

# Ireland Special Interest Group

Meeting to be held on Tuesday 7<sup>th</sup> May 2013

At ESB Head Office, 27 Lower Fitzwilliam St, Dublin 2.

## AGENDA



|              |  |                           |
|--------------|--|---------------------------|
| <b>09:30</b> | <b>Registration &amp; Coffee</b>   | All                       |
| <b>10:00</b> | <b>Introduction &amp; Welcome</b>  | Philip Adams<br>SIG Chair |
| <b>10:05</b> | <b>Round Table Session</b>   | All                       |
|              | This will be for members only, SAP and partners excluded from the morning session. Coffee will be served at 11:15am during the discussion.   |                           |
|              | Topics to include;   |                           |
|              | <ul style="list-style-type: none"><li>• Licensing – level of understanding, issues / pain points, auditing SAP use, internally and for audit results submitted to SAP.</li><li>• Value Added Reseller (VAR) model / relationship with partners in the sales or support process.</li><li>• Keeping up to date with SAP solutions. A process for defining a practical and appropriate position for staying current with support packs, upgrades and enhancement packs etc...</li></ul> |                           |
| <b>13:00</b> | <b>LUNCH &amp; NETWORKING</b>  | All                       |
| <b>14:00</b> | <b>SAP Services</b>  | SAP                       |
|              | <ul style="list-style-type: none"><li>• What is covered under Enterprise support</li><li>• What are the popular services used by other customers</li><li>• What Rapid deployment services are available</li><li>• Topics in the context of driving value from license and maintenance investment</li></ul>   |                           |
| <b>15:30</b> | <b>Any Other Business &amp; Close</b>  | All                       |

Hosted by: