

# SAP PLM Customer Networking Forum

## Agenda and Event Overview



June 10-11, 2009  
SAP Americas Headquarters  
Newtown Square, PA

CUSTOMER  
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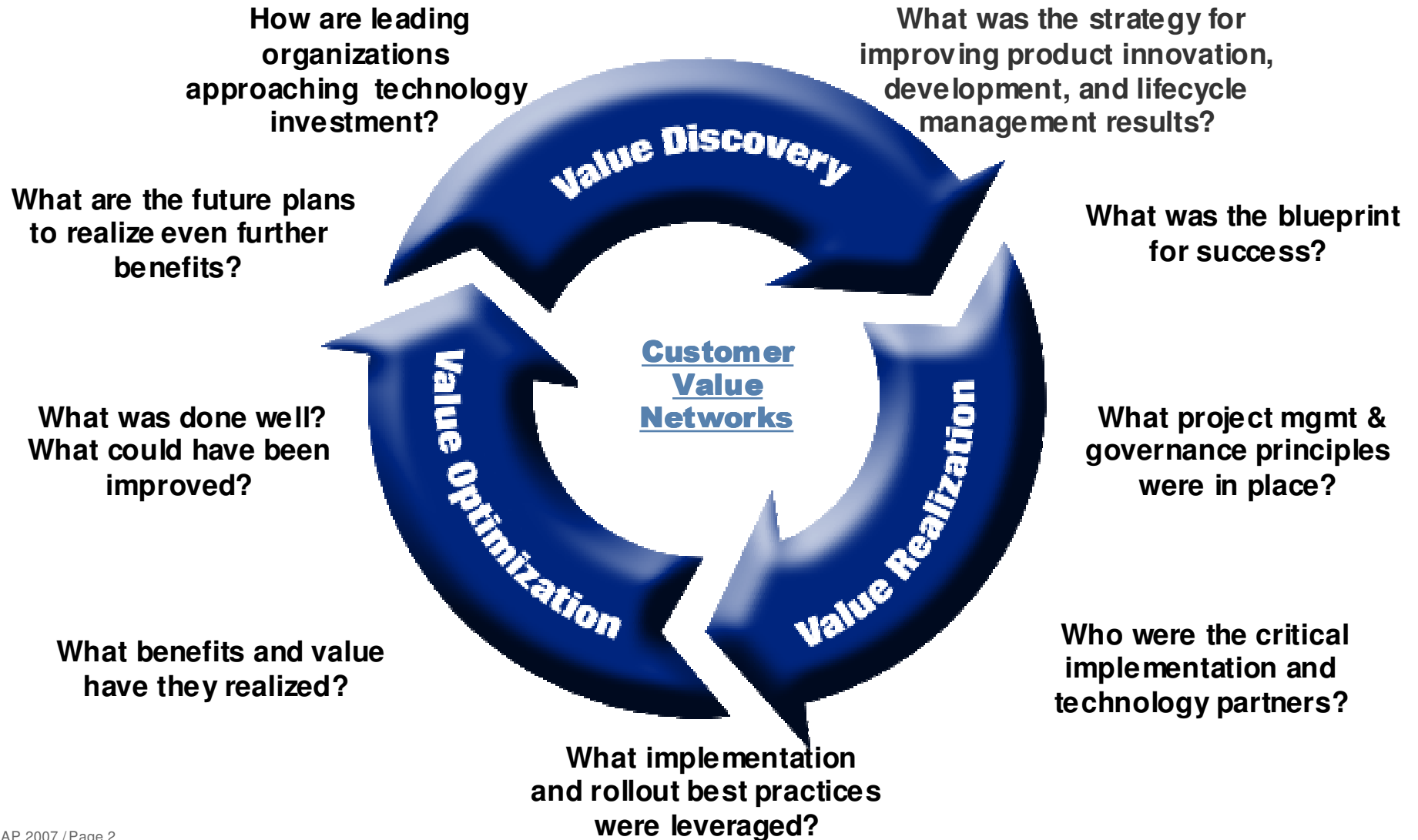
THE BEST-RUN BUSINESSES RUN SAP



# What Do SAP Customers Learn from Participating in the PLM Customer Value Network?



**Using customer experience to address common concerns and reinforce the value lifecycle**



# Event Overview- SAP PLM Customer Networking Forum June 10-11, 2009



**What:** PLM Customer Networking Forum hosted by the SAP PLM Customer Value Network

**When:** June 10-11, 2009

**Where:** SAP Americas Headquarters, Newtown Square, PA

**Why:** Connect with and learn directly from SAP customers about their real-world experience with PLM initiatives, and best practices and lessons learned

**Focus:** Customer case studies illustrating best practices for successful PLM initiatives that deliver business value

**Who:** The event is open to all SAP customers, and prospective customers, with an interest in PLM solutions:

- R&D, Engineering, Product Regulatory Compliance / EHS, and Product Development Business Executives and Managers
- PLM Initiative Leaders and Business Process Owners
- IT leaders and business analysts responsible for PLM initiatives

**Business Process Scope:** All aspects of product lifecycle management, across industry sectors, including: product and service innovation; portfolio and project management, integrated product development, and product compliance and quality management

**Cost:** None – participation in this event is open to SAP customers free of charge.

# Agenda – June 10-11, 2009



## Day 1 – Wednesday, June 10

**11:00a – 12:00p** Industry-focused Roundtables:

- Consumer Products
- Discrete Manufacturing
- Process Manufacturing / Life Sciences

**12:00- 1:00p** Networking Lunch

**1:00-2:00** Opening Keynote: Capturing the Business Value of PLM in an Uncertain Economy, Ed Miller, CIMdata

**2:00-3:00** Customer Case Study- Design Anywhere, Build Anywhere at Welch-Allyn

**3:00- 5:00** Customer Case Study Breakout Sessions

- Process Mfg / Consumer Products
- Discrete Manufacturing
- Product Compliance / Quality

**5:00 – 6:00p** Reception

**6:00 - 8:00p** Dinner

## Day 2- Thursday, June 11

**7:30 – 8:30a** - Breakfast

**8:30 – 9:30a** Keynote: SAP PLM Strategy / Roadmap / Release Highlights - Hans Thalbauer, Head PLM Solution Management, SAP AG

**9:30- 10:30** Customer Case Study Breakout Sessions

- Process Mfg / Consumer Products
- Discrete Manufacturing
- Product Compliance / Quality

**10:30- 12:15** Best Practice Roundtables / Panel Discussions

- Portfolio and Project Management
- Product Data Management in Discrete Manufacturing
- Product Compliance / Quality in Process Manufacturing

**12:15-1:00** Networking Lunch

**1:00- 2:00** Customer Case Study- Colgate-Palmolive's PLM Journey

**2:00 – 2:30** Feedback, Leveraging the CVN, and Wrap-up

# Why Attend the PLM CVN Forum June 10-11?



## Connect

- Meet and interact with other SAP customers running and evaluating SAP PLM solutions
- Gain valuable networking connections with industry peers facing the same challenges
- Talk with key SAP staff and partners focused on PLM and get your questions answered

## Exchange

- Discuss common issues and solutions in an informal, intimate setting
- Hear directly from customers about their case successful PLM implementations and lessons learned
- Pick up new, valuable ideas from other industries to apply in your setting

## Succeed

- Help chart your PLM roadmap based on the experience and lessons learned of your fellow customers
- Gain insight to help overcome the barriers and obstacles and maximize business value
- Take home practical information on best practices for successful PLM projects and initiatives

# Who will you meet? Customers like these who attended SAP PLM CVN Networking Events in 2008



## Consumer



## Life Sciences



## Government



## HT & Discrete



## Process & Resources



# Customer Feedback on Past Customer Value Network Events



*"I've paid to attend conferences that didn't offer as much in a few days as this event did in one day for free. It was a great event and provided great networking opportunities. I hope you'll make this a regular event."*

**- Hershey's**

*"This event was exactly what we needed as we start our SAP rollout"*

**- Scapa North America**

*"The event was wonderful. No sales pitch. Good discussions / presentations on really pertinent topics."*

**- Mass Mutual**

*"I would like to thank you for the great learning experience we gained through your Customer CRM session last week. As a result we are much more comfortable with initiating our implementation to help us better manage our Large customer relations."*

**- Hydro One**

*"The The SAP SCM Network Event consisted of a great blend of relevant information, customer presentations and an opportunity to network. In this single day event, I gained two days of valuable networking, new contacts in my industry, and SCM management related content."*

**- Becton Dickinson**

*"Thank you very much for setting up the conference - the networking opportunity and discussions were great"*

**- Merck**

*"A very worthwhile event - good networking opportunities"*

**- Kodak**

*"I've learned more in one day here than I have learned in almost a year. We have been asked to design processes but we didn't know about the [SAP] capabilities. I'm going to go back and make the business case for them."*

**- ABB Instrumentaiton**

*"The Networking conference was excellent. Thanks to SAP for organizing this avenue to gain insight and share our experiences common to SCM"*

**- Hershey's**

## Questions? Want to Register?

For event details and the registration link visit:

<https://cw.sdn.sap.com/docs/DOC-49308>

For questions or more information contact:

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