

Pre-Summit Workshops | Sunday 25<sup>th</sup> August

Workshop 1: 1:00pm – 4:30pm	Workshop 2: 1:00pm – 4:30pm
<p><b>What you must know for a successful conversion to SAP S/4HANA – a practical deep dive</b></p> <p>Many people are currently planning, in the middle of or even just considering a move to SAP S/4HANA, however there is a great deal of misunderstanding and lack of knowledge about what is involved in migrating to SAP S/4HANA, what options do you have and how exactly do you go about planning your migration project and successfully making the move. Back by overwhelming demand and with updated content, this unique half day, interactive, deep dive, technical workshop, exclusive to SAUG, will change all that. Presented by the cream of international SAP S/4HANA implementation and technical experts, with demonstrations on live systems, this workshop will give you the knowledge and a wealth of practical tools to ensure you can understand, plan and migrate successfully to SAP S/4HANA. Learn about what to do and what mistakes to avoid from a raft of actual case study examples. Essential for any organisation that wants to ensure it gets the best return on its costly investment and for anyone that wants to ramp up their knowledge and career prospects. Topics covered include:</p> <ul style="list-style-type: none"> <li>• How to plan your SAP S/4HANA migration strategy and project</li> <li>• Understanding and deciding on the best technical transition scenarios</li> <li>• Source system &amp; minimum requirements for SAP S/4HANA</li> <li>• Conversion or re-implement -what you must know</li> <li>• Readiness &amp; simplification pre-checks including Sizing, Custom Code, Maintenance Planner</li> <li>• Architecture, operations &amp; technology</li> <li>• Resolving errors</li> <li>• Finance conversion, preparation, reconciliation and closing activity</li> <li>• Data checks, issues &amp; models</li> <li>• Starting, running and checking the conversion process</li> <li>• Building &amp; modifying UX including SAP Fiori for SAP S/4HANA</li> </ul> <p><b>Presented by our SAP S/4HANA experts:</b></p> <ul style="list-style-type: none"> <li>• <b>Lars Rueter, S/4HANA Product Management and Head of SAP S/4HANA Regional Implementation Group for APJ</b></li> <li>• <b>Hendrik Luetjohann, BTS Principal Business Consultant and Product Expert – SAP S/4HANA On-Premise &amp; Cloud</b></li> <li>• <b>Jocelyn Dart, SAP Mentor, Product Expert and UX Strategist</b></li> </ul>	<p><b>Building a great experience strategy – from User Experience and Customer Experience to SAP Cloud Platform</b></p> <p>The experience economy is driving a lot of SAP’s solution roadmap in particular the heavy investments to increase capability in CX. A key component of CX is User Experience. UX is one of the most critical elements that will determine the success of your SAP solutions and indeed your entire Digital Transformation strategy. This workshop will bring together all these key concepts and give you a good foundation so you can start to build your innovation strategy. Presented by leading international UX experts and workshop facilitators, the workshop will provide an update on the evolution of SAP Cloud Platform and SAP User and Customer Experience, including SAP Fiori 3 and SAP Litmos. Topics that will be covered include:</p> <ul style="list-style-type: none"> <li>• SAP User Experience and SAP Cloud Platform Strategy</li> <li>• SAP Fiori evolution and SAP CoPilot</li> <li>• SAP Customer Experience and SAP Litmos – Overview of the new 6-pillar SAP C/4HANA Suite.</li> <li>• SAP API Business Hub - Discover and consume digital content packages with APIs</li> <li>• Practical steps in building your UX &amp; CX strategy</li> <li>• Wrap up and Q&amp;A.</li> </ul> <p><b>Facilitated by our international experts:</b></p> <ul style="list-style-type: none"> <li>• <b>Dr. Johannes Wasserfall, VP, SAP Products &amp; Innovation (Germany) &amp;</b></li> <li>• <b>Dr. Phil Dervan, VP, SAP Products &amp; Innovation (USA)</b></li> </ul>
<p><i>Separate registration required – places are limited</i></p>	

### Summit Day 1 | Monday 26<sup>th</sup> August

<b>8.00am – 9.00am:</b>	<b>Registration</b>
<b>9.00am – 9.15am:</b>	<b>SAUG National Summit 2018 – Welcome</b>
<b>9.15am – 9:55am:</b>	<b>SAP International Keynote</b>
<p><b>Customer Success – listen, act, communicate &amp; celebrate!</b>  SAP is dramatically transforming the way it engages with customers throughout the entire lifecycle. Martin Mrugal who is the head of SAP’s global customer success organization called Customer First will share the outcomes of his SAPPHIRENOW experiences with customers and will share feedback about the changes underway and insights for 2020–At this session you will learn more about how we are able to bring the customer first vision to life by creating the best customer experience in the software industry – embedded in the intelligent enterprise.</p> <p><b>Martin Mrugal</b>  <b>Global Head of Customer Success, SAP Global</b></p>	
<b>9:55am – 10.25am:</b>	<b>International Keynote</b>
<p><b>The key pillars of success in becoming a customer centred Intelligent Enterprise</b>  Geraldine McBride, CEO of MyWave AI, is a Scientist by background, spending a decade with IBM and more than 17 years with SAP rising to President &amp; CEO of Asia Pacific Japan and North America. Geraldine founded MyWave AI focused on Intelligent Personalisation for enterprises and she will shares her unique insights and experiences to answer the question “What are the key Pillars of Success in becoming a Customer Centred Intelligent Enterprise?” Hear the answers through live examples and how you can apply this to your business.</p> <p><b>Geraldine McBride</b>  <b>CEO &amp; Director, MyWave AI</b></p>	
<b>10.25am – 11.05am: Morning Break</b>	

Breakout A Digital Transformation <i>virtustream</i>	Breakout B Financial Transformation	Breakout C People Engagement	Breakout D Optimising SAP 1	Breakout E  Technology 1	Breakout F SAP Innovation 1	Breakout G Customer Experience (IT)
<b>11.05am – 11.45am      Session 1</b>						
<p><b>1A How to implement SAP S/4HANA in the Cloud for mission-critical applications</b></p> <p>Join this presentation to learn about the steps you should be taking to ensure your cloud migration is successful. Additionally, discover how you can implement your SAP S/4HANA applications with guaranteed availability and performance, in addition to rigorous end-to-end security. This includes:</p> <ul style="list-style-type: none"> <li>• Migration services which allow for upgrades to S/4HANA</li> <li>• Optimized mechanics for cloud resource utilization</li> <li>• Leveraging SAP Data Hub as an enabler of data translation for S/4 adoption,</li> <li>• SAP Archiving and Data Management solutions that help streamline data flows</li> </ul> <p><b>Andrew Percival</b> Alliances Sales Director APJ <i>Virtustream</i></p> <p><i>S/4HANA, Cloud</i></p>	<p><b>1B Finance transformation and optimization with automation</b></p> <p>Many organisations are dealing with the challenges of growing volumes of invoices, paperwork, inefficient processes and user demand. The obvious solution was to automate. This presentation will give an overview of how these tasks can be automated, implementation approaches, the tools that can be used, and the subsequent impact and continuous improvements achieved.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Financial Automation</i></p>	<p><b>1C Understanding the future path for SAP ERP HR &amp; HCM</b></p> <p>There have been significant changes in the SAP HR &amp; Payroll space with some options changing and some scheduled to run out. This presentation will give a detailed overview of the options available for existing SAP ERP HCM on-premise customers and what the journey to SAP SuccessFactors and the cloud looks like. Learn the positives and negatives of each deployment model — on-premise, core hybrid, talent hybrid, side-by-side and full cloud and gain an understanding of payroll models and the differences between SAP Payroll and SAP SuccessFactors Employee Central Payroll.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>HR &amp; Payroll trends</i></p>	<p><b>1D Rethink your data strategy for a future-ready digital business</b></p> <p>Data is the key, but often overlooked aspect of digital transformation. This presentation will look at Big Data and innovation and will examine SAP's product strategy and give insights into how you can solve data-driven challenges and take advantage of opportunities across all deployment spectrums whether they be on-premise, local cloud, private cloud or public cloud.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Data strategy</i></p>	<p><b>1E Digital data transformation powered by SNP's BLUEFIELD™ approach</b></p> <p>Learn how to automate your SAP landscape transformations while minimising costs, time and risks. As well, get the benefits of SAP S/4HANA immediately. Discover how this approach enables you to easily assess, upgrade and migrate in a single go-live project. Learn how to handle Multiple SAP transformation projects in one go-live with minimized downtime at cutover for all your Business Transformation events like merge and split. Selectively innovate, retain mission critical processes and increase the value and power of your business and technical transformations</p> <p><b>Marcus Scott</b> Managing Director <i>SNP Australia</i></p> <p><i>Data Transformation</i></p>	<p><b>1F The Digital Platform for the future: bringing together stability and agility</b></p> <p>The availability of trusted data provides needed operational stability within an organisation. But stability alone is not enough—a harmonising layer of agility is indispensable for spurring intelligent growth and innovation. That's why SAP created the SAP Digital Platform: to offer stability and agility to organisations through both a unified data management system and an integrated cloud-based application environment. Join this session to hear from, Toros Aledjian, SAP Global Design Senior Product Manager at SAP and learn how agility and design led Innovation can lead to customer and employee success.</p> <p><b>Toros Aledjian</b> Design Senior Product Manager, <i>SAP Global</i></p> <p><i>Digital Platform</i></p>	<p><b>1G Revolutionising the Customer Experience</b></p> <p>As the trend towards personalised, differentiated and integrated customer experiences increases in momentum, SAP has dramatically changed its solution offerings in the space, in particular with its C/4HANA Cloud based suite of products. This presentation will give a strategic overview of SAP C/4HANA and will examine how it is differentiated from other solutions in the market.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>CX trends</i></p>
<p style="text-align: center;"><b>11.45am – 11.50am      Transition</b></p>						

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11.50am – 12:30pm <b>Session 2</b>						
<p><b>2A Banking disruption and transformation – Xinja &amp; SAP</b> Xinja is a digital “Neobank”, designed entirely for mobile, which aims to disrupt banking by revolutionising customer experience. A large suite of Cloud based SAP solutions have been and will be implemented to underpin Xinja’s journey. Peter will discuss his vision for Xinja, the strategy behind the implementation of SAP Cloud solutions and future plans.</p> <p><b>Peter Makris</b> Co-Founder &amp; Director of Enterprise Delivery, <b>Xinja</b></p> <p><i>Banking, SCP</i></p>	<p><b>2B Kickstarting a business systems transformation at Bureau of Meteorology with SAP Concur</b> This presentation will look at how BOM started their Business Systems Transformation with a successful implementation of SAP Concur. There will be insights into how Concur aligns to a broad program of work underway at BOM, which is seeking efficiency in their business systems. There will be an overview of the principles that guided BOM to a successful implementation in a short timeframe, staff engagement with a geographically dispersed and diverse workforce, the development of processes and procedures, training and support for users, lessons learned, what worked well, and what they would do differently.</p> <p><b>Pranay Lodhiya</b> Chief Financial Officer, <b>Bureau of Meteorology</b></p> <p><i>Concur</i></p>	<p><b>2C Restructuring your organisation in SuccessFactors</b> As more of us are now using SuccessFactors Employee Central as the source of our employee and organisational structure, what do we do when the inevitable occurs and we face a large scale restructuring within our organisation? Some advice on approaches that have worked, where the pain points lay, and especially the trouble when replicating (or not) those changes back into our SAP ERP payroll environments.</p> <p><b>Chris Paine</b> SAP Mentor and Senior HR Consultant Discovery Consulting</p> <p><i>Employee Central</i></p>	<p><b>2D Making money with Data – Advanced Analytics, X &amp; O Data</b> Great experiences are a complex equation that require businesses to connect the dots between their experience data (X) and operational data (O). Renowned expert on Analytics, Shailendra, will show how to turn data into intelligence, automate processes and drive innovation - to not just make better decisions with real-time data, but predict future outcomes based on operational data (the “what”) married with experience data (the “why”). He will also showcase use cases where large organisations have made a huge impact on the customer experience using Advanced Analytics on X and O data.</p> <p><b>Shailendra Kumar</b> VP &amp; Chief Evangelist, Analytics <b>SAP APJ &amp; GC</b>, and best-selling author of: “Making Money Out of Data”</p> <p><i>Advanced Analytics</i></p>	<p><b>2E Climbing to the Cloud - laying the ground work for business transformation</b> DuluxGroup have been an early mover to the Cloud and adoptor of Cloud based solutions. In this presentation, Evan and Jonathon will discuss:</p> <ul style="list-style-type: none"> <li>Addressing an organisation strategy with a Cloud platform &amp; solutions</li> <li>Experiences with Microsoft Azure</li> <li>How Dulux designed, planned and executed its strategy</li> <li>Some pitfalls, gotchas and struggles of the climb</li> <li>Realising future opportunities with new capabilities</li> </ul> <p><b>Evan Wu</b> SAUG SIG Lead EA, Enterprise Architect &amp; Jonathon Thorpe, Enterprise Applications Manager, <b>DuluxGroup</b></p> <p><i>Cloud migration</i></p>	<p><b>2F Speed Up Business Processes with Intelligent Robotic Process Automation (RPA)</b> Automation is a massive market opportunity with growing demand in the enterprise. From HR to finance to customer service, companies use robotic process automation to gain competitive advantage, deliver rapid results, and improve customer and employee experiences. Hear how you can empower your teams to focus on more strategic tasks by automating and streamlining your business processes in SAP S/4HANA &amp; other cloud solutions with the recently released SAP Intelligent Robotic Process Automation services.</p> <p><b>Murali Shanmugham</b> SAP Technology Ambassador &amp; APJ Innovation Office, <b>SAP ANZ</b></p> <p><i>Process Automation</i></p>	<p><b>2G Building your CX strategy &amp; roadmap with your S/4 HANA transformation</b> In this presentation discover where C/4 HANA fits in your digital transformations and why is it important for you, and where does your on-premise CRM fit? Learn how to add confidence to your business by charting the roadmap to transform your end customer experiences.</p> <p><b>Scott Hirst</b> Vice President SAP Customer Experience <b>SAP APJ</b></p> <p><i>C/4HANA</i></p>
12:30pm – 1:40pm <b>Lunch</b>						

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<b>1:40pm – 2:20pm      Session 3</b>						
<p><b>3A ICT transformation in a large organisation – enabling successful business transition</b></p> <p>This presentation will share recent experiences from this major transformation project using SAP dominant stack technology, focusing on:</p> <ul style="list-style-type: none"> <li>• Lessons learned from the change process</li> <li>• Migration of business functions from legacy technology to entirely new back-end and user-interface systems</li> <li>• How the technology transition enabled and promoted business process change,</li> <li>• Challenges around maintaining technical agility, reducing technical debt and complexity in a new environment whilst continuing to deliver BAU (legislative) change.</li> </ul> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>IT Transformation</i></p>	<p><b>3B Data Governance - what does great Data Management look like?</b></p> <p>Data Governance and good Data Management is not something that is simply achieved one day, rather it is an ongoing process and journey. Drawing on his extensive experiences, Andrew, the Data SIG Lead will discuss:</p> <ul style="list-style-type: none"> <li>• Embarking on a Data Governance journey</li> <li>• Obtaining Data Governance buy-in</li> <li>• What does great Data Management look like?</li> <li>• Establishing a Data Management framework</li> <li>• Enterprise Information Management maturity</li> </ul> <p><b>Andrew Lim</b> Data SIG Lead &amp; IT Service Manager – Master Data and Integration Orora Australasia</p> <p><i>Data Governance</i></p>	<p><b>3C Developing an employee lifecycle solution with SuccessFactors &amp; Fiori</b></p> <p>Naomi from Synergy (Electricity Generation and Retail Corporation WA) will share insights into their comprehensive employee lifecycle management solution utilising SuccessFactors and Fiori. The project was delivered following the scrum approach, progressively implementing new functionality and adding business value. The presentation will address the challenges and business benefits achieved through innovative use of SuccessFactors functionality combined with Fiori apps, process automation, workflow and improved UX aspects of the solution.</p> <p><b>Naomi Du Plessis</b> Perth SIG Lead &amp; Manager Strategy &amp; Portfolio Core Solutions Synergy</p> <p><i>Employee Lifecycle</i></p>	<p><b>3D Advanced Analytics using ML/AI for field operations at Broadspectrum</b></p> <p>This presentation will share Broadspectrum’s experience in establishing advanced analytics platform, aggregating data from various sources such as IoT sensors, drone images, SAP ERP and creating a mesh of structured and unstructured data to be analysed by ML algorithms and AI technologies. Advanced Analytics presents opportunities for Broadspectrum to monetise information in new ways, turning information directly into income, helping the business run better and benefiting customers by providing predictive and prescriptive insights for actions.</p> <p><b>Sunjoo Kim</b> Head of Strategy and Innovation, Broadspectrum</p> <p><i>Analytics, IoT</i></p>	<p><b>3E A new data experience – uncovering the SAP Data Warehouse Cloud</b></p> <p>At the SapphireNow conference in the US, SAP announced a new offering called the SAP Data Warehouse Cloud. This is set to be a paradigm shift in the way data is managed and utilised for business value. The key point is not about moving or collecting data but connecting to data, promising unparalleled options and flexibility and a new experience when working with data. Join SAP Mentor and keynote speaker Clint Vosloo, as he shares his thoughts on the announcement and gives his perspective on how it could benefit your organisation</p> <p><b>Clint Vosloo</b> SAP Mentor &amp; Managing Partner EV Technologies</p> <p><i>Data Warehouse Cloud</i></p>	<p><b>3F Harnessing Intelligent Finance to transform the CFO’s value in the digital era</b></p> <p>Joy Kennedy, from SAP’s Digital Transformation Office, helps companies transform their finance functions by advising on the latest trends and innovations. In this special presentation, she will discuss merging trends and how finance is expected to evolve in the digital era. Joy will also describe the key technologies that are underpinning the change in the way Finance works, including cloud computing, artificial intelligence, blockchain and predictive analytics.</p> <p><b>Joy Kennedy</b> Senior Finance Solutions Consultant &amp; Enterprise Architect, SAP ANZ</p> <p><i>Intelligent Finance</i></p>	<p><b>3G Partnering for Success - a transformation journey for Woolworths Gift Cards</b></p> <p>In this presentation, Woolworths will share their experiences from the transformation journey of the Woolworths gift cards business. Gain insights into their implementation of SAP CX solutions such as Commerce Cloud and how finding the right partnership every step of the way really makes a difference.</p> <p><b>Rohini Sharma</b> Head of Financial Services Technology, Woolworths Group</p> <p><i>Commerce Cloud</i></p>
<b>2:20pm – 2:25pm      Transition</b>						

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<b>2:25pm – 3:05pm</b> <b>Session 4</b>						
<p><b>4A Practical SAP Change Management in a complex environment</b> Using the examples at AGL, this presentation will discuss the pain points of managing high volume changes in multiple SAP landscapes, various approaches and lessons learned. Topics covered include:</p> <ul style="list-style-type: none"> <li>• Importance of a clear and consistent approval, change and migration strategy.</li> <li>• Setting realistic targets and expectations.</li> <li>• Engaging the correct stakeholders</li> <li>• Understanding when you should you 'merge' the code base</li> <li>• Segregation of Duties</li> <li>• Development Analytics</li> <li>• Consolidation of Six landscapes into one</li> <li>• Code merging options</li> </ul> <p><b>Brett Campbell</b> SAP Development Architect AGL</p> <p><i>Complex landscapes</i></p>	<p><b>4B Business driven Identity Management in the Public Sector</b> The Service Delivery Office (SDO), within Department of Finance, will outline the recent innovations by the Department in the Identity Management space. They will provide insights into how SDO deployed a holistic solution enabling Identity Management in both private and public cloud environments namely SAP cloud platform. The session will provide in depth architecture of the deployed solution as well as attribute provisioning to enable Single Sign in private and public cloud environments and enabling integration with an external identity management system.</p> <p><b>Alex El-Debel, Gopal Vilayur &amp; Sharad Parasher,</b> Department of Finance</p> <p><i>Identity Management</i></p>	<p><b>4C SAP's Payroll Control Centre</b></p> <p><b>Nicholas Hartley</b> HR Manager Process and Systems, Glencore Coal Assets Australia</p> <p><i>Payroll Control Centre</i></p>	<p><b>4D Hydro Tasmania's journey to SAP Analytics Cloud and better business insights</b> Hydro Tasmania started its journey of modernising how the business accesses reporting and creates insights from its SAP investment. 12 months ago they undertook a trial of SAP Analytics Cloud. Hydro Tasmania have taken this small investment and greatly improved the businesses ability to automate and generate business insights by business users. This presentation will discuss their experiences including SAP Analytics Cloud ease of use, potential time and cost savings, fewer resources required and learning how to make more beautiful visualisations.</p> <p><b>Alicja Mosbauer</b> Information &amp; Analytics Manager Hydro Tasmania</p> <p><i>SAP Analytics Cloud</i></p>	<p><b>4E An in-depth look at the ABAP RESTful programming model</b> This presentation will look at the new programming model for ABAP - known as RAP and will give a detailed explanation and coverage including highlights of new developments in ABAP language, tools, and concepts. See how to use business definition language, business implementation language, service definition, and service binding, for building transactional, business object-based back-end applications in the on-premise world, as well as in the cloud with SAP Cloud Platform, ABAP environment. If the gods are willing, there will be plenty of demos too.</p> <p><b>Graham Robinson</b> SAP Mentor &amp; Principal Consultant, Yelcho Systems Consulting</p> <p><i>ABAP RESTful</i></p>	<p><b>4F SAP Enable Now implementation strategy at Sydney Water</b> The shift from a culture of predominantly classroom-based training to a more continuous learning model is a significant mind shift, especially for a government agency. Himani Nargotra, Knowledge Management Lead at Sydney Water will share insights from their learning transformation project with SAP Enable Now.</p> <p><b>Himani Nargotra</b> Knowledge Management Lead, Sydney Water</p> <p><i>Learning transformation</i></p>	<p><b>4G C/4HANA revealed</b> Get an indepth look at C/4HANA. Learn how you can build trusted relationships and put your customer at the center of all you do with a technology platform that brings together customer data, machine learning and microservices to power real-time, intelligent customer engagements across sales, service, marketing and commerce. Also understand how C/4HANA connects to other solutions including SAP Supply Chain solutions and SAP S/4HANA.</p> <p><b>Alfred Bonilla</b> Customer Experience Evangelist, SAP Customer Experience</p> <p><i>C/4HANA</i></p>
<p style="text-align: center;"><b>3:05pm – 3:35pm</b>      <b>Afternoon Break</b></p>						

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<b>3:35pm – 4:15pm</b> <b>Session 5</b>						
<p><b>5A Implementing data governance transformation in Endeavour Energy's major transformation project</b></p> <p>Endeavour Energy has been undertaking a major IT and Business transformation. Implementing a data governance transformation has been a key part of this project. Simon will discuss in detail the processes that have been established as part of the data migration task and how Endeavour has leveraged this to create a data governance organisation for after the go live. He will also talk about using ADM and information steward as SAP tools, and why data transformation is important for IT and Business transformation.</p> <p><b>Simon Lewis</b> Data Migration Manager Endeavour Energy</p> <p><i>Data Governance</i></p>	<p><b>5B S/4HANA Insight to Action – reporting functionality in S/4HANA</b></p> <p>SAP S/4HANA has significantly changed the way users access reports to support decision making. The new design empowers end users and facilitates the concept of "Insight to Action". Many people believe that S/4HANA is prettier and faster ERP but it is way more than that. Come and listen to SAP Mentor, Paul, explain and provide a candid opinion of the new reporting functionality.</p> <p><b>Associate Professor Paul Hawking</b> SAP Mentor, Dean (Academic) and Professor in Information Systems, Holmes Institute &amp; Principle Consultant, Hawking Solutions</p> <p><i>Reporting</i></p>	<p><b>5C Building an add-on extension for SuccessFactors</b></p> <p>One of the strengths of SuccessFactors is the ability to seamlessly extend the solution using SAP Cloud Platform. But what are the real world challenges that you'll face when doing this? Working through recent examples we'll look at the challenges faced and the ways we worked to overcome them. This isn't intended to be a technical presentation, but more looking at the process of gathering requirements, designing something that works in parallel with SuccessFactors processes, and works in a way that is works with our end user's expectations of "delightful" user experiences.</p> <p><b>Chris Paine</b> SAP Mentor and Senior HR Consultant Discovery Consulting</p> <p><i>SuccessFactors extensions</i></p>	<p><b>5D Developing self-service reporting at Transport for NSW</b></p> <p>This presentation will discuss how TfNSW kicked off a Self-Service Reporting initiative to deliver this capability to the business, taking into consideration the current SAP landscape. Topics to be covered will include:</p> <ul style="list-style-type: none"> <li>Defining a self-service reporting strategy</li> <li>Performing a POC of SAP Analytics Cloud</li> <li>Comparing other tools</li> <li>Evaluating architecture options in a hybrid on premise/cloud environment</li> <li>Planning for upgrading to SAP BW on HANA and beyond</li> <li>Considerations in the context of SAP's roadmaps for analytics, Business Warehouse and HANA</li> </ul> <p><b>Mustafa Bensan</b> Information Architect, Transport for NSW</p> <p><i>Reporting</i></p>	<p><b>5E Using R to for machine learning with SAP HANA</b></p> <p>This presentation will provide an overview of how to use R capabilities to work with machine learning models in SAP HANA. The presentation will discuss how R/RStudio can be used to perform all interactions with machine learning capabilities in SAP HANA and an overview of several cases of business problems that this approach can be applied to. A comparison with other alternative options will be also discussed. This presentation is of interest to a wide range of professionals interested in machine learning as well as data scientists exploring new implementation/ application venues.</p> <p><b>Dr Maria Prokofieva</b> Senior Lecturer, Victoria University</p> <p><i>R. ML, HANA</i></p>	<p><b>5F Defining the experience economy to create positive citizen outcomes</b></p> <p>Every touchpoint between government and citizen matters, and the quality of that interaction will lead to downstream impacts— either positive or negative. This session will help attendees anticipate and influence those impacts and share the latest news from CX about acquisitions (i.e.. Qualtrics, Gigya, Coresystems) and the recently-completed Citizen Engagement Survey.</p> <p><b>TJ Chandler</b> Managing Director APAC SAP Customer Experience</p>	<p><b>5G Intelligent commerce – the future of Customer Experience with AI and Machine Learning</b></p> <p>Artificial intelligence (AI) and machine learning are making the SAP Commerce Cloud solution smarter. Join this session to learn how we are embedding intelligence into SAP Commerce Cloud to support real-time personalization, conversational commerce, category suggestions, and search capabilities. Look at the overall vision for planned intelligent commerce scenarios. Understand how it will enhance the shopping experience of customers and boost productivity for business users.</p> <p><b>Topic &amp; Customer Speaker tbc</b></p> <p><i>AI &amp; ML in CX</i></p>
<b>4:15pm – 4:20pm</b> <b>Transition</b>						

Breakout A Digital Transformation <i>virtustream</i>	Breakout B Financial Transformation	Breakout C HR & People	Breakout D Optimising SAP 1	Breakout E Technology 1 	Breakout F SAP Innovation 1	Breakout G Customer Experience (IT)
<b>4:20pm – 5:00pm Session 6</b>						
<p><b>6A Integrating Digital Transformation and Customer Experience</b> Many organisations have been embarking on some form of Digital Transformation to face the changing economy and technological disruption. But with the big focus now on the Experience Economy and in particular Customer Experience, where does that fit into Transformational journey? Dr Foster, who has a large amount of experience, advising and teaching on all aspects of change, disruption and transformation will critically examine Customer Experience and how it fits into your Digital Transformation strategy.</p> <p><b>Dr. Susan Foster</b> SAUG SIG Lead, Organisational Change and Training &amp; Senior Lecturer, Monash University</p> <p><i>DT &amp; CX</i></p>	<p><b>6B Overhauling transportation &amp; logistics for real time demand response</b> This presentation will show how Coca Cola Amatil updated it's supply chain systems with SAP solutions to optimise it transportation and logistics, improve stock visibility, respond to demand variations in real time and deliver an enhanced customer experience.</p> <p><b>Keith Harrison</b> Solution Delivery Manager, Coca Cola Amatil</p> <p><i>Supply Chain</i></p>	<p><b>6C Continuous and targeted training for the Experience Economy</b> Learn how to build an intelligent learning culture for internal and external employees that delivers an edge in the competitive Experience Economy. This presentation will look at SAP Litmos and show how you can empower your employees and broader ecosystem with the right skills, at the right time through an easy to use interface that simplifies learning along with a pre-packaged library of off-the shelf content.</p> <p><b>Phil Tutty, VP, &amp; Lisa Anderson,</b> Manager Solutions SAP Litmos Australia</p> <p><i>Learning Management</i></p>	<p><b>6D SAP Data Hub – What it is and why you need to know about it</b> As our landscapes get more complicated with a blend of on-premise, cloud and big data sources, many organisations are struggling to get to grips with all these disparate data sources. In this live demo intensive session, SAP Mentor, Clint Vosloo, will give you a guided tour of SAP Data Hub and show you how it could be beneficial for your organisation.</p> <p><b>Clint Vosloo</b> SAP Mentor &amp; Managing Partner EV Technologies</p> <p><i>Data Hub</i></p>	<p><b>6E Building mobile applications with the SAP Mobile Development Kit</b> The SAP Mobile Development Kit is a new take on hybrid mobile application development. SAP MDK Applications are developed with the SAP Cloud Platform WebIDE using a WYSIWYG editor, Javascript based Business Logic and OData based service generation and data binding. This approach allows for a higher level of abstraction in the development phase, meaning a wider group can participate in the build phase - Developer, Business Process Expert and End User. During this session we will explore the SAP Mobile Development Kit and build a working offline capable application.</p> <p><b>Alisdair Templeton</b> SAP Mentor Independent Consultant</p> <p><i>SAP Mobile Development</i></p>	<p><b>6F Real citizen-based scenarios for Emotional AI</b> This interactive workshop will explore real business and citizen-based scenarios for applying Emotional AI to improve service quality and customer outcomes. Participants will gain an understanding of Emotional AI, think through potential opportunities and risks of applying this technology, and walk away with one or two scenarios in which Emotional AI could be applied to improve service quality and customer outcomes within the context of their organisation.</p> <p><b>Ryan van Leent</b> Global Public Sector Specialist, SAP Institute for Digital Government</p> <p><i>Emotional AI</i></p>	<p><b>6G CX+O for the best Customer Experience</b> SAP Customer Experience gives you visibility into the operational data (O Data) across the end to end customer journey from awareness to repurchase. However this is only half the picture and leaves us with blind spots as to why those actions are taking place. This gap can be solved with the integration of Qualtrics (X Data) across the customer journey as well as bringing touchpoints to intelligent analytics insights for</p> <ul style="list-style-type: none"> <li>• C-level executives. Understand: Awareness – How likely someone is to buy</li> <li>• Purchase – knowing costs and value Use – knowing level of engagement</li> <li>• Repurchase – customer loyalty</li> </ul> <p><b>Paul Moss, Solutions Advisor &amp; Piotr Bukala,</b> Solutions Advisor   SAP Customer Experience</p> <p><i>CX + O</i></p>
<b>5:00pm – 7:00pm Networking Function in Exhibition Hall</b>						

**Summit Day 2 | Tuesday 27<sup>th</sup> August**

<b>8.00am – 9.00am:</b>	<b>Registration</b>
<b>9.00am – 9.55am:</b>	<b>International Keynote</b>
<b>Developing a Digital Transformation mindset</b>	
<b>Ray Wang</b> Advisor, Author, Founder, Chairman and Principal Analyst, Constellation Research (USA)	
<b>9.55am – 10.25am:</b>	<b>International Keynote (Platinum Sponsor)</b>
<b>Mike Taylor</b> General Manager Business Application Services, Microsoft (USA)	
<b>10.25am – 11.05am: Morning Break</b>	

Breakout A <b>Digital Transformation 2</b> 	Breakout B <b>S/4HANA</b>	Breakout C <b>Strategic</b>	Breakout D <b>Optimising SAP 2</b>	Breakout E <b>Technology 2</b> 	Breakout F <b>SAP Innovation 2</b>	Breakout G <b>Customer Experience (LoB)</b> 
<b>11.05am – 11.45am      Session 7</b>						
<p><b>7A Digital Transformation with Robotic Process Automation</b></p> <p>Digital Transformation and the need to transform their businesses and processes is a key focus and concern for most SAP customers and data simplification using automation is the way of the future. However, while AI is still evolving, the impact of Robotic Process Automation (RPA) is real and growing significantly year-on-year. RPA offers significant benefits for all SAP Business Processes. In this presentation you will see some actual use cases of RPA adoption among SAP customers and learn about the tools and services that can assist you on this journey.</p> <p><b>Raj Sigamany</b>  <b>Vice President &amp; Country Manager,</b>  <b>KG Information Services</b></p> <p><i>RPA</i></p>	<p><b>7B Planning your SAP S/4HANA journey</b></p> <p>Planning your journey to SAP S/4HANA to enable you to capitalise on simplifications and innovations is critical. This session will show you the steps you can take today to prepare yourself that will start delivering almost immediate benefits. This presentation will show customers that are taking the SAP S/4HANA journey and delivering quick wins. Also gain insights into:</p> <ul style="list-style-type: none"> <li>• What you can do to get your system ready</li> <li>• Deployment options</li> <li>• Migration scenarios and how to avoid problems</li> <li>• Developing your own roadmap</li> </ul> <p><b>Speaker tbc</b></p> <p><i>S/4HANA planning</i></p>	<p><b>7C Ensuring your SAP project is a success</b></p> <p>Recent research indicates that people engagement issues are the most critical factor in determining project success, but are often overlooked. Whether it's a technology or any other project, change is often ignored or only given lip service, meaning that real business benefits will not be realised. This session will help you understand the importance of change management to your organisation as well as:</p> <ul style="list-style-type: none"> <li>• What does Change Management look like with new technologies</li> <li>• Building organisational structures to enable performance optimisation and innovation</li> <li>• Collaboration and the continual learning organisation</li> </ul> <p><b>Speaker tbc</b></p> <p><i>Change Management</i></p>	<p><b>7D Developing a Agile strategy for delivering SAP solutions</b></p> <p>It's almost a cliché to say we live in a world of constant and increasing change. The strategies and plans you develop for this year, will undoubtedly change within the next three years. These changes could be minor or massive. But change can come very quickly – and you may not know its scale until it happens. To succeed, your company does not have to be the biggest or the best-funded, but it must be the most agile and adaptive. This presentation will help you understand what Agile really means and it will give you a valuable and practical framework to start developing Agile in your organisation.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Agile</i></p>	<p><b>7E Get ready to implement S/4HANA – your infrastructure options</b></p> <p>There is increasing awareness about the importance of infrastructure to the performance of SAP systems and platforms. As many organisations are planning their move to S/4HANA, your infrastructure choices are also critical. Whether you need a 1TB or, all the way to a 36TB S/4HANA environment, you need to understand your infrastructure choices to maximize performance and get the most from this game changing solution. This presentation will show you what you must consider and discuss the options available, so that you and your organisation will be ready.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Infrastructure</i></p>	<p><b>7F Protecting your connected business systems with cyber security monitoring</b></p> <p>Join this session to discover how you can protect your SAP environment in a continuously changing cybersecurity threat environment. See how solutions like SAP UI (User Interface) Masking and Logging, SAP Enterprise Threat Detection, SAP Fortify by Micro Focus, SAP application delivery and performance solutions by Micro Focus, and SAP Code Vulnerability Analyser can help you enhance security, gain insight into suspicious activities, and neutralise threats.</p> <p><b>Michael Schmitt</b>  <b>Global Product Owner, &amp; Barbara Kohde</b>  <b>Senior Specialist, Application Security, Micro Focus Australia</b>  <b>SAP Enterprise Threat Detection</b></p> <p><i>Cyber security</i></p>	<p><b>7G Creating exceptional digital customer experiences</b></p> <p>This discussion will focus on how customer experience has become the new frontier for businesses, a major factor for technology adoption, differentiation and creating competitive advantage. The presentation will discuss:</p> <ul style="list-style-type: none"> <li>• The User Experience led approach</li> <li>• Building cross-functional teams</li> <li>• Required skillsets, methodologies and external assistance</li> <li>• Start your CX led digital journey</li> </ul> <p><b>DCX Oxygen speaker tbc</b></p> <p><i>Customer Experience</i></p>
<b>11.45am – 11.50am      Transition</b>						

Breakout A Digital Transformation 2 	Breakout B S/4HANA	Breakout C Strategic	Breakout D Optimising SAP 2	Breakout E Technology 2 	Breakout F SAP Innovation 2	Breakout G Customer Experience (LoB) 
<b>11.50am – 12:30pm Session 8</b>						
<p><b>8A Digitising the finance function at Dimension Data</b> IT leaders are charged with leading innovative technology investments that deliver results such as higher revenue, speed and increased productivity. In this presentation, Mark Miller shares his story of driving the Dimension Data Finance team on its own digital transformation journey to deliver improved compliance, cost savings and minimising fraud. Implementing SAP Concur solutions was the first step in driving the transformation. Hear how Mark overcame internal barriers to eventually reach a point where not only the finance team appreciated the change, but other parts of the business were eager to move onto the solution.</p> <p><b>Mark Miller</b> Chief Information Officer, Dimension Data</p> <p><i>Finance, Concur</i></p>	<p><b>8B Providing a fit for future billing solution for the people of Sydney using SAP S/4Hana</b> Sydney Water is undergoing a huge customer focused IT and technology transformation journey which is changing the way it operates. A foundational piece of the journey is to provide a customer billing solution using SAP S/4HANA. This presentation will discuss this project and the wider transformation journey including:</p> <ul style="list-style-type: none"> <li>• Overall strategy, pain points and desired outcomes</li> <li>• Experiences, challenges and lessons learned</li> <li>• Future plans for transforming customer experience</li> <li>• S/4HANA strategy and roadmap</li> </ul> <p><b>Sridhar Pydipati,</b> <b>Stathis Papadopoulos,</b> <b>Jo Ann Pass,</b> <b>Kathy Hourigan,</b> <b>Sydney Water</b></p> <p><i>S/4HANA, financials</i></p>	<p><b>8C How strong change leadership within an organisation can significantly improve business outcomes</b> Many people recognise the key impact of Change Management on any large scale technology or SAP project. A critical element however of Change Management that is often overlooked is that of Change Leadership. Andy, who has vast experience in developing, rolling out and leading Change Management programs at large enterprises will look at change leadership and will show how anyone within an organisation can influence an outcome by promoting positive change and the tactics that can be employed to help</p> <p><b>Andy Derrick</b> Head of IT Change &amp; Compliance, Orora Group</p> <p><i>Change Leadership</i></p>	<p><b>8D Digital Transformation with S/4HANA for better global healthcare</b> GenesisCare is a specialist healthcare provider with innovative treatments and care for people with cancer and heart disease. Operating in Australia, UK and Spain, the company set upon its Digital Transformation journey to ultimately deliver better care globally. Thomas, the CIO will share key insights and experiences from the journey. In particular he will discuss how manual shared services processes were changed to a single global instance of SAP S/4HANA in a high growth environment, including benefits achieved and lessons learned.</p> <p><b>Thomas Pinn</b> Chief Information Officer, GenesisCare</p> <p><i>S/4HANA</i></p>	<p><b>8E Get Cracking with your own SAP HANA 2.0 Express Edition System</b> SAP HANA express edition is a streamlined version of SAP HANA that can run on laptops and other resource-constrained hosts. It provides developers and system administrators with ‘hands-on’ experience on their own small systems up to 32GB of RAM. Gary will share how to get hold of your own personal SAP HANA 2.0 express edition system and install it on your laptop or in the cloud. He will provide an overview of the various installation options available and lead you to lots of free HANA learning resources and tutorials which will provide you with both insight and practical experiences in the uses of HANA.</p> <p><b>Gary Hooker, FCPA, MACS, CP</b> SAP Mentor and SAP System Administrator</p> <p><i>HANA Express</i></p>	<p><b>8F Intelligent Spend Management – every source, every category, one unified view</b> By getting all spending onto “one pane of glass,” leaders from across the organisation can help increase efficiency in travel management, streamline its procurement processes, improve relationships with vendors and automate the administration of external workers. This presentation will show how Spend Management solutions from SAP can help IT and Operations teams eliminate dealing with multiple systems, reduce resources to managing integration and keep data and processes moving smoothly across systems - achieving strategic value with better spend and purpose.</p> <p><b>Richard Bradbury</b> SAP Ariba ANZ &amp; Sean Garbett SAP Fieldglass ANZ</p> <p><i>Spend Management</i></p>	<p><b>8G Leveraging the currency of trust to drive growth in the experience economy</b> Learn from a leading strategist about the key elements of societal and human evolution driving your brand opportunity and your brand risk – and why trust has become the new power currency. Explore why the way people experience your brand is the only sustainable competitive advantage</p> <p><b>Aarron Spinley</b> Strategist, SAP Customer Experience ANZ</p> <p><i>Currency of trust</i></p>
<b>12:30pm – 1:40pm Lunch</b>						

Breakout A Digital Transformation 2 	Breakout B S/4HANA	Breakout C Strategic	Breakout D Optimising SAP 2	Breakout E Technology 2 	Breakout F SAP Innovation 2	Breakout G Customer Experience (LoB) 
<p><b>1:40pm – 2:20pm</b>      <b>Session 9</b></p>						
<p><b>9A The future of work – what it means for SAP solutions and you!</b> Digital Transformation is changing technology and processes but one of the key factors which can make or break the change is people. There is no question that the way people work and engage with work is rapidly changing. Ray will give his incomparable insights, drawing on his vast global experiences, into what is happening now and what will happen. He will look at the impacts on technology, how SAP solutions are evolving and what you must know to ensure you survive, succeed and stay relevant.</p> <p><b>Ray Wang</b> Advisor, Author, Founder, Chairman and Principal Analyst, <b>Constellation Research (USA)</b></p> <p><i>Workforce Transformation</i></p>	<p><b>9B Keynote</b> <b>What's new with S/4HANA - strategy &amp; roadmap</b> SAP's Global Lead for SAPS/4HANA, Uwe Grigoleit, will give insights on the latest product direction and recent release highlights. Hear about global customer adoptions cases and what are the global trends and what are we seeing in the local Australian and New Zealand Markets? Discussion will also focus on:</p> <ul style="list-style-type: none"> <li>How SAP can make it easier for customers to transition to SAP S/4HANA with the latest tools</li> <li>Tips on building an S/4HANA business case</li> <li>What to consider before moving to S/4HANA</li> </ul> <p><b>Dr Uwe Grigoleit</b> Global SVP &amp; General Manager SAP S/4HANA, <b>SAP AG</b></p> <p><i>S/4HANA Strategy</i></p>	<p><b>9C Do this first - before you embark on a Digital Transformation journey</b> Greg has been involved with many Digital Transformations over the years, often focusing on Cloud enablement. He has moved core business systems to 'as-a-Service' offerings and is continually changing the way technology is used to run operations. Greg will give you a frank and honest account of the implications, challenges, what he would have done differently and lessons learned in a way that is relevant to all industries and functional areas. He will also give you some invaluable advice so your Digital Transformation journey is successful.</p> <p><b>Greg Hill</b> Independent Cloud Transformation Consultant &amp; Lecturer</p> <p><i>Digital Transformation</i></p>	<p><b>9D Industrial Data Analytics with SAP HANA</b> Data analytics are now playing an increasingly important role in modern industrial systems. Driven by the development of information and communication technology, an information layer is now added for data collection, storage and analysis. This presentation will examine use cases for SAP HANA in solving problems in the various industry sectors including electricity and utilities. There will also be many Data and Analytics takeaways for all industries and sectors.</p> <p><b>Speaker tbc</b></p> <p><i>Analytics, HANA</i></p>	<p><b>9E Understanding ABAP integration – lessons from a recent case study</b> To help you better understand ABAP integration, Graham will share his recent unedited experiences. He recently built an integration solution between SAP and a 3rd-Party content management solution. Hear about everything including design decisions, gotchas, etc. The veil will be lifted to take you through all the code end-to-end - from C# to Fiori via ABAP.</p> <p><b>Graham Robinson</b> SAP Mentor &amp; Principal Consultant, <b>Yelcho Systems Consulting</b></p> <p><i>ABAP Integration</i></p>	<p><b>9F What every SAP HCM customer needs to know about SAP SuccessFactors</b> Bringing your HR to the cloud is the sustainable deployment option for the long term. It enables you to take advantage of the latest HR innovations, engage employees more effectively, and solve business issues in real time. To help you realise these benefits quickly, we created Upgrade2Success, a comprehensive program that has all you need to move from your on-premise SAP HCM solution to the cloud on SAP SuccessFactors. In this session, Carl will provide you with access to tools, assets and services that can make your journey easier and as smooth as possible.</p> <p><b>Carl Hubbard</b> Executive HR Value Advisor, <b>SAP ANZ</b></p> <p><i>SuccessFactors</i></p>	<p><b>9G Spearheading Lion's "Next Generation" Order to Cash Processes</b> The transformation of Lion's customer experience in one of the company's most ambitious digital transformation projects ever undertaken. The implementation of the SAP Customer "Order to Cash" extends far beyond the traditional definition. Lion's decision to adopt the SAP S/4HANA digital core, and the full suite of SAP cloud applications, was driven by its commitment to keep its customers at the heart of everything it does. To do that, it needed to simplify and replace a number of ageing legacy systems with SAP Customer Experience, including SAP Sales and Marketing Cloud. Lion will now have a view of its customers like never before.</p> <p><b>Michelle Lucas</b> Transformation Leader, <b>Lion</b></p> <p><i>CX Suite</i></p>
<p><b>2:20pm – 2:25pm</b>      <b>Transition</b></p>						

Breakout A <b>Digital Transformation 2</b> 	Breakout B <b>S/4HANA</b>	Breakout C <b>Strategic</b>	Breakout D <b>Optimising SAP 2</b>	Breakout E <b>Technology 2</b> 	Breakout F <b>SAP Innovation 2</b>	Breakout G <b>Customer Experience (LoB)</b> 
<b>2:25pm – 3:05pm Session 10</b>						
<p><b>10A Supporting biodiversity in Curl Curl Lagoon with IoT and SAP</b> Northern Beaches Council and Curl Curl Lagoon Friends (in Sydney's Northern Beaches) together with SAP, built and deployed a raft filled with IoT sensors designed to measure water quality in Curl Curl Lagoon's ecosystem. The raft uses SAP Leonardo/ IoT sensing technology which transmits water quality data every 30 minutes. Paula Cowan, President of Curl Curl Lagoon Friends will discuss how they are aiming to understand when conditions are best for supporting biodiversity in the lagoon. There will also be discussion of benefits so far and experiences in this practical small scale community based use of IoT technology.</p> <p><b>Paula Cowan</b> President <b>Curl Curl Lagoon Friends</b></p> <p><i>IoT</i></p>	<p><b>10B Panel Discussion Real world experiences to help you on your SAP S/4HANA journey</b> What are the key considerations when moving to SAP S/4HANA, what are the real benefits, the best tips, what are other customers doing? Need assistance in building your business case, what are the new functions ins SAP S/4AHANA? Our panel of experts will draw from real-life examples and address the move to SAP S/4HANA. Bring along your questions to discuss with the panel.</p> <p><b>Panellists tbc</b></p> <p><i>S/4HANA lessons</i></p>	<p><b>10C Finding your treasure chest - Up-skill yourself for a changing SAP landscape</b> SAP technologies, and the ICT industry generally, are evolving so fast that it is hard keep up with it. Each person therefore needs to put in some extra effort to update their own SAP skills, knowledge and qualifications to be relevant for the future. Gary will draw on his extensive experience and share his thoughts on what skill sets will be most in demand over the next few years. He will also share his own treasure maps which will lead you to where to find loads of SAP information, free online training and your own SAP trial systems to learn on, such as SAP HANA Express, S/4 HANA, BW/4 HANA, SAP Analytics Cloud and others.</p> <p><b>Gary Hooker, FCPA, MACS, CP</b> <b>SAP Mentor and SAP System Administrator</b></p> <p><i>Up-skilling</i></p>	<p><b>10D New strategies for testing SAP solutions</b> Continual testing is critical to avoid business disruptions that stem from SAP upgrades, service packs, and enhancement packages. However, much of the testing responsibility falls on key users, who are asked to validate transactions alongside all their other duties. At the same time, the complexity of what needs to be tested is increasing. Join this session to explore new strategies to reduce risks while accelerating and simplifying the SAP testing process. You'll learn about:</p> <ul style="list-style-type: none"> <li>Autonomous SAP business process testing</li> <li>New approaches to risk-based testing and change impact analysis</li> </ul> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Testing</i></p>	<p><b>10E Developing UI5 apps for SAP Cloud Platform</b> As well as showing how to develop UI5 apps for running on the SCP. This presentation will also discuss:</p> <ul style="list-style-type: none"> <li>What is SCP, FLP and how it is different to the FLP running on prem</li> <li>Additional setup tasks, such as the SAP Cloud Connector and creating destinations</li> <li>Visualising classic transactions via the FLP Neo and Cloud Foundry New Fiori 3 model and the new centralised FLP</li> </ul> <p><b>Alisdair Templeton</b> <b>SAP Mentor</b> <b>Independent Consultant</b></p> <p><i>UI5 apps</i></p>	<p><b>4F Fraud, compliance, and risk - why early detection is your strongest weapon</b> Around half of all organisations around the world admit to falling victim to fraud and economic crime, but PwC believes that number may be much higher. Without clear visibility into financial transactions and strong policies governing employee spend, detecting and preventing fraud can be almost impossible. Organisations can combat this by setting a strong security-focused culture in which fraud is clearly not tolerated, putting smart technology in place to manage financial dealings, and maintaining a preventative mindset. Matthew will explore some real-world examples of financial fraud and talk about ways organisations can manage this risk.</p> <p><b>Matthew Goss</b> <b>Managing Director ANZ, SAP Concur</b></p> <p><i>Fraud, compliance</i></p>	<p><b>10G Onboarding a Sales Team to embrace Digital CX</b> Hear how leading ANZ beverage company, Frucor Suntory Limited, drove sales adoption of CRM (SAP Sales Cloud), whilst incentivising the sales team to drive online ordering by customers (through SAP Commerce). Learn about Frucor Suntory's 2 phase approach:</p> <ol style="list-style-type: none"> <li>Onboard the sales team to CRM with a narrowly focused pilot</li> <li>Onboard customers to digital by incentivising the sales team as well as gamification via internal competition showing adoption by sales rep</li> </ol> <p><b>Fernando Battaglia</b> <b>Value Stream Manager - Digital, Customer and Consumer</b> <b>Frucor Suntory (NZ)</b></p> <p><i>Sales Incentivisation</i></p>
<b>3:05pm – 3:35pm Afternoon Break</b>						

Breakout A Digital Transformation 2 	Breakout B S/4HANA	Breakout C Strategic	Breakout D Optimising SAP 2	Breakout E Technology 2 	Breakout F SAP Innovation 2	Breakout G Customer Experience (LoB) 
<p><b>3:35pm – 4:15pm</b>      <b>Session 11</b></p>						
<p><b>11A Customer Panel: What are your biggest challenges for the next year?</b> Our panelists from some key SAP customer organisations will give their insights into:</p> <ul style="list-style-type: none"> <li>• The biggest changes in the next 12 months for your use of SAP</li> <li>• What are you most concerned with?</li> <li>• What do you regard as Digital Transformation and do you have a Digital Transformation program?</li> <li>• Challenges &amp; successes with recent SAP projects</li> <li>• Future plans &amp; tips for others on the journey</li> </ul> <p><b>Panellists tbc</b></p> <p><i>Digital Transformation</i></p>	<p><b>11B Planning your conversion to SAP S/4HANA</b> This session will help you decide on appropriate technical transition scenarios to SAP S/4HANA for your company. Understand the available transition paths, review planning aspects, and the technical transition procedure. Discussion will include:</p> <ul style="list-style-type: none"> <li>• Convert or re-implement</li> <li>• Readiness check including conflicting business functions &amp; add-ons, Sizing, Custom Code, Simplification Items Maintenance Planner</li> <li>• Simplification pre-checks</li> </ul> <p><b>Lars Rueter</b> S/4HANA Product Management &amp; Head of S/4HANA Regional Implementation Group, <b>SAP APJ</b></p> <p><i>Conversion planning</i></p>	<p><b>11C No problem too big - SAP Design Thinking at scale</b> This session will start with an overview of how SAP has used design centred thinking to transform User Experience at scale within the Intelligent Enterprise and solve some of the world’s most pressing problems (eg. reducing single use plastics and improving palm oil sustainability). You will then gain practical insights that will help you think bigger, increase your resilience in the face of adversity, and be more impactful in your day to day user experience projects. Learn how to apply Design Thinking principles to increase innovation and facilitate transformation at your organisation.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Design Thinking</i></p>	<p><b>11D Innovations and configurations for the Intelligent Enterprise</b> Learn how the simplified business configuration of the Intelligent Suite can help you to setup your end-to-end processes in a new way. Understand how SAP Fiori 3 supports innovations, by holistically including natural language interaction, machine intelligence, analytical insight to action, while also providing more flexible and personalizable home pages and page layouts, running on any device, via web or native mobile.</p> <p><b>Dr. Johannes Wasserfall,</b> VP, SAP Products &amp; Innovation <b>SAP AG</b></p> <p><i>Fiori 3</i></p>	<p><b>11E Surprising SAP activities to help you optimise and run better</b> This presentation will help you uncover many resources and tools, that help you optimise, run better and get better value from your SAP solutions. In many cases they are free and you may not know about them. Focus will be on:</p> <ul style="list-style-type: none"> <li>• BUILD – Connect to new innovations</li> <li>• RUN BETTER – SAP efforts to make running SAP solutions simpler</li> <li>• USE BETTER – Drive more value out of what is already there</li> <li>• EXTRACT VALUE – utilise services you have rights to but are currently getting no value from</li> </ul> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Optimise SAP</i></p>	<p><b>11F Next Generation Analytics for Finance</b> Finance Departments of the future are driven by four critical forces: Automation, Digitalisation, Globalisation and Empowerment. Join this session to learn more about the SAP Analytics solutions offering finance capabilities aligned to the CFO agenda. See firsthand how planning functionality within SAP Analytics Cloud (SAC), SAP Business Planning and Consolidation (BPC), and SAP Profitability and Performance Management (PaPM) complement each other, and hear the latest product news and roadmaps for these solutions.</p> <p><b>Andreas Kral</b> Solution Adviser, <b>SAP ANZ</b></p>	<p><b>11G Front-Office Transformation for SAP ECC and SAP S/4 HANA Customers</b> This presentation will give you and inside perspective of Sealed Air USA’s front office transformation for business, distributor engagement, sales &amp; service, customer experience &amp; commerce through, Web &amp; Mobile channels. Topics discussed include:</p> <ul style="list-style-type: none"> <li>• How to run a pragmatic software evaluation process</li> <li>• Driving alignment in complex organisations with the decision making process</li> <li>• How to guarantee success with any digital transformation &amp; implementation</li> </ul> <p><b>Naveen Kandasami</b> SAP Customer Experience Advisory - Industries (former Global IT Executive Director / Divisional CIO of Sealed Air USA)</p> <p><i>ECC &amp; S/4HANA</i></p>
<p><b>4:15pm – 4:20pm</b>      <b>Transition</b></p>						

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<b>4:20pm – 5:00pm Session 12</b>						
<p><b>12A Business enterprise systems cloud journey – best practice</b></p> <p>This major multinational company, left with an older SAP system, recently finished a transformation journey, migrating to a latest SAP system in the cloud, and retiring the legacy applications. The journey, like for many organisations was not without challenges. On top of other challenges, it required minimization of costs, time, risks, downtime and business impact. This presentation will discuss the experiences of this journey – the strategy behind moving to the Cloud, how the business was transformed, future plans, lessons learned and advice for anyone thinking about this journey.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Cloud journey</i></p>	<p><b>12B Building a UX strategy for your S/4HANA migration</b></p> <p>This session will provide an overview of SAP’s UX strategy for customers converting to S/4HANA. Topics discussed include:</p> <ul style="list-style-type: none"> <li>• Why you need a UX strategy</li> <li>• Options for managing the pace of change</li> <li>• Overview of Deployment options – landscape, desktop, mobile</li> <li>• Activation and configuration of SAP Fiori launchpad</li> <li>• Activation and configuration of SAP Fiori applications &amp; classic UIs</li> <li>• Your cheat sheet to Extending apps</li> <li>• User Adoption</li> </ul> <p><b>Jocelyn Dart</b> SAP Technology Ambassador, Product Expert and UX Strategist SAP ANZ</p> <p><i>S/4HANA &amp; UX</i></p>	<p><b>12C How to propel Innovations, Business Improvements, and IT Optimization</b></p> <p>Innovation and optimisation are imperatives in today’s business world and many people are struggling for assistance. But there are a wealth of resources available if you know where to look. This session will show you how to find a large range of resources including:</p> <ul style="list-style-type: none"> <li>• SAP Innovation &amp; Optimization Pathfinder</li> <li>• Deep Dive Demos from global experts</li> <li>• Best-practice guidance on improving &amp; innovating your core SAP ERP systems</li> <li>• What every customer should know</li> <li>• Essential advice from further Customer Value Experience Tools</li> <li>• Practical next steps and outlook</li> </ul> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Resources, Information</i></p>	<p><b>12D Understanding Identity Management &amp; User Provisioning</b></p> <p>As your SAP landscape become more complex, there is increased benefit in automating account management of your user base. This presentation will provide you with an overview of the SAP products that facilitate Identity and Access Management (IAM); integration between IdM, SAP Cloud Platform Identity Provisioning (IdP) and SAP Access Control; as well as lessons learned and what to watch out for to ensure a successful implementation.</p> <p><b>Topic &amp; Speaker tbc</b></p> <p><i>Identity Management</i></p>	<p><b>12E SAP Mentor Panel - What are the most important takeaways from this National Summit?</b></p> <p>Our panel of SAP Mentors will give an overview of the key ideas from the presentations at the Summit, and tell you what the most important things to takeaway are that will make a real difference to your work.</p> <p><b>SAP Mentors including:</b></p> <ul style="list-style-type: none"> <li>• <b>Paul Hawking</b></li> <li>• <b>Graham Robinson,</b></li> <li>• <b>Chris Paine</b></li> <li>• <b>Alisdair Templeton</b></li> <li>• <b>Gary Hooker</b></li> </ul> <p><i>SAP Mentor Panel</i></p>	<p><b>12F Making promises is easy, keeping them is hard – how SAP’s Intelligent Supply Chain is helping</b></p> <p>In an increasingly competitive global marketplace, organisations need to ensure that they honour the promises they make – whether to their customers, suppliers, partners, regulators, and society generally. Join this session to see how SAP’s Intelligent Supply Chain solutions support the entire process from Design to Operate (including project management, product engineering, supply chain planning, supply chain execution, manufacturing, and asset management) and how these solutions are helping our customers to keep their promises.</p> <p><b>Jon Wilson</b> Global CoE, SAP Digital Supply Chain SAP ANZ</p> <p><i>Intelligent Supply Chain</i></p>	<p><b>12G Engage your customers at every touch point and close the experience gap</b></p> <p>In this presentation you will learn how to engage your customers at every touchpoint with an end-to-end experience that is tailored to their interests and improved with their feedback. Connect experiences, and have seamless handoffs and contextualised engagement based on earlier interactions. See how you can provide one consistent experience with your company across all touchpoints, closing the experience gap.</p> <p><b>Alec Littlechild</b> Solution Advisor SAP Customer Experience SAP ANZ</p> <p><i>Customer touch points</i></p>
<b>5:00pm Event Close</b>						

### Please Note

The speakers, topics, times and order of sessions on this agenda are subject to change.

For further details about this agenda or about presenting at any SAUG events please contact: [michael.kovacevic@saug.com.au](mailto:michael.kovacevic@saug.com.au)

### Continuing Professional Development (CPD) Hours

The **HR & People Engagement Streams** within the SAUG National Summit conforms to Australian Human Resources Institute (AHRI) requirements for gaining Continuing Professional Development (CPD) hours. AHRI members who attend the HR Stream can count the time attended as part of their CPD hours. [More information](#)

The General **Breakout Streams** within the SAUG National Summit conform to Australian Computer Society (ACS) requirements for gaining Professional Development (PD) hours. ACS members who attend the general streams can count the time attended as part of their PD hours. [More information](#)