

# Virtual Customer Success Day

## Sustainable Procurement

Thursday, 7<sup>th</sup> May 2020

### Agenda

9:00 a.m. GMT	<b>Welcome and Introduction</b>
9:10 a.m. GMT	<b>Sustainable Procurement</b> <ul style="list-style-type: none"><li>• The growing importance of sustainability and the impact of climate change</li><li>• Lessons for procurement &amp; supply chain from the COVID19 crisis</li><li>• The role of technology in supplier risk</li></ul> Frank Omare, Global Value Advisory, SAP Procurement Solutions
9:30 a.m. GMT	<b>Supply Chain Disruption</b> <ul style="list-style-type: none"><li>• How can customers identify possible supply chain disruption?</li><li>• What can customers do now to help themselves and prepare?</li><li>• How prepared is your supply chain for the end of the pandemic?</li></ul> Glen Ramsey, Senior Solution Specialist, SAP Procurement Solutions
10:00 a.m. GMT	<b>Customer Panel: Sustainability &amp; Resilience</b> <p>Hear from our SAP Ariba customer panellists as they share:</p> <ul style="list-style-type: none"><li>• what Sustainability means to their organisation and the role of procurement</li><li>• How COVID19 has affected business operations and the steps taken in response</li><li>• The lessons learnt, and how it has changed their approach to supplier risk management</li></ul> Customer panellists include GSK, Sky, Smith and Nephew
11:00 a.m. GMT	Morning session concludes
<b>Break</b>	
1:00 p.m. GMT	<b>UKI SAP User Group (UKISUG)</b> <p>Updates from UKISUG on the Procurement User group</p> Craig Dale, Chief Executive, UK & Ireland SAP User Group
<b>Break</b>	
2:00 p.m. GMT	<b>Tips and Tools for Remote Working</b> <ul style="list-style-type: none"><li>• Learn what customers are changing in their systems and processes in response to COVID19.</li><li>• The SAP Ariba Customer Adoption Team will also provide an overview of the changes customers can make to their SAP Ariba solutions to better support them now.</li></ul> Barry Dawson, SAP Ariba Customer Adoption Team
<b>Break</b>	
3:00 p.m. GMT	<b>Score Cards</b> <ul style="list-style-type: none"><li>• Critical Source to Pay KPIs</li><li>• What KPIs have come to the fore during the pandemic period?</li></ul> Barry Dawson, SAP Ariba Customer Adoption Team
3:50 p.m. GMT	<b>Final remarks</b>
4:00 p.m. GMT	<b>Close</b>