



# SAUG Melbourne Conference 2019 | Agenda

Thursday 21<sup>st</sup> November | Melbourne Convention & Exhibition Centre

8:30am – 9:00am	<b>Registration and arrival coffee &amp; tea – Level 1 Foyer</b>
9:00am – 9:15am	<b>Welcome – SAP Australian User Group Update</b>
9:15am – 9:50am	<p><b>SAP Executive Keynote: SAP’s Business Technology Platform strategy for the Intelligent Enterprise</b></p> <p>In this Executive keynote presentation, SAP will discuss leading concepts and technologies of the intelligent enterprise including key end-to-end business processes infused with intelligence. Using customer examples, Patrick, will advise how SAP is evolving the digital platform into a business technology platform, ensuring out-of-the-box integration, modularity, ease of extension, and consistent experience across business processes in an intelligent enterprise.</p> <p><b>Patrick Elliot, Vice President, Head of Platform &amp; Technology, SAP Australia and New Zealand</b></p>
9:50am – 10:30am	<p><b>Customer Keynote: Kickstarting a business systems transformation at Bureau of Meteorology</b></p> <p>As Australia’s national weather, climate and water agency, the Bureau of Meteorology provides some of the most fundamental and widely used of government services. They have started a large and broad program of work, which is seeking to transform the Bureau and find efficiency in their business systems. Pranay, who is the CFO, will give insights into the transformation strategy and guiding principles, 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, Chief Financial Officer, Bureau of Meteorology</b></p>
10:30am – 11:10am	<b>Morning Break</b>

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11:10am – 11:50am	<b>Breakout 1A – LoB Stream</b> <i>Room 104</i>	<b>Breakout 1B – Optimisation Stream</b> <i>Room 105</i>	<b>Breakout 1C – Digital Transformation Stream</b> <i>Room 106</i>
	<p><b>Discovering the ideal journey for YOU to S/4 HANA</b></p> <p>Identifying your right journey to S/4 HANA is more than simply performing a technical assessment and deciding on a migration option. Too often we see customers rush into S/4 HANA without fully understanding their own corporate priorities, capabilities and objectives and the options available to address these requirements. This session will help you understand the many pathways available to get you to S/4, how to assess which are best for you and why defining the right journey is so important to a successful migration. We will share a number of case studies highlighting very different customer journeys along with the reasoning behind each. Our presenter will also discuss the licencing opportunity and implications of moving to S/4 HANA including the impact to Indirect Access, improving your commercial terms and conditions and the complexity of the S/4 licensing model.</p> <p><b>Jeff Lewis</b> Managing Director &amp; CEO, <b>Libertas Partners</b></p> <p><i>Licensing, Indirect Access</i></p>	<p><b>The Journey forward towards 2025 and beyond.....</b></p> <p>With another 5/6 years to go, whether you plan to move partly/completely to S/4HANA (with either Green/Brown/Blue field implementations), staying long term with your trusty SAP ECC, or have some other plans, this presentation will show you various options to help you move ahead in your preferred direction with confidence and peace of mind. It will also cover briefly the current SAP on Oracle relationship and roadmap ahead and show the latest technology for SAP customers to optimise their SAP systems.</p> <p><b>Gerhard Kuppler</b> Vice President - Global SAP Alliances SAP Corporate Account &amp;</p> <p><b>Lam Kuen Sang</b> Director, Business Development SAP on Oracle Cloud and Infrastructure Technology Oracle Corporation</p> <p><i>Database, optimisation</i></p>	<p><b>How Microsoft runs one of the biggest SAP implementations in the world</b></p> <p>Microsoft IT runs one of the largest SAP implementations today, with more than 120,000 users running mission critical business processes such as Finance, Supply Chain, HR, and Consulting Services. In this session, you will get the insider view from a Microsoft Core Service Engineering leader, learning how Microsoft migrated to the Azure cloud and is now leveraging it to transform its existing SAP landscape as it starts the migration to S/4HANA. This presentation will reveal lessons learned along the way, best practices and tips you can benefit from.</p> <p><i>S/4HANA, Cloud</i></p>
<p>11:50am - 11:55am <span style="float: right;"><i>Transition Time</i></span></p>			

11:55am – 12:35pm	<p><b>Breakout 2A – LoB Stream</b> <i>Room 104</i></p> <p><b>SAP Innovation Session</b></p> <p><b>Fraud, compliance, and risk: why early detection is your strongest weapon against increasingly sophisticated financial crime</b></p> <p>Around half of all organisations around the world admit to falling victim to fraud and economic crime, and that number may be much higher. 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. Control is the key. This includes setting and enforcing clear policies around expenditure, requiring all employees to use company credit cards for business-related spending, and automating expense-related processes to minimise human interaction. In this presentation, 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> Managing Director ANZ SAP Concur</p> <p><i>Fraud, compliance, risk</i></p>	<p><b>Breakout 2B – Optimisation Stream</b> <i>Room 105</i></p> <p><b>Ensuring your SAP project is a success with Change Management</b></p> <p>Many people are well aware that Change Management is the most critical and often overlooked aspect of project success (including of course SAP projects). The problem is there is little awareness of what is involved: there is no silver bullet or one size fits all. This session will utilize collective experiences and give delegates the opportunity to share their challenges and successes and learn from others. Discussion will centre around:</p> <ul style="list-style-type: none"> <li>• What is Change Management</li> <li>• The impact of organisational structures</li> <li>• Collaboration and the continual learning organisation</li> </ul> <p><i>Change Management</i></p>	<p><b>Breakout 2C – Digital Transformation Stream</b> <i>Room 106</i></p> <p><b>Real time Business Intelligence for Village Roadshow Topgolf Australia</b></p> <p>Village Roadshow's new entertainment venture, Topgolf, operates with real time or near real time BI and Analytics utilising SAP solutions including: HANA, Cloud Analytics, Business Warehouse and Business Objects BI. Michael will discuss this Global Award winning project including:</p> <ul style="list-style-type: none"> <li>• Delivering a 360-degree, near real-time analytics view of the business in three weeks</li> <li>• How analytics is helping to optimized margins using detailed labor and cost-of-goods-sold insights</li> <li>• How to improve customer experience using near real-time using customer experience feedback surveys</li> <li>• Extracting data in near real-time from 5 non-SAP systems; including point of sale, gaming, labor, management, and customer experience as well as SAP ERP</li> </ul> <p><b>Michael Dayaseela</b> Manager Business Intelligence &amp; Analytics Village Roadshow</p> <p><i>BI, Analytics</i></p>
12:35pm – 1:40pm	<b>Lunch</b>		

1:40 pm – 2:20 pm	<b>Breakout 3A – LoB Stream</b> <i>Room 104</i>	<b>Breakout 3B – Optimisation Stream</b> <i>Room 105</i>	<b>Breakout 3C – Digital Transformation Stream</b> <i>Room 106</i>
	<p><b>Lessons learned from Orora’s HR &amp; Payroll journey</b></p> <p>Orora Australasia are on a journey of transforming their HR &amp; Payroll systems with SAP SuccessFactors and SAP Payroll. Caroline will share:</p> <ul style="list-style-type: none"> <li>• Key Learnings from the journey so far</li> <li>• The importance of governance</li> <li>• Building a solid support model</li> <li>• Changing perceptions within the business</li> </ul> <p>There will be also be discussion around the revival of the HR &amp; Payroll SIG in Melbourne including potential topics, meeting formats etc so everyone interested in restarting an active HR &amp; Payroll SIG is invited to come along and share their thoughts and ideas.</p> <p><b>Caroline Efron</b> IT Service Manager Group Services <b>Orora Australasia</b></p> <p><i>HR, SuccessFactors, Payroll</i></p>	<p><b>SAP Innovation Session</b></p> <p><b>Speed Up Business Processes with Intelligent Robotic Process Automation (RPA)</b></p> <p>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; Solution Advisor <b>SAP ANZ</b></p> <p><i>Process automation</i></p>	<p><b>Medibank and S/4HANA – experiences from a mature user</b></p> <p>Medibank was one of the first and largest SAP S/4HANA implementations in Australia. The organisation embarked on a large transformation project to integrate separate SAP systems into a single corporate services platform to give an integrated view and control over operations as well as better use of the large amounts of data being collected and better management insights. As some time has passed since the go live, Medibank will share their experiences as an early adopter and mature user. They will discuss what lessons they have learned and are learning as well as what they are planning to do next. This invaluable first hand knowledge and advice for anyone contemplating, planning or currently taking the S/4HANA journey.</p> <p><b>Dinesh Kantheti</b> Head of Finance Systems &amp; Master Data &amp; Sravan Peyyeti, BPC Solution Manager, <b>Medibank</b></p> <p><i>S/4HANA</i></p>
2:20 pm – 2:25 pm	<i>Transition Time</i>		

2:25 pm – 3:05 pm	<b>Breakout 4A – LoB Stream</b> <i>Room 104</i>	<b>Breakout 4B – Optimisation Stream</b> <i>Room 105</i>	<b>Breakout 4C – Digital Transformation Stream</b> <i>Room 106</i>
	<p><b>Developing a Client Information Management system at Victoria Police</b>  Victoria Police needed to develop an enterprise wide case and client information management system to enhance service delivery and re-align its internal Health and Wellbeing services. They had relied on a manual system with limited reporting and which lacked the ability to refer cases to other units or integration to other systems. The new system had to be agile, responsive, more people focused and provide improved privacy and security in accordance with legislative requirements. This presentation will discuss what has been achieved including:</p> <ul style="list-style-type: none"> <li>• Building the business case</li> <li>• Data capture and real time data access</li> <li>• Automated reporting and Analytics capability</li> <li>• Solutions used including SAP HR &amp; SAP BW</li> <li>• Training, roll out &amp; future plans</li> </ul> <p><b>Beth Creasey,</b>  Development Support HR Systems &amp;  <b>Paul Kittson, Senior Business Analyst</b>  <b>Victoria Police</b></p> <p><i>Information, case management</i></p>	<p><b>Australia Post replatforms its large SAP HANA database – lessons learned</b>  Australia Post, who was an early adopter of SAP HANA, recently completed a major project of replatforming its large HANA database from scale-out commodity architecture to IBM Power E980? Justin will discuss:</p> <ul style="list-style-type: none"> <li>• History of SAP HANA at Australia Post</li> <li>• Issues with being an “early adopter”</li> <li>• SAP’s official position on scale-up vs scale-out</li> <li>• Challenges managing a scale-out</li> <li>• Building the Business Case</li> <li>• The transition &amp; situation now</li> <li>• Reflections and lessons learnt</li> </ul> <p><b>Justin Miller</b>  <b>SAP Application Platform Architect</b>  <b>Australia Post</b></p> <p><i>HANA, platform</i></p>	<p><b>SAP Innovation Session</b>  <b>CX Transformation for SAP ECC and SAP S/4 HANA Customers</b>  This presentation will give you an inside perspective of Sealed Air USA’s front office CX 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>  <b>SAP Customer Experience Advisory – Industries, SAP</b>  <b>(former Divisional CIO of Sealed Air USA)</b></p> <p><i>CX, S/4HANA</i></p>
3:05 pm – 3:35 pm	<b>Afternoon Break</b>		

<p>3:35 pm – 4:15 pm</p>	<p><b>Breakout 5A – LoB Stream</b> <i>Room 104</i></p> <p><b>AGL job safety and risk assessment with SAP</b> Sam from AGL will discuss how AGL developed Job Safety Environment Analysis (JSEA) using standard SAP risk assessment solutions and AGL’s risk management standards. This presentation will cover:</p> <ul style="list-style-type: none"> <li>• Building the business case for JSEA using a standard SAP HSE Risk Assessment process and solution framework combined with AGL standard risk identification processes</li> <li>• Analysis, evaluation, treatment, monitoring and review</li> <li>• Examples of job based &amp; location based risk assessment scenarios when a work order from plant maintenance is generated</li> </ul> <p><b>Sam Borkar</b> <b>S4 HANA Delivery Lead</b> <b>AGL</b></p> <p><i>Risk Assessment</i></p>	<p><b>Breakout 5B – Optimisation Stream</b> <i>Room 105</i></p> <p><b>SAP Innovation Session</b></p> <p><b>How A&amp;L Windows are re-imagining deliveries with greater efficiency and accuracy on SAP Cloud Platform</b> A&amp;L Windows are one of Australia’s largest residential windows manufacturers. This presentation will discuss the challenges they faced when it came to window site deliveries for drivers and technicians and the solutions they developed using a Design Thinking approach. Dominic will talk through:</p> <ul style="list-style-type: none"> <li>• The challenge of disparate processes across two states</li> <li>• The design thinking approach taken</li> <li>• Identification and gaining buy-in of various users</li> <li>• Incorporating complex requirements into the one solution</li> </ul> <p><b>Dominic Barker</b> <b>Scheduling &amp; Production Lead,</b> <b>A&amp;L Windows</b></p> <p><i>SAP Cloud Platform, Design Thinking</i></p>	<p><b>Breakout 5C – Digital Transformation Stream</b> <i>Room 106</i></p> <p><b>Customer Panel: What are your biggest challenges for the next year?</b> Our panellists from some key SAP customer organisations will give their insights into:</p> <ul style="list-style-type: none"> <li>• What do you see as your biggest challenges/ changes in the next 12 months for your use of SAP (new projects or solutions)?</li> <li>• What are planning or doing in the next year</li> <li>• Your best tips and advice for others</li> <li>• Biggest lessons learned from past and ongoing SAP projects?</li> <li>• What (if any) changes are you seeing to your position or the technology/ IT workforce generally?</li> </ul> <p><u>Host</u> <b>Chris Paine, SAP Mentor</b></p> <p><u>Panellists</u> <b>Chris Costley, IDP</b> <b>Others tbc</b></p> <p><i>Digital Transformation</i></p>
<p>4:15 pm – 4:20 pm</p>		<p><i>Transition Time</i></p>	

4:20pm – 5:00pm	Breakout 6A – LoB Stream <i>Room 104</i>	Breakout 6B – Optimisation Stream <i>Room 105</i>	Breakout 6C – Digital Transformation Stream <i>Room 106</i>
	<p><b>SAP Innovation Session</b></p> <p><b>Happy users make a difference - Why people come first</b></p> <p>Our Learning Expert will show you how innovative organisations are moving away from one-time training events to continuous micro-learning to ensure their teams have the skills and knowledge to perform their job effectively and efficiently. A case study on how Sydney Water put learning content at the centre of their information management strategy with SAP Enable Now will be presented.</p> <p><b>Rebecca Bottomley</b> Learning Enterprise Architect, SAP APJ</p> <p><i>Learning, User Adoption</i></p>	<p><b>Getting started on machine learning with SAP HANA &amp; R</b></p> <p>This presentation will give a good introduction to Machine Learning and 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>Embarking on a Digital Customer Experience transformation journey</b></p> <p>Hear how a leading company started on its journey of putting customers at the centre of operations, firstly by driving sales adoption of CRM (SAP Sales Cloud), whilst incentivising its sales team to drive online ordering by customers (through SAP Commerce). Learn about this approach:</p> <ol style="list-style-type: none"> <li>1. Onboard the sales team to CRM with a narrowly focused pilot</li> <li>2. Onboard customers to digital by incentivising the sales team as well as gamification via internal competition showing adoption by sales rep</li> </ol> <p><i>Customer Experience</i></p>
5:00pm – 7:00pm	<b>Networking Event in Exhibition Area</b>		





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## Please Note:

- The speakers and topics on this agenda are subject to change
- If there is no speaker name against a session topic then that session is not yet confirmed
- Customer case studies will vary and depend totally on speakers from SAUG member organisations who are willing and able to present.
- If you are interested in presenting at SAUG Conferences, please contact: [michael.kovacevic@saug.com.au](mailto:michael.kovacevic@saug.com.au)

## Continuing Professional Development (CPD) Hours

The **HR topics** within the SAUG Melbourne Conference conform to Australian Human Resources Institute (AHRI) requirements for gaining Continuing Professional Development (CPD) hours. AHRI members who attend HR topics can count the time attended as part of their CPD hours. [More information.](#)

The **General Breakout Streams** within the SAUG Melbourne Conference 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](#)