

SAUG National Summit 2024 | Agenda

19th & 20th August 2024 | ICC Sydney

Day One | Monday 19th August

8:00 – 9:00am	Registration & Arrival Coffee Exhibition Area Level 3
Keynote Sessions Day 1	Cockle Bay 1 (CB1) Level 3
8:50-9:00am	Move into Keynote Room
9:00-9:20am	SAUG National Summit 2024 – Welcome Laurence Bennett, Chairperson, SAP Australian User Group / Technology Director: Enterprise Systems, Woolworths Group Karen Zwissler, Chief Executive Officer, SAP Australian User Group
9:20-9:40am	Thought Leader Keynote: Transforming Your Inner Operating System: Leadership Re-imagined for Future Performance Jo Wagstaff, an internationally renowned Leadership Coach and #1 Best-Selling Author, will share her transformative insights on the future of leadership. In a world of increasing complexity and rapid change, Jo will reveal the three layers of leadership that are crucial for high-performance and sustainable success. Learn how upgrading your 'inner operating system' can unlock authentic, effective leadership and why we cannot transform our organisations without first transforming our leadership. With compelling insights and reflections, Jo will invite you to lead with purpose, drive meaningful transformation, and achieve unparalleled success in your organisation. Jo Wagstaff, International Leadership Coach, Author, Speaker
9:40-9:45am	<i>Transition</i>
9:45-10:05am	SAP International Keynote: Drive value along your transformation journey Change might be the only constant in life, but how has change changed and which critical success factors have remained the same? Prior to joining SAP, Thi was a CIO, CFO and Head of Operational Excellence with Siemens AG and Siemens Healthineers for nearly 2 decades. He will share his vast and entertaining global experiences and lessons learned running one of the largest transformation projects in the world as well as over 20 years of continuous transformation. He will also share his insights into how digital technologies have supported and hindered the successful transformational outcomes. Gia-Thi Nguyen, VP Market Impact APJ, SAP Signavio (Former Regional CIO and CFO within Siemens AG)
10:05-10:10am	<i>Transition</i>
10:10-10:35am	Customer Keynote: Innovation and Transformation – Coles and RISE with SAP Following the recent decision for Coles, one of Australia's leading retailers, to move to RISE with SAP, Cameron, from Coles will share his insights on why did Coles go down this path now, what has been the experience on the move been to date, lessons learnt and whats next. Cameron Amling, GM Corporate, Liquor, Emerging Business & Fintech Technology, Coles Group
10:35-11:10	Morning Break Exhibition Area Level 3

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Breakout Streams Day 1 1A – 1E	RISE S/4HANA Smartshift CB2 A	SAP Innovation SAP 3.2 B	BTP Syniti 3.3 C	Data & Analytics QLIK 3.4 D	Optimise smarterSec 3.5 E	
11:10–11:40am	<p>[1A] How Woolworths Group utilises automation to accelerate their journey to S/4HANA</p> <p>When Woolworths Group, one of Australia's largest retailers, embarked on their journey to SAP S/4HANA, they were challenged with a highly customized, 15-year-old ECC system. Woolworths engaged Industry-leading Automation provider smartShift to free-up their internal developer team from tedious code corrections and to address technical debt accumulated in the system over years. Learn how automation accelerates the project significantly and how the high precision and depth of code corrections lowers testing efforts and project risk. As well as Woolworths Path to S/4HANA we will show Custom Code Automation in Action.</p> <p>Wesley Grisdale, General Manager – Replenishment, Retail & SAP Platform Services Woolworths Group & Arndt Hoffmann Chief Customer Officer, smartShift Technologies</p>	<p>SAP Innovation Session</p> <p>[1B] RISE with SAP: Defining your future & understanding your operating model</p> <p>RISE with SAP aims to provide a holistic approach to digital transformation, offering a combination of technology, services, and support to help businesses innovate, adapt, and thrive in the evolving digital landscape. Key to this is defining the operating model that you will use during the transition and thereafter. Join this session to understand your options when thinking about your operating model and the approach that SAP provides in your transformation journey to the Cloud.</p> <p>Stuart Clark SAP ANZ RISE Success Team Lead & Devjyoti Bhattacharya Delivery Executive, SAP</p>	<p>[1C] Transformational excellence: Anchoring success with a Data-First approach</p> <p>The future of business rests on a robust data foundation. Why continue to approach digital transformation as we did 15 years ago? It is time to reconsider our perspective on data, as it serves as the backbone of AI, running BTP efficiently and transformational success. We will delve into the critical importance of adopting a Data First strategy, share insightful stories from those who have navigated this journey, and provide practical steps to facilitate a seamless transition. This discourse transcends mere technology; it is about unlocking the full potential of your enterprise. Join us to explore how organizations are transforming their data into a strategic business asset.</p> <p>Gaj Pasupathy SVP Delivery Services, APJ, Syniti</p>	<p>[1D] Empowering Data Management at SA Power Networks: A focused fireside chat</p> <p>Join us for a dynamic and focused discussion with Matthew Hayes from Qlik and Sunil Sawant of SA Power Networks. This engaging session will explore the innovative ways SA Power Networks utilizes Qlik Gold Client to enhance and optimize their testing data management. Learn directly from the experiences of SA Power Networks and how optimizing testing data not only streamlines operations but also significantly boosts efficiency across various facets of their organization. Together with insights from Matthew Hayes on the capabilities and future developments of Qlik Gold Client, this conversation promises a wealth of knowledge on leveraging technology for data optimization.</p> <p>Matthew Hayes VP, SAP Global Business & Strategy, Qlik & Sunil Sawant, SAP Technical Services Manager, SA Power Networks</p>	<p>[1E] Interactive Workshop: Leadership Re-imagined for Future Performance: Transforming Our Inner Game</p> <p>Join this interactive workshop to transform your leadership from the inside out. In this session, Jo will delve deeper into the core leadership derailers and guide you through:</p> <ul style="list-style-type: none"> Identifying what holds you back: Uncover the barriers to becoming an authentic, purposeful, and highly effective leader. Transforming your strengths to elevate your leadership Building a sustainable path: achieve highly effective and sustainable leadership for yourself and your teams. <p>Don't miss this opportunity to upgrade your inner operating system and redefine your leadership approach for future performance.</p> <p>Jo Wagstaff, International Leadership Coach, Author, Speaker</p>	
11:40–11:45am	Transition					

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Breakout Streams Day 1 2A – 2E	RISE S/4HANA Smartshift CB2 A	SAP Innovation SAP 3.2 B	BTP Syniti 3.3 C	Data & Analytics QLIK 3.4 D	Optimise smarterSec 3.5 E	
11:45–12:15pm	<p>[2A] Gaining a competitive advantage with your Cloud ERP Clean Core Transformation</p> <p>A holistic Clean Core strategy takes into account Processes, Data, Integration and Customisations. In this session we will highlight the benefits of a Clean Core strategy, including reduced system complexity, lower maintenance costs, improved performance, and easier adaptation to business changes. Through real-world case studies and best practices, learn how to transition smoothly to a Clean Core approach and unlock new levels of flexibility, efficiency, and innovation for your organisation.</p> <p>Lars Rueter Global Head of S/4HANA Customer Care, SAP</p>	<p>SAP Innovation Session [2B] The present and future of AI in travel and expense management</p> <p>AI is making a significant impact in the travel and expense space. We will dive into how SAP Concur solutions are currently utilising this rapidly-evolving technology, the AI plans for the future, and how this could impact the roles and strategies of those who manage, oversee and use travel and expense management. This will offer greater control, T&E visibility and better experiences for business travellers.</p> <p>Andreas Kral Regional Head APAC Centre of Excellence, SAP Concur</p>	<p>SAP Innovation Session [2C] SAP BTP Roadmap & Strategy Update</p> <p>In this always popular session, SAP's Chief Product Manager for BTP will help you become familiar with the BTP Roadmap and Strategy as the foundation of SAP's Intelligent Enterprise Strategy. You will leave with an understanding of new functionalities and developments, SAP technology partnerships, reference architectures and the roadmap highlights for the future direction of SAP BTP. We will also have a close look at how AI is being infused into all BTP services and applications.</p> <p>Rajeev Gollapudi Chief Product Manager SAP Business Technology Platform, SAP Labs India</p>	<p>[2D] How the Australian Defence Forces (ADF) are transforming Analytics capability with SAP</p> <p>This session will go through the Australian Defence Forces journey as they implement new analytics solutions and capabilities. These will enable Defence to better adapt and evolve to meet strategic challenges. The analytics component of the overall ERP program will introduce the latest SAP solutions (SAP S/4HANA, SAP BW4HANA & SAP Analytics Cloud) over the next few years. We will focus on how Defence is working to:</p> <ul style="list-style-type: none"> • Implement an analytics roadmap to uplift Defence analytics capability • Implement data & analytics governance to drive alignment & standardisation • Introduce a Self-Service Analytics model • Embed new analytics-focused business roles into the organisation • Lessons learnt <p>Michael Dayaseela, Director – ERP Analytics, Department of Defence</p>	<p>SAP Innovation Session [2E] You can't spell finance without AI</p> <p>How does SAP technology unlock hidden potential for the custodians of quality, AKA finance? Joy will show you how whether your focus is on improving accuracy, reducing exceptions, identification of challenges or exposing data trends that provide insights on the health of your business, your system could be doing that enabling you to do what you love, like analysing the findings and adding value to the business. Join this session to find out about all the latest AI capabilities in SAP Finance</p> <p>Joy Kennedy Customer Advisor, oCFO, CoE, SAP</p>	
12:15–12:20pm	Transition					

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Breakout Streams Day 1 3A – 3E	RISE S/4HANA Smartshift CB2 A	SAP Innovation SAP 3.2 B	BTP Syniti 3.3 C	Data & Analytics QLIK 3.4 D	Optimise smarterSec 3.5 E	
12:20–12:50pm	<p>[3A] Upgrade faster – where Clean Core meets SAP Fiori for SAP S/4HANA</p> <p>Need to translate the Clean Core message into practical actions while still delivering business value? Globally renowned UX and Fiori expert, as well as SAP Technology Ambassador, Jocelyn Dart, will give you some practical suggestions on how SAP Fiori innovations can support S/4HANA customers from Processes and Extensions through to day-to-day operations.</p> <p>Jocelyn Dart SAP Technology Ambassador & User Experience Strategist, SAP</p>	<p>SAP Innovation Session</p> <p>[3B] Embedded AI to Improved your Customer's Experience</p> <p>Sales, service and e-commerce teams are under constant pressure to drive better customer engagement and revenue with more innovation, as well as agile and easily scalable solutions. This session will give a fascinating look at how AI technologies, included those now embedded in SAP CX solutions, can be implemented within customer interaction points to personalise services, predict user needs, and optimise customer journeys in real-time.</p> <p>Emma Barr Industry Business Architect – CX & Scott Nelson, Solution Advisor Senior Specialist, SAP</p>	<p>[3C] Learning to Fly with BTP & AI</p> <p>This practical presentation will look at leveraging BTP's capabilities for integrating, extending and optimising business processes by incorporating AI. You will learn about innovating on SAP BTP to solve business challenges. Raymond and Tony from the NSW Department of Planning, Housing & Infrastructure, will share their insights from using SAP Discovery Center Services and SAP Business Accelerator Hub to kickstart Proof of Concept solutions. They will examine real world use cases, best practices and lessons learnt related to supplier invoice processing and automating manual and resource-intensive tasks.</p> <p>Raymond Du Senior Application Developer & Tony Shillabeer Senior ERP Functional Specialist, NSW Department of Planning, Housing and Infrastructure</p>	<p>[3D] Use your SAP migration as an opportunity to modernise your application architecture</p> <p>Your S/4HANA migration will include the re-integration of your application landscape at a significant investment of time and money to your business. Why not use this as an opportunity to unlock business benefits by moving to a modern application architecture that is AI-ready, microservice- and cloud-based? Join this session to discuss:</p> <ul style="list-style-type: none"> • A simple, methodical migration approach • How to enable your business through event-driven architecture • How AI and automation can accelerate innovation and productivity <p>Adam Mutton Executive Director, Leonardo</p>	<p>[3E] Define your path to Security – create your SAP Security Roadmap now!</p> <p>As the complexity of SAP landscapes increase, so do the security risks. dramatically. The list of questions seems endless: is there an authorization concept defined and enforced? Do we regularly apply SAP Security patches? Does the Database or the OS need hardening? Is my custom code secure? And many more. Addressing all these issues requires a plan – an SAP Security Roadmap. This session will explain how to define the milestones, including which actions you should take immediately and which security optimizations to implement mid- or long-term. You will learn the questions you need to ask and the necessary components to develop your security roadmap.</p> <p>Sebastian Schönhöfer Chief Security Officer – Innovation for CyberSecurity smarterSec GmbH</p>	
12:50–1:50pm	Lunch Break Exhibition Area Level 3					

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Breakout Streams Day 1 4A – 4E	RISE S/4HANA Smartshift CB2 A	SAP Innovation SAP 3.2 B	BTP Syniti 3.3 C	Data & Analytics QLIK 3.4 D	Optimise smarterSec 3.5 E	
1:50–2:20pm	<p>[4A] Unlock business-centric AI with cloud ERP Today's ERP must go beyond just keeping the lights on. It must empower business leaders to make decisions with confidence and bring out business agility. This session will explore a solution built for collaboration and flexibility, infused with business-centric AI. See how you can access your business data via the Microsoft Copilot Integration for SAP S/4HANA Cloud and how Joule, SAP's generative AI co-pilot empowers end-users. See how you can take tasks like product profitability analysis to the next level with Joule and much more. Join this session to experience the latest SAP Business AI features in SAP S/4HANA Cloud.</p> <p>Lars Rüter Global Head of S/4HANA Customer Care, SAP</p>	<p>SAP Innovation Session [4B] Artificial Intelligence for HCM – what you need to know In this session we will cover the fundamentals of AI in HCM including the terminology. What are the different types of AI and how can they be leveraged for employees and HR, using SAP SuccessFactors current and future use cases as examples. What are the questions surrounding data privacy and ethics that HR Leaders should be asking when selecting AI solutions and conclude with suggestions on how to start your SAP Business AI journey. This session will you understand these important questions.</p> <p>Naomi Benjamin GVP HCM Technology Architecture, SAP SuccessFactors</p>	<p>[4C] SAP BTP & Gen AI strategy Unlock the transformative power of Generative AI with SAP. Join this session to explore how SAP leverages GenAI to drive innovation on the SAP Business Technology Platform (SAP BTP). Discover how GenAI is revolutionizing business decision-making, reshaping data-driven insights, and accelerating application development. Gain insights into reference architectures, common use cases, and options for accessing various Large Language Models (LLMs) to build intelligent applications. Learn about selected GenAI initiatives at SAP and how they refine business strategies and enhance developer experiences.</p> <p>Murali Shanmugham, SAP Technology Ambassador & Architect, SAP</p>	<p>[4D] Sustainability – A concrete example Concrete is the second most used material in the world, after water. However, the cement/concrete industry is one of the world's worst polluters. This needs to change – and this is happening. Hear how Hanson Australia is progressing on this journey and how SAP is helping.</p> <p>Paul Hardy, SAP Mentor, Senior ABAP Programmer/ Integration Specialist, Heidelberg Cement</p>	<p>[4E] Customer Panel: The Business benefits of eInvoicing eInvoicing will play a crucial role as Australia progresses toward Tax Administration 3.0 where "tax just happens". Many organisations, large and small recognise Peppol's crucial role in a future characterised by the drive towards digitisation, automation, and cyber security. This Panel session featuring Woolworths and the ATO will give insights into how to get ready by future-proofing your solutions, considerations for internal process changes and cultural shifts, and implications for working capital.</p> <p>Robert Fellowes, Transactions Controller, Corporate Finance, Woolworths Group Paul King, Product Manager – Finance, Woolworths Ltd Mark Stockwell, Director e-Invoicing, ATO Karen Lay-Brew, Strategic Advisor on eInvoicing, ATO</p>	
2:20–2:25pm	Transition					

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Breakout Streams Day 1 5A – 5E	RISE S/4HANA Smartshift CB2 A	SAP Innovation SAP 3.2 B	BTP Syniti 3.3 C	Data & Analytics QLIK 3.4 D		
2:25-2:55pm	<p>[5A] Case for Cloud – Turbo charging your journey to SAP S/4HANA SAP has designed a cloud strategy to help customers on their transformation journey. RISE with SAP brings together everything you need to do to get it done, transforming your business in the way that works best for you – regardless of where you’re starting from or how fast you want to go. In this session, SAP’s Chief Architect will give his unparalleled insights into how RISE with SAP is not just a path to the cloud, it is a strategy offering business transformation as a service. It brings together the service and solution needed for true business transformation – in one package!</p> <p>Kevin Richardson Chief Architect, S/4HANA CoE, SAP</p>	<p>SAP Innovation Session [5B] Enterprise Architecture + Business Process Management – a match made in heaven? Coincidence or destiny? This session will look at process intelligence & optimisation capabilities of SAP Signavio as well as LeanIX’s visibility into your entire software estate and its impact on Enterprise Architecture. Drawing on stories from the trenches, we will show how Enterprise Architecture and Business Process Management can work together to make magic happen.</p> <p>Mobin Barati Senior Principal, Customer Success & Frank Emmanuel, Director Customer Success APJ, SAP LeanIX</p>	<p>[5C] Navigating the Integration Landscape with SAP BTP In this session, we will delve into the intricacies of SAP BTP, providing a comprehensive guide on how to effectively integrate cloud and on-premise applications, manage APIs, and orchestrate data across diverse systems. We will explore real-world use cases, best practices, and the latest advancements in integration technology, empowering your organization to achieve operational efficiency, scalability, and real-time data processing. Join us as we navigate the complexities of the integration landscape with SAP BTP.</p> <p>Nigel James SAP Mentor Alumni & Independent Consultant, Square Cloud</p>	<p>[5D] Developing a Clean Core approach at SA Power Networks SA Power Networks is the principal electricity distributor in South Australia. During their S/4 upgrade, a lot of effort was required to remediate and verify custom code. This made it evident that they needed a cleaner core. To address this, SAPN created a strategy to ensure all new solutions align to clean core principles. Odirile and Chandan from SAPN will discuss the strategy, which also provides patterns to aid with Solution Design. It covers SAPN guiding principles for extensibility options, Architecture patterns – when and how to use BTP (side-by-side extensibility) and keeping on-stack core clean – using SAP’s Three Tier extensibility model.</p> <p>Odirile Malongwa & Chandan Singh, SAP ABAP & Fiori Developers, SA Power Networks</p>		
2:55-3:25pm	Afternoon Break Exhibition Area Level 3					

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Plenary Sessions Day 1	Cockle Bay 1 (CB1) Level 3
3:25- 3:40pm	<p>[P1] SAUG Interactive Quiz Boost your energy levels and get into the right frame of mind for our great plenary sessions, with the fun and insightful interactive quiz. Test your knowledge and win a prize.</p>
3:40- 4:00pm	<p>[P2] 20 years around the world as an SAP Consultant – the journey, mistakes, learnings & rewards For over 20 years, Rukshana has worked as an SAP consultant, around the world, including in the US and Europe, at customer and consulting firms, on numerous challenging transformational projects. She will share her interesting and valuable insights about progressing your SAP career and lessons on what to do and what not to do, to make your SAP transformation projects a success.</p> <p>Rukshana Sameem, Senior Corporate Systems Specialist, Toyota Motor Corporation Australia</p>
4:00- 4:45pm	<p>[P3] BTP Hackathon Demo Jam Finalists from the SAUG & SAP BTP Hackathon, in the Customer category: Lion & SA Power Networks and in the Partner category: Deloitte & Fujitsu, will be showcasing their fascinating BTP use cases in short Demonstrations. You, the audience will have the opportunity to vote for your best use case and the winner will be announced in real time. Get set for some fun and eye opening learnings.</p> <p>Jamie Grande & Jerry Wong, Lion Muhammad Haroon Farooqi & Abhinav Kumar Saxena, Deloitte Pooja Shukla & Shabir Mohamed Rahim, Fujitsu Odirile Malongwa & Chandan Singh, SA Power Networks</p>
4:45-6:15pm	Networking Event Exhibition Area Level 3

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Day Two | Tuesday 20th August

8:00 – 9:00am	Registration & Arrival Coffee Exhibition Area Level 3
Keynote Sessions Day 2	Cockle Bay 1 (CB1) Level 3
8:50-9:00am	Move into Keynote Room
9:00-9:10am	Welcome & Wrap Up of Day One
9:10-9:40am	<p>Thought Leader Keynote: Riding the Third Wave of Digital Transformation Many organisations have been on transformation journeys, usually starting with problem-led, internally driven projects and then moving through value-led, externally driven projects. But now we are seeing the rise of a third stage 3, which are data-led, AI-driven projects. Our globally renowned thought leader, Professor Michael Rosemann, will leave you inspired with fascinating and unparalleled insights into what this third wave of transformation looks like and how your organisation can benefit by adopting these approaches.</p> <p>Professor Michael Rosemann, Director Centre for Future Enterprise & Professor for Information Systems, Queensland University of Technology</p>
9:40-10:00am	<p>SAP International Update: Accelerating Innovation with SAP AI, BTP & RISE There have been many changes recently around SAP which is transforming its solutions, the services it provides and how it engages with customers. In particular there have been some exciting additions to the capabilities of SAP's existing solutions and new solutions, including AI, BTP and RISE with SAP. To help us make sense of the changes, there is probably no one better than Sven Denecken, global SAP leader for 25+ years. He has worked across the world, with many of the world's biggest customers and in all areas of SAP including as global Head of S/4HANA. Be prepared to take away some unparalleled insights into new and innovative capabilities at SAP.</p> <p>Sven Denecken, SVP & Chief Marketing & Solutions Officer for SAP Industries & CX, SAP SE</p>
10:00-10:30am	<p>Thought Leader Keynote: Is Generative AI the Joule in discovering Business Value? Generative AI has quickly permeated the developer, business and general public communities and has gained widespread usage. It is continuing to raise interesting and sometimes difficult questions, challenges as well as opportunities. Globally recognized AI expert, Dr Nicholas Nicoloudis, will give a thought provoking and entertaining look at the current challenges of delivering Generative AI solutions and what we need to do to discover the value.</p> <p>Dr Nicholas Nicoloudis, SAP Global Head of Innovation, PwC</p>
10:30-11:10am	Morning Break Exhibition Area Level 3

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Breakout Streams Day 2 6A – 6E	AI CB2 A	SAP Innovation SAP 3.2 B	Transform 3.3 C	Create 3.4 D	Redefine 3.5 E	
11:10-11:40am	<p>[6A] GenAI use cases in the Public Sector</p> <p>Ryan, who is SAP's VP of Global Public Services will show you useful applications of Generative AI for Government as well as things you should consider including:</p> <ul style="list-style-type: none"> • Making GenAI relevant by embedding it in the systems that users interact with every day. • Ensuring that GenAI outputs are reliable by grounding models with appropriate business data and context. • Applying GenAI in a responsible way that's in-keeping with societal expectations. • Demonstrations of GenAI in production government scenarios. • A sneak-peek at GenAI scenarios on the SAP Public Services roadmap. <p>Ryan van Leent Vice President, Global Public Services, SAP</p>	<p>SAP Innovation Session</p> <p>[6B] The art of the possible with SAP BTP</p> <p>Rajeev, the Chief Product Manager for SAP BTP, will help you understand the various use case patterns and the art of the possible with SAP BTP. Learn how other customers across the globe are using SAP BTP services like SAP Build, SAP Analytics Cloud, Datasphere and Generative AI hub to derive business value.</p> <p>Rajeev Gollapudi Chief Product Manager SAP Business Technology Platform, SAP Labs India</p>	<p>[6C] "SAP Enabling us Now" – Digital learning & adoption in the transformative era</p> <p>Adult learning, particularly in the fast-paced digital transformative era, has become crucially important. Powerlink Queensland uses S/4HANA as their core ERP and are utilising SAP Enable Now and SAP Companion to support their people with digital learning and adoption. This session will show how Powerlink have leveraged the power of SAP Enable now with it's easy access learning and reference capability to support their people through significant change and transformation, particularly in SAP financial systems. It will give insights into the value that SAP Enable Now and SAP Companion bring to Powerlink people and will discuss what's next for Powerlink's learning journey.</p> <p>Joiah Daley, Manager Service Transition, Powerlink Queensland</p>	<p>[6D] Crossing the Bridge: From Off-the-Shelf S/4 HANA to User-Friendly Excellence at AGL</p> <p>By crossing the bridge from off-the-shelf SAP to user-friendly FIORI Apps built on top, AGL have redefined the user experience. Their tailored applications not only address the inherent challenges of generic systems but also elevate operational efficiency and user satisfaction to new heights. This strategic transformation underscores AGL's commitment to innovation and excellence in their digital journey. Amandeep will also highlight the benefits including:</p> <ul style="list-style-type: none"> • Enhancing User Experience & Optimized Workflows • Seamless Mobile Integration • Personalized Dashboards • Enhanced Data Accessibility • Easy Cybersecurity Approvals <p>Amandeep Kaur Dua, Delivery Lead ERP Applications, AGL</p>	<p>[6E] UGL – delivering better services with SAP Field Service Management</p> <p>UGL delivers comprehensive engineering, services and operations to the rail, transportation, technology, energy, resources, water, new energy, power and other industries. A leader in innovation and digital transformation, UGL was looking to implement an Integrated digital delivery approach across design & construction and Operating & Maintaining projects. Sajid and Sunny from UGL will discuss why they chose SAP Field Service Management and share experiences with the implementation.</p> <p>Sajid Qurashi, SAP Project Systems, Service Asset Management & Logistics Manager & Sunny Wang General Manager ICT Business Systems, UGL</p>	
11:40-11:45am	Transition					

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Breakout Streams Day 2 7A – 7E	AI CB2 A	SAP Innovation SAP 3.2 B	Transform 3.3 C	Create 3.4 D	Redefine 3.5 E	
11:45–12:15pm	<p>[7A] Transform work with Joule; SAP's AI co-pilot Discover how Joule, the AI copilot from SAP, will change the way you work, helping your business get smarter insights and better outcomes. It will also assist your people in getting their work done faster – right in the course of their work. Join our AI guru Murali for a demonstration of Joule, part of SAP Business AI, to see how it can help you jump-start work, simplify tasks, and speed up decision-making. He will show you how with Joule at your side, simple questions turn into intelligent answers.</p> <p>Murali Shanmugham, SAP Technology Ambassador & Architect, SAP</p>	<p>SAP Innovation Session [7B] Accelerate Business Growth and realise time to value with SAP S/4HANA Public Cloud Edition SAP S/4HANA Cloud Public Edition is a business-ready cloud ERP that delivers industry best practices and continuous innovation. Amol will show how the GROW with SAP offering can help you run your business more efficiently with a cloud ERP foundation that grows with your business. You will also learn how to accelerate time to value by deploying a minimum viable product and later extending it with new functionality.</p> <p>Amol V Gosavi Head of Customer Engagement APJ – SAP S/4HANA Cloud Public Edition, SAP</p>	<p>[7C] How Hydro Tasmania is creating excellence in SAP Hydro Tasmania is Australia's largest generator of clean, renewable energy. Troy from Hydro will give an update on their business transformation journey. Various business surveys identified the need to uplift internal SAP Capabilities, kicking off a formal CoE assessment which identified 44 recommendations. Supported by the Hydro Tasmania and IT Strategy, a 3 year plan was developed to establish a SAP Centre of Expertise. The presentation will demonstrate Hydro's approach to a Customer Value Journey, which incorporates listening to the business and acknowledging that successful SAP Delivery isn't just limited to the IT teams, if you want to maximise your SAP Investment. Troy will also share lessons learned and next steps as Hydro strives to "Creating Excellence in SAP".</p> <p>Troy Goldner, SAP Delivery Lead, Hydro Tasmania SIG Lead – Utilities SIG</p>	<p>[7D] Efficient third party billing and access at Origin Energy Helene from Origin Energy will show how they found a way to give contractors limited access to their S/4HANA system. This enables contractors to better manage their work, without being able to see other contractors' commercials. Helene will discuss how contractors can access work orders, provide quotes, submit timesheets and run timesheet reports for reconciliation of their automatic payments.</p> <p>Helene Young, Maintenance Systems and Process Specialist, Origin Energy</p>	<p>[7E] Building an automated Workforce Management system on BTP It's 5am Monday and you've had a great weekend. You check your phone and three teachers have called in sick for the day. Reaching for your laptop to organise replacements, another personal leave application comes in from a School Support Officer. Time for coffee... This is a real life scenario within Catholic Schools Parramatta Dioceses (and many other organisations). CSPD has approximately 4000+ hours a fortnight of casual replacement labour. See how CSPD manages the process of the 5am call through to having staff in front of classrooms by 8am, with its automated BTP application, including a live demo of the process from leave submission to timesheet creation.</p> <p>Nick Calder, Enterprise Functional Architect, & Nicole Narbeshuber, EmployeeConnect Program Manager, Catholic Schools Parramatta Diocese</p>	
12:15–12:20pm	Transition					

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Breakout Streams Day 2 8A – 8E	AI CB2	SAP Innovation SAP 3.2	Transform 3.3	Create 3.4	Redefine 3.5	
A	B	C	D	E		
12:20–12:50pm		SAP Innovation Session [8B] Grow Your Business With a Risk-Resilient and AI-enabled Sustainable Supply Chain In today's dynamic business environment, companies face challenges such as global competition, uncertain market conditions, and increasing demand for environmentally sustainable practices. A robust and efficient supply chain is crucial for business growth and sustainability. This presentation explores how businesses can leverage Artificial Intelligence (AI) and proactive risk management strategies to build a resilient and sustainable supply chain, driving growth and competitive advantage. Adam Peanna APJ Head of Digital Supply Chain, SAP	[8C] Revolutionising service with new Fiori apps In 2023, Bridgestone Mining Solutions Australia revolutionized their Branch Service Solutions, streamlining multiple business transactions into newly developed in-house SAP Fiori apps. Leveraging SAP Fiori Elements, the development team achieved this feat with minimal coding, preserving existing ABAP repositories. They utilized CDS annotations and the Business Object Processing Framework to shape robust solutions tailored to specific business needs. Impressively, this comprehensive development effort was completed by a small team of just three within a four-month timeframe. This success not only optimized internal processes but also inspired a strategic rethink on the simplicity, usability, and agility of data-driven application development within the organization. John Zhang, Senior SAP Consultant, Bridgestone Mining Solutions	[8D] Evolving the art of Reflective Practice in Transformation projects Reflective Practice is defined as the ability to reflect on and critically evaluate ones (or your teams) actions, to engage in a process of continuous learning and adaption. With the rate of change in many SAP and IT projects and a move to continual transformation, Dave will share his insights into how Reflective Practice might bring value to your workplace. He will also explore aspects of speaking up in the workplace, the value proposition, the challenges and opportunities. Be prepared to be challenged, informed and re-energised. Dave Hartwich, Service Delivery Manager, Data and AI Systems, AGL (Data & Analytics / Transformation Skills SIG Lead)	[8E] Creating the blueprint for Transformation at Lion Supreeth Shambhu, SAP Platform Owner & Enterprise Architect, Lion	
12:50–1:50pm	Lunch Break Exhibition Area Level 3					

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Plenary Sessions Day 2	Cockle Bay 1 (CB1) Level 3
1:50-2:10pm	<p>[P4] Path to successful Enterprise AI: A framework and practical tips to make your journey easier</p> <p>Generative AI is advancing at an unprecedented pace, making it challenging to keep up with developments and distinguishing genuine progress from hype. Large Language Models (LLMs) have facilitated the fastest technological adoption in history, extending the reach of Generative AI across various sectors. However, these recent breakthroughs are built upon decades of incremental improvements in AI research and development. If we examine closely, a lot of previous improvements in AI never truly arrived in the Enterprise. Today, AI presents a wicked problem for enterprises, characterized by its complexity, interconnectedness, and lack of clear solutions. We will explore strategies for formulating an AI approach based on first principles, aiming to position organizations for success in this rapidly evolving landscape. We examine how enterprises can navigate the challenges and opportunities presented by AI, balancing innovation with practical implementation.</p> <p>Mian Ahmad, Head of Digital Transformation, Rheem Manufacturing</p>
2:10-2:15pm	Transition
2:15-2:35pm	<p>[P5] Genfluencing: Redefining Work Structures in the Age of VUCA and AI</p> <p>Genfluencing, or the influence of multi generations now in the workplace, is having an impact on evolving work structures, amidst rapid change and technological advancements. Sarah, who has worked with BMW and other organisations on innovation adoption, will share key factors of the impact of Genfluencing as well as strategies for effectively navigating these differences and leveraging technology to drive innovation. You will gain practical insights into promoting collaboration in today's ever-changing workplace environment.</p> <p>Sarah Christin Reichmann, Entrepreneur / Doctoral Candidate / Board Director, Taylor and Richman</p>
2:35-2:40pm	Transition
2:40-3:00pm	<p>[P6] AI Demonstration – Derive value from Business AI for both Enterprise Architecture (EA) and Business Process Management (BPM)</p> <p>Thi will show us first hand, how generative AI capabilities will help organisations derive more value from Business AI across the entire SAP ecosystem. In particular he will show how AI capabilities for both enterprise architects (SAP LeanIX) and business process management practitioners (SAP Signavio) are driving value today while also sharing a glimpse into the vision of what is to come. Capabilities include Inventory Builder, Process Repository Creation, Knowledge and Content Augmentation to drive the next wave of business transformation.</p> <p>Gia-Thi Nguyen, VP Market Impact APJ, SAP Signavio (Former Regional CIO and CFO within Siemens AG)</p>
3:00-3:15pm	<p>Interactive Feedback Session</p> <p>Tell us what topics and speakers you would like to see at future SAUG events by completing our live polls.</p>
3:15-3:20pm	<p>Closing Remarks</p> <p>Karen Zwissler, Chief Executive Officer, SAP Australian User Group</p>
3:20pm	Event Concludes