



SAP Innovation Day for Utilities

Tacoma Convention Center - Tacoma, WA

Track 1	CIS & CRM
Track 2	HANA, Mobility & EAM
Track 3	Cloud & Design Thinking

Sponsored by:



Wednesday, November 06, 2013

7:45 am - 8:30 am	Continental Breakfast & Check-in		
8:30 am - 9:00 am	Welcome and Agenda Review <i>Todd Hall & Daniel Reid, SAP</i> <i>Sylvana Coche, Gravity Pro Consulting</i> (Ballroom A on 3rd Floor)		
Conference Room	<u>CIS & CRM</u> Room #315	<u>HANA, Mobility & EAM</u> Room #316	<u>Cloud & Design Thinking</u> Room #317
9:00 am - 9:45 am	CenterPoint Energy's Business Case and Customer Vision <i>Stephenie Howard & Kim Rich</i> CenterPoint Energy	Everything HANA <i>Walt Muntzenberger</i> SAP	The Next Chapter in SCE's P2P Journey: How We Decided on Ariba <i>Jay Castleberry (presenting remotely)</i> Southern California Edison
9:45 am - 10:30 am	How SAP Education Drives User Adoption & Performance for SAP CRB & CRM Projects <i>Kerry Brown</i> SAP	Why and How SAP ERP Runs Better on HANA <i>Walt Muntzenberger, Todd Hall & Robert Straubinger</i> SAP	Cloud-Based SAP CR&B Solutions <i>Bin Yu</i> Utegration Inc.
10:30 am - 11:15 am	Everything Customer Except CIS: The New Face of Customer Engagement <i>Jim Magnanini & Ryan Soltis</i> SAP	Intelligent Evolution to HANA - How to Start Planning Your Migration the Right Way to Suite on HANA to Realize the Long Term Value <i>Gil Gomez</i> IBM	Run Your Existing SAP Applications in the SAP HANA Enterprise Cloud <i>Fabian Dias</i> SAP
11:15 am - 12:00 pm	CIS Outcome-Based Project Planning and Faster Benefits Realization <i>Aaron Saint</i> Accenture	Snohomish's Mobile Customer App, Field Service Mobility, and Office Worker Mobility Strategy <i>Marc Rosson</i> Snohomish County Public Utility District #1	Beyond Descriptive Analytics: How Energy Utilities are Implementing Propensity Models to Predict Customer Action <i>Lance Charlish</i> Vertex Business Services
12:00 pm - 1:00 pm	Lunch Break (Ballroom A on 3 rd Floor)		

1:00pm - 1:45pm	Implementing SAP CR&B for a 3M Meter Gas LDC <i>Craig White</i> Atmos Energy	Support the Asset LifeCycle in SAP <i>Len Harms</i> Vesta Partners	Design Thinking Workshop <i>by Jeff Graham</i> SAP In a world full of technology - new solutions, new applications, and new buzzwords - how can you ensure you are executing the best strategy to address your challenges? Design Thinking is a mindset and a set of tools for approaching problem solving based on empathy
1:45pm - 2:30pm	Business Value Resulting from Running CRB on the HANA Database <i>Robert Straubinger</i> SAP	Snohomish PUD: Going "All In" with SAP <i>Benjamin Beberness</i> Snohomish County Public Utility District #1	
2:30pm - 3:15pm	Transforming the Customer Experience Seamlessly with SAP CRB <i>Rex Pietzyk</i> Puget Sound Energy	Spatially Enable SAP - Linking the SAP Technical Asset to the GIS Asset Register <i>Customer Story</i> Vesta Partners, Coler & Colantonio	
3:15pm - 4:00pm	Snohomish's 2 Year Journey to CRM 7.3 <i>Garth Williams</i> Snohomish County Public Utility District #1	Asset Lifecycle Accounting <i>Terri Wilson</i> CenterPoint Energy	
4:00pm - 4:45pm	New MyAccount Online Features at City of Tacoma Utilities <i>Sue Daulton</i> City of Tacoma Utilities	PPM - Optimizing Project Investments and Aligning with Business Strategy <i>Al Ledesma</i> Southern California Edison	

The Tacoma Convention Center Meeting Rooms 3rd Floor

