



SAUG Melbourne Conference 2019 | Agenda

Thursday 21st November | Melbourne Convention & Exhibition Centre

8:30am – 9:00am	Registration and arrival coffee & tea – Level 1 Foyer
9:00am – 9:15am	Welcome – SAP Australian User Group Update Dr Susan Foster, SAUG Committee & Senior Lecturer, Monash University
9:15am – 9:50am	SAP Executive Keynote: Enterprise Experience Management - Intelligent Processes for the Experience Economy In this Executive keynote session, SAP will explore the emergence of Experience Based Processes, look at the four core experience pillars and share how SAP solutions and technologies are helping organisations around the world to engineer their own best experience processes and improve interactions everywhere. Peggy Renders, Head of Digital Transformation Organisation, SAP APJ
9:50am – 10:30am	Customer Keynote: Kickstarting a business systems transformation at Bureau of Meteorology 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. Pranay Lodhiya, Chief Financial Officer, Bureau of Meteorology
10:30am – 11:10am	Morning Break

11:10am – 11:50am	Breakout 1A – LoB Stream <i>Room 104</i>	Breakout 1B – Optimisation Stream <i>Room 105</i>	Breakout 1C – Digital Transformation Stream <i>Room 106</i>
	<p>Discovering the ideal journey for YOU to S/4 HANA</p> <p>Identifying the 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 developing a S/4 HANA business case without fully understanding their own corporate priorities, capabilities and objectives and the options available to address these requirements. This presentation 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. In addition, we will also discuss the licencing opportunity and implications of moving to S/4 HANA with respect to improving commercial terms and conditions, indirect access and simplifying the S/4 HANA product suite.</p> <p>Jeff Lewis Managing Director & CEO, Libertas Partners</p> <p><i>S/4HANA</i></p>	<p>The Journey forward towards 2025 and beyond.....</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>Gerhard Kuppler Vice President - Global SAP Alliances SAP Corporate Account &</p> <p>Lam Kuen Sang Director, Business Development SAP on Oracle Cloud and Infrastructure Technology Oracle Corporation</p> <p><i>Optimisation</i></p>	<p>Embrace your journey to the Cloud and transform your business</p> <p>Microsoft and SAP have been building on a joint commitment to simplify and modernise customers' journeys to the cloud through Project Embrace. Max will share the latest announcements and what this unique offering will mean for our customers. Microsoft will then invite a key customer, DuluxGroup, to discuss their business transformation and adoption of cloud-based solutions. Evan and Jonathan from DuluxGroup will discuss:</p> <ul style="list-style-type: none"> • Addressing an organisation strategy with a cloud platform & solutions • Experiences with Microsoft Azure • How Dulux designed, planned and executed its strategy • Some pitfalls, gotchas and struggles • Realising future opportunities with new capabilities <p>Max Kaye, Sales Director for SAP on Azure Strategic Pursuit, Microsoft Evan Wu, SAUG SIG Lead EA, Enterprise Architect, & Jonathan Treloar, IT Operations Manager, DuluxGroup</p> <p><i>Cloud</i></p>
11:50am - 11:55am	<i>Transition Time</i>		

11:55am – 12:35pm	Breakout 2A – LoB Stream <i>Room 104</i>	Breakout 2B – Optimisation Stream <i>Room 105</i>	Breakout 2C – Digital Transformation Stream <i>Room 106</i>
	<p>SAP Innovation Session</p> <p>Fraud, compliance, and risk: why early detection is your strongest weapon against increasingly sophisticated financial crime</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>Matthew Goss Managing Director ANZ SAP Concur</p> <p><i>Fraud, compliance, risk</i></p>	<p>Changing your organisation’s culture to make your people awesome</p> <p>If you had to describe your team would awesome be the ultimate description? Andy has had wide ranging experience developing and executing change management programs in large organisations as well as driving a culture of change. Not just a single change management activity, Andy will look at how utilising a culture of change and change tactics can shift the paradigm of customer perception from average to awesome and how that awesome team can then help deliver great outcomes within your business.</p> <p>Andy Derrick Head of IT Change and Compliance, Orora Australasia</p> <p><i>Change Culture</i></p>	<p>Real time Business Intelligence for Village Roadshow Topgolf Australia</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"> • Delivering a 360-degree, near real-time analytics view of the business in three weeks • How analytics is helping to optimized margins using detailed labor and cost-of-goods-sold insights • How to improve customer experience using near real-time customer experience feedback surveys • 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 <p>Michael Dayaseela SAUG HANA SIG Lead, Manager Business Intelligence & Analytics Village Roadshow</p> <p><i>BI, Analytics</i></p>
12:35pm – 1:40pm	Lunch		

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1:40 pm – 2:20 pm	Breakout 3A – LoB Stream <i>Room 104</i>	Breakout 3B – Optimisation Stream <i>Room 105</i>	Breakout 3C – Digital Transformation Stream <i>Room 106</i>
	<p>Lessons learned from Orora’s HR & Payroll journey</p> <p>Orora Australasia are on a journey of transforming their HR & Payroll systems with SAP SuccessFactors and SAP Payroll. Caroline will share:</p> <ul style="list-style-type: none"> • Key Learnings from the journey so far • The importance of governance • Building a solid support model • Changing perceptions within the business <p>There will be also be discussion around the revival of the HR & Payroll SIG in Melbourne including potential topics, meeting formats etc so everyone interested in restarting an active HR & Payroll SIG is invited to come along and share their thoughts and ideas.</p> <p>Caroline Efron IT Service Manager Group Services & Gen Kasimis HR & Payroll Lead, Orora Australasia</p> <p><i>HR, SuccessFactors, Payroll</i></p>	<p>SAP Innovation Session</p> <p>Speed Up Business Processes with Intelligent Robotic Process Automation (RPA)</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 & other cloud solutions with the recently released SAP Intelligent Robotic Process Automation services.</p> <p>Murali Shanmugham SAP Technology Ambassador & Solution Advisor SAP ANZ</p> <p><i>Process automation</i></p>	<p>Medibank and S/4HANA – experiences from a mature user</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>Dinesh Kantheti Head of Finance Systems & Master Data, Sravan Peyyeti, BPC Solution Manager & Madhan Elango, Senior SAP Basis Consultant, Medibank</p> <p><i>S/4HANA</i></p>
2:20pm – 2:25 pm	<i>Transition Time</i>		

2:25 pm – 3:05 pm	Breakout 4A – LoB Stream <i>Room 104</i>	Breakout 4B – Optimisation Stream <i>Room 105</i>	Breakout 4C – Digital Transformation Stream <i>Room 106</i>
	<p>Developing a Client Information Management system at Victoria Police 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"> • Building the business case • Data capture and real time data access • Automated reporting and Analytics capability • Solutions used including SAP HR & SAP BW • Training, roll out & future plans <p>Paul Kittson, Senior Business Analyst & Aaron Chang, Senior SAP Developer, Victoria Police</p> <p><i>Information, case management</i></p>	<p>Australia Post replatforms its large SAP HANA database – lessons learned 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"> • History of SAP HANA at Australia Post • Issues with being an “early adopter” • SAP’s official position on scale-up vs scale-out • Challenges managing a scale-out • Building the Business Case • The transition & situation now • Reflections and lessons learnt <p>Justin Miller SAP Application Platform Architect Australia Post</p> <p><i>HANA, platform</i></p>	<p>SAP Innovation Session CX Transformation for SAP ECC and SAP S/4 HANA Customers This presentation will give you an inside perspective of Sealed Air USA’s front office CX transformation for business, distributor engagement, sales & service, customer experience & commerce through, Web & Mobile channels. Topics discussed include:</p> <ul style="list-style-type: none"> • How to run a pragmatic software evaluation process • Driving alignment in complex organisations with the decision making process • How to guarantee success with any digital transformation & implementation <p>Naveen Kandasami, SAP Customer Experience Advisory – Industries, SAP (former Divisional CIO of Sealed Air USA)</p> <p><i>CX, S/4HANA</i></p>
3:05 pm – 3:35 pm	Afternoon Break		

3:35 pm – 4:15 pm	Breakout 5A – LoB Stream <i>Room 104</i>	Breakout 5B – Optimisation Stream <i>Room 105</i>	Breakout 5C – Digital Transformation Stream <i>Room 106</i>
	<p>AGL job safety and risk assessment with SAP 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"> • Building the business case for JSEA using a standard SAP HSE Risk Assessment process and solution framework combined with AGL standard risk identification processes • Analysis, evaluation, treatment, monitoring and review • Examples of job based & location based risk assessment scenarios when a work order from plant maintenance is generated <p>Sam Borkar S/4 HANA Delivery Lead AGL</p> <p><i>Risk Assessment</i></p>	<p>SAP Innovation Session</p> <p>How A&L Windows are re-imagining deliveries with greater efficiency and accuracy on SAP Cloud Platform A&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"> • The challenge of disparate processes across two states • The design thinking approach taken • Identification and gaining buy-in of various users • Incorporating complex requirements into the one solution <p>Dominic Barker Scheduling & Production Lead, A&L Windows</p> <p><i>SAP Cloud Platform, Design Thinking</i></p>	<p>Customer Panel: What are your biggest challenges for the next year? Our panellists from some key SAP customer organisations will give their insights into:</p> <ul style="list-style-type: none"> • What do you see as your biggest challenges/ changes in the next 12 months for your use of SAP (new projects or solutions)? • What are planning or doing in the next year • Your best tips and advice for others • Biggest lessons learned from past and ongoing SAP projects? • What (if any) changes are you seeing to your position or the technology/ IT workforce generally? <p><u>Host</u> Chris Paine, SAP Mentor</p> <p><u>Panellists</u> Cameron Amling, Coles Ria Pineda, AGL Michael Dayaseela, Village Roadshow</p> <p><i>Digital Transformation</i></p>
4:15 pm – 4:20 pm	<i>Transition Time</i>		

4:20pm – 5:00pm	<p>Breakout 6A – LoB Stream <i>Room 104</i></p> <p>SAP Innovation Session Happy users make a difference - Why people come first 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>Rebecca Bottomley Learning Enterprise Architect, SAP APJ</p> <p><i>Learning, User Adoption</i></p>	<p>Breakout 6B – Optimisation Stream <i>Room 105</i></p> <p>Getting started on machine learning with SAP HANA & R 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>Dr Maria Prokofieva Senior Lecturer, Victoria University</p> <p><i>R, ML, HANA</i></p>	<p>Breakout 6C – Digital Transformation Stream <i>Room 106</i></p> <p>Developing a Customer Experience strategy at AusNet Services Many now regard Customer Experience as the most important differentiator for a business. However, it's much more than simply implementing a one-off solution, rather it's a wide range of approaches and putting customers at the centre of all operations. James from AusNet will give invaluable insights into the CX strategy they are developing including:</p> <ul style="list-style-type: none"> • How AusNet is currently embedding customers into the organisation • The pieces of work currently being looked at • Building on CRM and SAP CIS systems • Embedding human centred design within the organisation <p>James Canale Customer Experience Lead & Business Analyst AusNet Services</p> <p><i>Customer Experience</i></p>
5:00pm – 7:00pm	Networking Event in Exhibition Area		



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Please Note:

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

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](#)