– Paul Nicholson, Arco, Chairman SAP Northern Users Forum
- 9:40 **CASE STUDY - SAP APO/SCM Deployment**  
Project report on the multiple challenges of introducing SAP Demand Planning and APO components into a CPG business where seasonality and trade promotions skew the forecasts  
- **Maureen Allison, Halewood International**
- 10:10 **CASE STUDY – SAP BusinessObjects technology, enabling Planning and Reporting within the BBC**  
The session will look at the BBC’s overall planning and reporting cycle, review its challenges, and identify the SAP technologies (BPC, PCM and Reporting solutions) which combine to deliver an efficient process for the BBC.  
- **Simon Griffiths, Data and Reporting Improvement Manager, BBC Finance**
- 10:40 **QUESTION TIME**  
New slot requested by the Members at the last Forum. Members can raise questions from the floor TO the other Members in the room to seek their experiences on any SAP related topic. Questions can be sent in advance to the organisers OR can be flagged up during Registration, OR can be just voiced/tabled on the day during this slot
- 10:55 **BREAK – Coffee and networking opportunity**
- 11:35 **CASE STUDY – The importance of Management commitment when deploying CRM to your road-warriors**  
Using CRM to support 100 Field Sales people is a significant cultural leap for many businesses. Often with false starts before getting it right. Hear why the best chance comes with a Management committed to the cause. Result = 100 happy road-warriors  
- **Barry Dixon, Ideal Stelrad Group**
- 12:05 **FORUM SHOWCASE - PRODUCT REVIEW – Click-to-view SAP data from inside MS Excel, MS Office, MS Powerpoint**  
This innovative NEW PRODUCT LookupPOINT allows your SAP Users to see a detailed item within an Excel sheet, click on it, and drill straight to the source transaction inside SAP, without leaving Excel (or Word, or Powerpoint etc). Empower your Users without the need for them to “know SAP” and without the need to navigate SAP transaction flows  
- **Robert Campbell, Minola**
- 12:35 **SAP Sound Bites**  
- John Walsh, CSI (more brief than usual this time around !)
- 12:50 **AOB , Wrap Up, Close - optional stay on for Lunch at 1:00**

SEND any proposals for TOPICS and content suggestions to  
[paul.nicholson@arco.co.uk](mailto:paul.nicholson@arco.co.uk) and/or to [john.walsh@csiltd.co.uk](mailto:john.walsh@csiltd.co.uk)

- 9:30 **User Forum Introductions & Welcome, New Members INTRO**  
– Paul Briscall, Ideal Stelrad Group kindly standing in for *Paul Nicholson, Arco, Chairman SAP Northern Users Forum*
- 9:40 **SAP News and Strategy Briefing**  
– *Colin Sharp, Director, Business Analytics & Technology (BA&T), SAP UK&I*
- 10:15 **MOBILE is NOT coming ! It is already HERE !**  
*Mobile is a small word, yet it exposes a wide church of potential capabilities, devices and technologies, so GET PREPARED and catch this wave before it turns into a sunami that is out of your control. In this session we will look at the scary implications that are facing you now, and show how to harness the beast in order to maximise the areas where your business can best apply MOBILE, and where to avoid it. Jon Rail will look at the various Platforms and Opsys choices, devices Rugged and Smart, and for Apps in the Plant, the Office, the Warehouse, and in the Field. In the Warehouse context, Jon will review **VOICE-driven** Inventory handling, and **Pick-by-Light** techniques using real Customer project examples. Jon will also preview a **CASE STUDY VIDEO intro – Warehouse moves to use Mobile - AESICA Pharmaceuticals***  
– *Jon Rail, CSI*
- 10:55 **BREAK – Coffee and networking opportunity**
- 11:40 **iPAD - TOOL or TOY ?**  
*This session will prove without question that iPad is firmly ready for prime time as a business TOOL. In ONE example application, we will JOIN UP the iPad, with **SAP CRM**, and embracing **Adobe Forms** for on-site data collection, and embracing **SAP ANALYTICS** in a REAL field-based scenario. UNWIRED is HERE.*  
– *Ian Rutherford, CSI*
- 12:10 **Enhanced User Interface – SAP NWBC 3.5 Netweaver Business Client**  
*In this session we will SHOW some of the excellent new features contained in the latest NWBC interface, and how it empowers the User and provides intuitive and efficient access using a role-based desktop*  
– *Ian Rutherford, CSI*
- 12:30 **SAP Sound Bites**  
– *John Walsh, CSI*
- 12:50 **AOB , Wrap Up, Close then optional stay on for Lunch at 1:00**

**LAST FORUM MEETING AGENDA  
held November 2011**