



SAUG Melbourne Conference 2023 | Agenda

Thursday 23rd November | Melbourne Convention & Exhibition Centre

8:30am – 9:00am	Registration and arrival coffee & tea – Level 2 Foyer
	Keynote Presentations 219 & 220
9:00am – 9:10am	Welcome & SAP Australian User Group Update Karen Zwissler, Chief Executive Officer, SAP Australian User Group
9:10am – 9:40am	Thought Leader Keynote: Boost your resilience, leadership skills and performance A former British Royal Navy Aircrew Officer and former Adjunct Professor at the University of San Francisco, Paul is a Neuroscientist, Exercise Physiologist, Nutritionist, Author and Podcast Host. He delivers leadership and performance workshops to major companies, and in 2010 Paul created and co-hosted the TV series Body and Brain Overhaul and he appeared regularly on The Biggest Loser TV series as a subject matter expert. He was voted Australian Fitness Industry presenter of the year twice and in 2022, he published the book Death By Comfort. Paul will inspire you with his stories and practical advice on how to boost your resilience, leadership and performance. Paul Taylor, Speaker Author Podcast Host, MindBodyBrain Performance Institute
9:40am – 10:00am	SAP Executive Keynote: Navigating Innovation – how to eat the elephant As changes in technology and rapid take up of AI accelerate, innovation become even more daunting. Chris will share his vast experiences working with numerous customers as well as learnings from the Customer Advisory Council which he helps to run, to discuss what innovation means now and how SAP and the Ecosystem can help you navigate innovation inside your organisation. Chris Peck, Head of Cloud Success Services, SAP
10:00am – 10:20am	Expert Keynote Presentation: Transformation & Technology – How to ask the right questions & make the right choices With the explosion of AI, and recognition of the value of data, many people are looking to transform but are not aware of all the new methodologies and options for moving to the Cloud or S/4HANA. This requires a shift in thinking and mindsets. Allan is a Distinguished Engineer, Global CTO, author, and recognised expert in transforming and moving to Cloud and SAP S/4HANA. He will share insights from his vast global experience, on his vision for technology and transformation and will help you develop the best mindset and ask the right questions when thinking about, planning and doing an upgrade or transformation project. Allan Coulter, Global Chief Technology Officer – SAP Services, IBM
10:20am – 10:40am	Customer Keynote Presentation: The enterprise transformation experience at NAB Previously based in UK as the Global Head of Risk Assessment for HSBC Global Banking and Markets, and working extensively across the global business driving risk management transformation, Jonathan Redfern is currently leading the multi-year control transformation strategy for National Australia Bank. He will give his insights and share his experiences into NAB's transformation focusing on three key aspects: clarity, motivation and capability. Jonathan Redfern, Executive, Control and Process Management, National Australia Bank
10:40am – 11:20am	Morning Break Exhibition Area



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11:20am – 11:40am	Breakout 1A – Transform Stream Room 220 Syniti	Breakout 1B – Redefine Stream Room 219 Fair Consulting	Breakout 1C – Innovate Stream Room 216 IBM
	<p>Turning Data into insights: delivering business value with trusted Data</p> <p>Data is the heart of the organisation. It impacts most if not all business operations and decision-making necessary to drive bottom-line growth. Amplifying the business value of your data i.e., extracting insights from all your data to drive key business outcomes is important no matter where you are on your digital transformation journey. In this session, you'll gain valuable insights into:</p> <ul style="list-style-type: none"> • Turning your data into a strategic asset & maximise the value of data • Enabling your business transformation with trusted data – optimise business processes • Practical steps to ensure continued success • Leveraging key lessons – how customers like Zespri, Endeavour Energy, Queensland Rail are using trusted data to improve customer experiences & business operations, optimize supply chains, streamline finance processes, inform timely business decisions and more <p>Gaj Pasupathy Director Pre-Sales, Syniti</p> <p><i>Data</i></p>	<p>Publish & subscribe to real time events from S/4HANA using BTP Event Mesh</p> <p>SAP supports an event driven architecture with S/4HANA and BTP Event Mesh is an event broker that can be used to publish and subscribe to events. In this session we explore some examples of this in action. We will see a demonstration of S/4HANA events publishing to BTP Event Mesh and a side-by-side extension application built on the BTP ABAP Environment consuming this event, all in real time. We will also look at an example of BTP Cloud Integration being a consumer and triggering an integration flow. So, strap yourself in for an eventful session!</p> <p>Paul Fewster Solution Architect, SAP Australia</p> <p><i>BTP Event Mesh</i></p>	<p>Nailing the business and commercial essentials for SAP project success!</p> <p>You can't deliver successful projects without getting the business and commercial elements right from the start! Join Ashley in this dynamic session, where he shares invaluable insights on the business and commercial aspects of project delivery. With a track record of defusing complex situations, Ashley brings a wealth of knowledge to the table in this power-packed session. He'll arm you with actionable tips and expert strategies to plan and ensure your project success from day one. This is a session you can't afford to miss!</p> <p>Ashley Saltzman Project Risk & Recovery, Commercial Expert, (former Head of Commercial Escalations at SAP) ashleysaltzman.com</p> <p><i>SAP project success</i></p>
11:40am – 11:45am	Transition Time		



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11:45am – 12:05pm	Breakout 2A – Transform Stream <i>Room 220</i>	Breakout 2B – Redefine Stream <i>Room 219</i>	Breakout 2C – Innovate Stream <i>Room 216</i>
	<p>Real-time reporting architecture at Orica Having used S/4HANA since 2020, Alex & Chris from Orica's Finance and Data & Analytics team will share their experiences with a real-time reporting architecture (SAP Analytics Cloud, HANA, Embedded BW, Fiori), covering operational, management and executive level financial reporting solutions, discussing benefits gained and also the challenges. Looking into the future, they will also share the real-life financial use-cases for SAP's new Datasphere solution, based on proof-of-concept work completed recently as part of their reporting strategy development.</p> <p>Alex Proskurnya, Finance Systems Reporting Lead & Chris Prior, Manager Finance GPDO, Orica</p> <p><i>Reporting, Data</i></p>	<p>SAP Innovation Session Your path to SAP S/4HANA This session will outline SAP strategy, the case for Cloud and the path to SAP S/4HANA. SAP's Chief Architect, Kevin Richardson, will also give you invaluable insights into different deployment options, help you understand the migration paths and highlight the Tools and Services available to customers.</p> <p>Kevin Richardson Chief Architect, SAP SE</p> <p><i>S/4HANA</i></p>	<p>SAP Innovation Session Implement and operate your SAP solutions with the power of SAP Cloud ALM SAP Cloud ALM is available to all cloud or enterprise support customers. In this session you will learn how to gain end-to-end transparency with traceability and proactive support in your journey to an intelligent sustainable enterprise powered by Cloud ALM. Understand the value of SAP Cloud Application Lifecycle Management (ALM) for your organization, what you can do today to get started and how to best plan your transformation.</p> <p>Sonal Kumar Head of SAP ALM Go-to-market APJ, SAP Labs India</p> <p><i>ALM</i></p>
12:05am – 12:10pm	<i>Transition Time</i>		



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12:10pm – 12:30pm	Breakout 3A – Transform Stream <i>Room 220</i>	Breakout 3B – Redefine Stream <i>Room 219</i>	Breakout 3C – Innovate Stream <i>Room 216</i>
	<p>SAP Innovation Session The SAP Business AI Strategy Business AI has made technology a boardroom discussion and SAP has already delivered multiple Business AI scenarios including Generative AI. In this session, SAP's Business AI lead will help you understand:</p> <ul style="list-style-type: none"> • What is SAP Business AI strategy? • What is being delivered today and what is the roadmap? • How do we consume AI? • How does SAP business AI enable intelligent, autonomous business processes. <p>Varun Thamba Director, Business AI & Technology Strategy SAP APJ</p> <p><i>AI</i></p>	<p>SAP Innovation Session Intelligent CX – the future of Customer Engagement Intelligent customer experiences from SAP help you connect customer data, improve loyalty and grow your business. Learn more about our latest innovations and prepare for tomorrow, today.</p> <p>Ben Nottle Head – Customer Experience Center of Excellence, SAP APJ, SAP Australia</p> <p><i>Customer Engagement</i></p>	<p>What's new and exciting with SAP SuccessFactors? The second half 2023 release just dropped into your SAP SuccessFactors Production instances on 17 Nov. What new things that are part of the release, or are on the near roadmap should you be paying particular attention to? Chris will go through some of the highlights that he and his team have flagged as of particular interest. And no, he won't talk about AI for an entire 20 minutes.</p> <p>Chris Paine SAP Mentor, Chief HR Geek/ Executive Board Member for Technology & Innovation, Discovery Consulting</p> <p><i>Success Factors</i></p>
12:30pm – 12:35pm	<i>Transition Time</i>		



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12:35pm – 12:55pm	Breakout 4A – Transform Stream Room 220	Breakout 4B – Redefine Stream Room 219	Breakout 4C – Innovate Stream Room 216
	<p>Setting yourself up for success with SAP BTP Join this engaging and interactive session and learn about innovating on SAP BTP to solve your business challenges. In this practical presentation, our SAP Champion, Mustafa, will delve into BTP's capabilities and share real world insights into integrating, extending and optimising business processes, focusing on strategic use, architecture and governance. Topics discussed include:</p> <ul style="list-style-type: none">• SAP Fiori UI & S/4HANA• Cloud Application Programming Model (CAP)• SAP HANA Cloud• SAP Build Process Automation workflows• SAP Document Management Service• SAP Integration Suite, API Management• In-house CRM system• Web data extraction for sanctions checks• Email integration <p>The focus will be on use cases, best practices and lessons learned. Whether you're a BTP novice or a seasoned user, you will be empowered with the knowledge to harness the full potential of BTP for your organisation.</p> <p>Mustafa Bensan SAP Champion, Founder & Chief Architect, Intentum</p> <p><i>BTP</i></p>	<p>Your CX strategy in light of Your SAP S/4HANA journey – a thought provocative discussion Discover the secrets to a seamless SAP S/4HANA journey as we delve into how you can effortlessly adapt your CX and integration strategy for your upcoming digital transformation. Join us to uncover tips and tricks and best practices that will ensure your customer experience remains top-notch while navigating your S/4HANA migration.</p> <p>Mehrab Ebadi Managing Director & Matthias Braeuer Chief Technology Officer, Fair Consulting Group</p> <p><i>CX, S/4HANA</i></p>	
12:55pm – 1:55pm	Lunch Exhibition Area		



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	Plenary Presentations 219 & 220
1:55pm – 2:15pm	<p>How procurement adds value beyond cost to support AusNet’s journey through the energy transition AusNet owns and operates the Victorian electricity transmission network, as well as an electricity and gas distribution network. With an annual spend over \$1.5 billion, Dan, who is the Head of Procurement, will discuss AusNet’s major procurement transformation project and what is really involved in transforming procurement. He will share insights into the challenges and benefits as well as his advice and valuable takeaways. Dan Boulton, Head of Procurement, AusNet</p>
2:15pm – 2:35pm	<p>Building process excellence for superannuation with SAP Signavio Aware Super is one of Australia’s largest superannuation funds. To better serve its members, it has been transforming its business processes and rethinking how its members engage with the organisation through their lifecycle journey. Michael from Aware Super will share their insights and experiences. Michael Beckett, Director, CoE Process Excellence, Aware Super</p>
2:35pm – 2:55pm	<p>EmployeeConnect: The Design Journey or Breaking the Big Rocks on the Way to Design Catholic Schools Parramatta Diocese (CSPD) has embarked on a project to implement SuccessFactors as a fully integrated solution into the K-12 Education Sector. This has not been achieved in this sector in Australia to date. The solution designed includes a combination of Concurrent Employment, BTP Extension and a lot of "out-of-the-box" design and thought. Iteration 1, which includes a working model of a number of "big rock" solutions, has been completed. Nick and Nicole from CSPD will demonstrate the Casual Management Tool, which ultimately integrates with their casual booking provider – Tap for Teacher. They will also show the Work Schedule Tool from a manager's perspective, and will discuss the strategy and planning behind this unique project as well as challenges and expected benefits. Nick Calder, Enterprise Functional Architect – EmployeeConnect & Nicole Narbeshuber, Strategic Delivery Lead, OCM Lead for EmployeeConnect, Catholic Schools Parramatta Diocese</p>
2:55pm – 3:15pm	<p>Understanding and using Generative AI Generative AI is the new technology that is captured the imagination of developers and business users. In this session, we'll explore what is Generative AI, what are the key terms and methodologies used and examples of how Generative AI is being incorporated into SAP case studies. Dr Nicholas Nicoloudis, Head of SAP Innovation, PwC</p>
3:15pm – 3:20pm	<p>Closing Words Karen Zwissler, Chief Executive Officer, SAP Australian User Group</p>
3:20pm – 4:30pm	Networking Event Exhibition Area

Please Note:



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- The speakers and topics on this agenda are subject to change
- Customer case studies will vary and depend totally on speakers from SAUG member organisations who are willing and able to present.
- If you are interested in presenting at SAUG Conferences, please contact: michael.kovacevic@saug.com.au