

MASTERINGSAP
Collaborate
AUCKLAND

**Event
Program
2025**

March
13 - 14
2025

Cordis Hotel, Auckland

Technology, Cloud & Security | Financials HR &
Payroll | Data & Analytics

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Thank you to the Advisory Committee
for their expertise & guidance



Brett Hartman

Head of Analytics, Data, & Enablement,
Zespri



Rob Whitehead

Head of Digital Operations, Zespri



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Head of Capability and Organisational
Development, Mitre 10



Dr. Satha Pillay

Head of Delivery, Fonterra



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Programme Delivery Director, Mitre
10



Wendy Bowie

Finance Systems Manager, Contact
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Craig Brown

Application Support and Enhancement
Manager, Contact Energy



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Finance Manager Process, Systems &
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Greg Garland

Commercial Finance Manager, Genesis
Energy Limited



Mark Hawksbee

Finance Solutions Manager, Foodstuffs
North Island



Andrew Ashby

Head of Delivery, Digital & Strategy, New
Zealand Defence Force

Mastering SAP Collaborate Agenda

Thursday 13 March

From 7.30am | Conference Registration
8.30am – 5.00pm | Conference Day One
5.00pm – 6.00pm | Networking Drinks

Friday 14 March

From 8am | Arrival Tea & Coffee
8:30am – 2.30pm | Conference Day Two

Cordis Hotel, Auckland

Stay in Cordis, Auckland and be surrounded by the city's most fashionable boutiques, quaint cafes and designer art galleries just waiting to be explored along Karangahape Road.

Near The Civic district in the heart of the lively Upper Queen Street neighbourhood, guests will find some of Auckland's best-known attractions such as the Auckland Museum, Sky Tower and Auckland Art Gallery a stone's throw away.

Special accommodation rates have been organised at the venue for attendees of Mastering SAP. Accommodation is not included in your pass price, and must be booked separately, direct with the hotel.

Room rates start at NZ\$259 per night.

To book your accommodation direct with Cordis, [please click here and use this link](#).



Mastering SAP takes no responsibility for hotel reservations or bookings, however if you have any questions regarding accommodation bookings, please contact events@masteringsap.com.

MASTERINGSAP
Collaborate
AUCKLAND

Day 1
13 March

March
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Cordis Hotel, Auckland

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CLICK TO
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8:30am – 8:50am | Keynote

Conference Opening



Ngāti Whātua Ōrākei Group



Annette Slunjski
Chief Executive Officer – APAC,
Mastering SAP

8:50am – 9:40am | Plenary

The Future of AI Depends on You: How Leaders Drive Innovation with AI



Dr Kim Oosthuizen
Head of Artificial Intelligence, SAP (AU)

AI is transforming industries, but its success hinges on one critical factor: leadership. Leaders play a vital role in aligning AI with organisational purpose, fostering ethical practices, and empowering teams to embrace innovation.

In this keynote, Dr. Kim Oosthuizen will explore how we can collectively harness AI into a competitive advantage while maintaining a 'humans-first, AI-second' approach. Drawing on real-world examples, she will provide actionable insights for driving innovation, navigating change, and shaping an AI-enabled future.

ARTIFICIAL INTELLIGENCE

PEOPLE & SKILLS

10:30am – 11:20am | Track 1

Journey to S/4HANA: Modernising Core Systems for Digital Transformation and Sustainable Growth



Martin Bigwood

Head of Enterprise Architecture, Contact Energy



Craig Brown

Application Support and Enhancement Manager, Contact Energy

Contact Energy are one of New Zealand's largest energy retailers and generators. SAP solutions are used across the Generation, Retail and Corporate business units.

We can share our insights and experiences from our SAP S/4HANA implementation journey that went live in May 2023. Learn how Contact leveraged S/4HANA to:

- Enable digital transformation and improve ways of working across all businesses
- Reduce the risk of running on a legacy system
- Support their Contact26 strategy for sustainable growth

Discover the key drivers behind our S/4HANA implementation, learn about the challenges and successes of a brownfields conversion journey and understand how SAP S/4HANA is empowering Contact to achieve its business objectives.

Key Takeaways:

- Conversion of our ECC 6 system to S/4HANA 2021
- Fiori UX Enablement
- Business led governance, change management, commercial mgt
- Key challenges and lessons learned i.e. we were unable to migrate off our CRM 7, had to change S/4 release mid-way through
- Progress since go-live

END USER SESSION

SAP S/4HANA

10:30am – 11:20am | Track 2

Building the Intelligent Finance Function: A Blueprint for AI-Powered Transformation



Craig Turrell

Head of AI & Design, Standard Chartered Bank (SG)

The finance function stands at the cusp of a radical transformation, driven by the integration of AI and intelligent systems. This keynote presents Standard Chartered's journey in building FinSight Intelligence, a comprehensive AI-enabled finance platform that is revolutionizing how finance teams operate. We'll explore the fundamental building blocks of AI-enabled finance and demonstrate how they're reshaping core finance functions through real-world implementations.

Through practical case studies, we'll examine how AI is transforming five key areas:

1. Treasury operations: How advanced reasoning capabilities analyze global financial data to generate real-time trade recommendations and risk insights
2. Tax compliance: The automation of complex Global Pillar 2 calculations, reducing compliance time while ensuring accuracy across multiple jurisdictions
3. Investor Relations: AI-powered earnings call analysis and narrative control, achieving 80% accuracy in predicting Q4 2024 patterns
4. Management Reporting: Natural language interfaces and intelligent dashboards that democratize financial data access
5. Business Performance Management: Real-time simulation and predictive analytics enabling proactive decision-making

We'll share our architecture for success, including:

- Multi-modal data processing combining structured and unstructured financial information
- Knowledge modeling frameworks that enhance AI reasoning in complex financial scenarios
- Real-time simulation capabilities for sophisticated financial modeling
- Natural language interfaces that transform how teams interact with financial data

Key Takeaways:

- Blueprint for building an AI-enabled finance function
- Practical implementation strategies across core finance processes
- Critical success factors for AI adoption in regulated financial environments
- Quantifiable benefits and ROI metrics from real implementations

This session will provide CFOs, finance leaders, and financial technology professionals with a concrete roadmap for transforming their finance functions through AI, backed by real examples and measurable outcomes from our journey.

Standard Chartered Bank won the Outstanding Achievers Award and Next Gen Innovator Award in the 2024 SAP Customer Excellence Awards for SEA.

END USER SESSION

ARTIFICIAL INTELLIGENCE

[CLICK TO BOOK ONLINE](#)

10:30am – 11:20am | Track 3

Beyond Compliance: Harnessing AI and SAP BTP for Safer, Smarter Operations



Lauren Walsh

Superintendent Learning Systems, CITIC Pacific Mining

Meeting both initial and ongoing compliance requirements in a heavily regulated industry often places a significant administrative burden on teams. To address this, we co-developed the Compliance Document App, an innovative worker self-service tool that allows employees to upload compliance evidence, such as certifications or licenses, by simply taking a photo. Leveraging OCR and machine learning, the app validates documents in real-time and integrates seamlessly with SAP SuccessFactors Learning.

In this session, we'll showcase how the app has transformed compliance management by streamlining processes, empowering workers, and reducing administrative overhead. The result is a safer, more compliant workforce equipped to meet the challenges of a rapidly evolving regulatory landscape.

They'll cover:

- **Advancing Compliance with AI:** Leveraging cutting-edge OCR and machine learning to stay ahead in a rapidly changing regulatory environment.
- **Self-Service Transformation:** Shifting compliance responsibilities directly to workers with intuitive tools, reducing operational overhead.
- **Future Ready HR Integration:** Aligning compliance processes seamlessly with SAP SuccessFactors Learning to drive workforce readiness.

Key Takeaways:

- **Streamlined Compliance Processes:** Learn how leveraging AI and worker self-service tools reduces administrative burden and ensures real-time compliance validation.
- **Enhanced Workforce Efficiency:** Discover how empowering employees with intuitive tools improves data accuracy and accelerates readiness for regulatory requirements.
- **Integrated Solutions for the Future:** Understand the benefits of seamless integration with SAP SuccessFactors Learning to create a competent, safety focused workforce.

CITIC Pacific Mining won the SAP Industry Disruptor category in the 2023 SAP Best Run Awards.

ARTIFICIAL INTELLIGENCE END USER SESSION
 SAP BTP

10:30am – 10:50am | Track 4

Solutions on stage: NEOS



TBA

NEOS by Argon & Co.

11:00am – 11:20am | Track 4

Solutions on stage: Navigo



TBA

Navigo

11:25am – 12:10pm | Track 1

How Foodstuffs SI Effectively De-risked and Accelerated their S/4HANA Transformation with Industry-leading Custom Code Automation



Greg Kirk

Software Engineering Service Lead, Foodstuffs South Island



Arndt Hoffmann

Chief Customer Officer, smartShift (Germany)

When Foodstuffs SI, a New Zealand based retailer running a sixteen-year-old SAP ECC system, embarked on their journey to SAP S/4HANA and SAP RISE, they were challenged with a highly customized system with approximately 48,000 custom objects translating to 2 million lines of code requiring remediation.

Foodstuffs SI engaged with Industry-leading Automation provider smartShift to free-up their internal team of developers from tedious code corrections and to address technical debt accumulated in the system over years. Learn how automation accelerated the project significantly and how the high precision and depth of the code corrections lowered testing efforts and project risk. Also learn, how automated dual maintenance enabled a shorter code freeze, therefore enabling continuous business change throughout the whole project. Join this session to find out about a better way to transform and modernize your custom code on your path to S/4HANA and a cleaner SAP Core.

Key Takeaways:

- How Foodstuffs South Island addressed their digital transformation and S/4HANA transformation
- How to accelerate and de-risk your path to S/4HANA with automation
- How to "Shift left" required modernization for a SAP Clean Core

END USER SESSION

SAP S/4HANA

11:25am – 12:10pm | Track 2

From Data to Decisions: Contact Energy's Finance Journey with SAP Analytics Cloud



Wendy Bowie

Finance Systems Manager, Contact Energy

Contact Energy will share their experience with SAP Analytics Cloud for both Planning and Reporting, focusing on key milestones along the way, including the conversion to S/4 Hana. We will discuss what worked well, challenges faced, lessons learned, and our future direction.

Key Takeaways:

- Leveraging the right expertise for your specific business scenario
- The evolution of SAP SAC
- How Contact Energy has adapted and refined their solution through hands-on experience

END USER SESSION

REPORTING & ANALYTICS

11:25am – 12:10pm | Track 3

Seeds of Innovation: Cultivating HR and Finance Intelligence to Drive Business Success



Aman Kaur-Shaik

Director, Global HRIS Strategy And Analytics, Nutrien (AU)

Nutrien's HR digital transformation journey has significantly enhanced business agility, reduced costs, and driven overall business success through the innovative utilisation of SAP solutions. By leveraging SAP SuccessFactors, SAP HANA, Microsoft Power BI, and Microsoft Power Platform, Nutrien embarked on a comprehensive initiative to streamline operations, optimise resource allocation, and deliver exceptional value to its customers.

Through the integration of SAP solutions, Nutrien achieved remarkable improvements in business agility, enabling the company to respond swiftly to market dynamics, adapt to changing customer needs, and capitalise on emerging opportunities. Nutrien's HR digital transformation initiative resulted in substantial cost reductions across various facets of its operations. By optimizing HR processes, consolidating data sources, and improving system integration, Nutrien realised significant efficiency gains and cost savings, allowing the company to allocate resources more strategically and reinvest in initiatives that drive business growth.

Nutrien's implementation of SAP solutions has effectively leveraged cloud computing, analytics, artificial intelligence, and other emerging technologies to enable new business capabilities, optimise operations, and create new revenue streams.

This innovative approach has positioned Nutrien as a leader in the agriculture sector, driving overall business success and demonstrating the transformative power of SAP solutions in driving digital innovation and agility.

Nutrien were recognised as an SAP Next Gen Innovator in the 2024 SAP Best Run Awards.

END USER SESSION

11:25am – 11:45am | Track 4

Solutions on stage: RealTech



TBA

RealTech

11:50am – 12:10pm | Track 4

Solutions on stage: Sailpoint



TBA

Sailpoint

1:10 PM - 1:55 PM | Track 1

Suntory Oceania Increases Sales Revenue and Boosts Productivity with SAP BTP



Barbara Ciancio

Head of Digital IT Solutions - Commercial & Marketing, Suntory Oceania (AU)

Learn more about Suntory Oceania transformation journey as it shifted from a legacy on-premise system to an iOS-based field sales tool, My Sale Hub (MySh) on SAP Business Technology Platform (SAP BTP). The transformation streamlined sales processes, integrating four different tools into one mobile application. This consolidation optimised the workflows for the 200+ field team, simplifying a previously complex process.

The project enhanced smart analytics and reporting, offering real-time access to customer insights through seamless integration with other applications. The transition not only standardised operations, but also supported an increase in sales through simplification of the ordering system.

Key Takeaways:

- Importance of updating technology as business objectives change and grow.
- Increase revenue and productivity through the power of Customer Centricity mindset and Design Thinking.
- The power of diverse team, technical, functional, business, and specialised vendors

Suntory Oceania were recognised as an SAP Next Gen Innovator finalist in the 2023 SAP Best Run Awards.

END USER SESSION

SAP BTP

INDUSTRY 4.0 & INNOVATION

1:10 PM - 1:55 PM | Track 2

How Finance Teams Can Use S4 Public Cloud ERP To Improve Their Business Now And In The Future



Brendan Tanner

Head Of Finance, McGrathNicol (AU)

CFO's know that an organisation's ERP is critical to achieving success and enabling ongoing improvements to business operations. We will look at the role Finance has in driving large scale, technology enabled, change programs. We will outline the business benefits that can be achieved from adopting and embracing the SAP public cloud ERP environment, including our initial experiences with business AI. Importantly, with the benefit of more than 5 years experience, we will highlight some pitfalls and challenges that come from the SAP public cloud ERP environment.

Key Takeaways:

- Understanding the benefits (and challenges) of the S4Hana public cloud ERP environment
- The importance of user experience in large scale change projects
- How a public cloud mindset can deliver ongoing business benefits
- S4/HANA public cloud as a business AI enabler

END USER SESSION

PUBLIC CLOUD

1:10 PM - 1:55 PM | Track 3

HR Case Study - TBA



TBA
TBA

TBA

1:10 PM - 1:30 PM | Track 4

Solutions on stage: SmartShift



Arndt Hoffmann

Chief Customer Officer, smartShift
(Germany)

SAP S/4HANA transformation projects are incredibly complex and inherently risky. Complex and heavily-customized legacy SAP environments create an unclear — and often daunting — path to modernization. The conventional manual approach to migrating and optimizing custom code during SAP Transformations is time-consuming, inefficient, incomplete, and risky. smartShift Intelligent Automation® offers a better way to address your custom code. We offer comprehensive solutions that go far beyond the minimum in less time, better quality, and with less business disruption. In this session you will learn about an alternative, automated approach to custom code which provides you with the option, to leverage your investments in custom code while still modernizing your processes to become faster, more secure, better to maintain and closer to the new Clean Core principles.

1:35 PM - 1:55 PM | Track 4

Solutions on stage: SAP



TBA
SAP

2:00 PM - 3:35 PM | Track 1

Deep Dive: What to Expect When You're Expecting SAP S/4HANA



Jocelyn Dart
 Chief Expert, SAP (AU)



Kevin Richardson
 Chief Architect, SAP (AU)

In today's rapidly evolving business landscape, the need for greater agility, flexibility, and cost efficiency is driving IT leaders to rethink their application platforms and business leaders to rethink their processes. But what defines a truly scalable, flexible, agile infrastructure, and how can organizations successfully navigate the journey to achieve it?

We'll explore practical strategies to realize this transformation within your organization, emphasizing how RISE with SAP can support your cloud transformation journey.

Discover how you can unlock value faster by leveraging automation, intelligence, and generative AI through your SAP investments, ensuring your organization stays ahead in the digital era.

We will cover in this interactive, fresh, and engaging discussion:

- Preparing your journey to SAP S/4HANA;
- Navigating RISE and GROW with SAP;
- How to leverage AI automation and innovation technologies with S/4HANA;
- Adopting a Clean Core mindset;
- Creating excitement for innovations with your business stakeholders;
- Managing the pace of change for your business users powered by classic and new User Experiences;
- and how to realize the value of your investment post your move

SAP S/4HANA

2:00 PM - 3:35 PM | Track 2

Deep Dive: Transformation Titans: Building Resilience and Alliance Between Finance & IT



Frank Florian
 Independent Thought Leader (US)

In an era where agility and innovation are not just advantages but necessities, "Transformation Titans: Building Resilience and Alliance Between Finance & IT" emerges as the clarion call for the modern business landscape. Together, we are not just changing the game; we are rewriting the rules. When finance and IT meet, expect revolution, is your all-access pass to the epicenter of innovation.

This masterclass session is a deep dive into the art of turning challenges into opportunities, showcasing how the strategic alliance of Finance and IT is not just beneficial but essential for navigating the turbulent waters of today's business and digital transformation. Let's witness together how two powerhouse departments can break down silos and merge their expertise to drive unparalleled growth, adaptability, and competitive edge.

Strap in as Frank Florian, a dynamo in business and digital transformation, pulls back the curtain on how the cool calculus of finance and the wizardry of IT can join forces to cook up tomorrow's business blockbusters. Explore the blueprint for a resilient future, where Finance and IT become the architects of change, redefining resilience for the digital age.

Forget the formalities and protocols; this will be a call to action for the disruptors, the dreamers, and the doers who are ready to make waves in the digital ocean. Time to shake up the "status quo." Let's not just respond to change; let's lead it, together.

- **When two powerhouse teams form an Alliance:** Attendees will leave with a vision of how Finance and IT, by setting aside past differences and focusing on their shared goals, can co-create a resilient and adaptive organizational culture, ready to meet the challenges and seize the opportunities of the digital age.
- **Learning from the Past, leading into the Future:** This takeaway will explore the lessons learned from previous challenges in Finance and IT collaborations, emphasizing the importance of moving forward with a unified strategy that leverages these experiences to foster a stronger, more productive alliance.
- **The Blueprint for a Collaborative Transformation:** Participants will discover actionable strategies for building a positive and effective relationship between Finance and IT teams, highlighting how this collaboration is essential for driving successful digital transformation initiatives.
- **Breaking Barriers to Forge Success:** The session will reveal how Finance and IT can dismantle historical barriers and misconceptions, illustrating the power of a cohesive partnership in unlocking new opportunities for innovation and competitive advantage.

PEOPLE & SKILLS

2:00 PM - 3:35 PM | Track 3

Deep Dive: Boost your Cloud Transformation Journey with SAP Business AI: Transforming Work and Decision-Making with SAP's AI Copilot



Murali Shanmugham

Global Business AI Strategy Advisor,
SAP (AU)

Unleash the potential of SAP Business AI and Generative AI to transform how your enterprise works and innovates in the cloud. This session showcases Joule, SAP's intelligent AI copilot, and its role in streamlining tasks, accelerating decision-making, and delivering actionable insights across business processes.

Discover how SAP solutions like SAP Signavio, SAP LeanIX, and the SAP Business Technology Platform (BTP) leverage AI to enhance productivity and simplify cloud transformation journeys. Learn practical applications of AI in automating tasks, jump-starting work, and developing applications faster—all while maintaining responsible and ethical AI practices.

In this session, you will:

- **Experience Joule in Action:** Learn how SAP's AI copilot transforms work by integrating seamlessly into daily tasks, offering intelligent answers, and boosting productivity.
- **Extend Joule Across Applications:** See how Joule can integrate with third-party systems to meet unique business requirements and provide smarter solutions tailored to your needs.
- **Enhance Cloud Transformation:** Understand how Generative AI on SAP BTP drives efficiencies and supports cloud migration strategies like RISE with SAP.
- **Discover Business AI in Practice:** Explore real-world applications of AI to automate workflows, enhance decision-making, and deliver measurable business value.
- **Leverage Responsible AI Practices:** Gain insights into SAP's commitment to ethical AI, ensuring reliability, relevance, and trustworthiness in every innovation.

ARTIFICIAL INTELLIGENCE

SAP BTP

4:20 PM - 5:30 PM | Plenary

How to Stop Technology Ruining Your Life



Lauren Parsons
Keynote speaker

This inspiring session will empower you to:

- Ditch stress and enhance your performance.
- Boost your wellbeing and ability to focus.
- Avoid information overload.

Technology plays a significant role in shaping how we think, move, work, and play. While it connects us in powerful ways, it also presents challenges that can impact both personal wellbeing and professional success.

Let Lauren guide you toward creating a workplace where everyone feels empowered, engaged, and equipped to thrive.

In this session, she'll share how you can embrace technology without being overwhelmed by it, ensuring you and your team can stay focused, energised, and productive.

You'll discover:

- The impacts of technology on wellbeing and productivity.
- How technology can be your greatest ally if used effectively.
- Proven strategies to minimise distractions, avoid burnout, and regain control of your day.

Lauren was awarded NZ Keynote Speaker of the Year and Educator of the Year 2023/24 by the Professional Speakers Association.

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8:35 AM - 9:25 AM | Plenary

Standard Chartered's Real-World AI Success: Empowering People Today



Craig Turrell

Head of AI & Design, Standard Chartered Bank (SG)

The successful integration of AI into enterprise operations requires more than just technological innovation—it demands a careful balance of human expertise, technological capability, and organizational transformation. This keynote explores Standard Chartered's holistic approach to AI adoption, where we've united finance, technology, and people management to create a lasting impact. In just nine months, we've moved from concept to implementation, demonstrating how organizations can successfully navigate AI transformation's human and technical challenges.

Through our journey of developing SOX-compliant AI governance frameworks and securing groundbreaking patents in AI reasoning, we'll share insights into building trust between humans and AI systems. We'll explore how our "Just Ask" natural language interface has transformed how teams interact with data and how our innovative approach to emotional intelligence in AI reshapes workplace collaboration. Real-world examples will demonstrate how we use SAP's Knowledge Engine to bridge the gap between technical capability and human understanding, creating more intuitive and collaborative work environments.

Key Takeaways:

- Building effective cross-functional teams that blend AI expertise with domain knowledge
- Creating governance frameworks that balance innovation with human-centered controls
- Practical strategies for upskilling teams and fostering a culture of AI-human collaboration
- Leveraging emerging technologies to enhance rather than replace human capabilities

This session will provide valuable insights for finance leaders exploring AI implementation, technology teams building AI solutions, and HR professionals preparing their organizations for AI transformation. Join us to explore how organizations can create a future where technology and human potential combine to drive extraordinary outcomes.

Standard Chartered Bank won the Outstanding Achievers Award and Next Gen Innovator Award in the 2024 SAP Customer Excellence Awards for SEA.

END USER SESSION

ARTIFICIAL INTELLIGENCE

INDUSTRY 4.0 & INNOVATION

10:10 AM - 11:00 AM | Track 1

Security Case Study - TBA



TBA

TBA

TBA

10:10 AM - 11:00 AM | Track 2

Automation of the Budget Balance Sheet and Cashflow



Rudy Gesterkamp

Finance Manager Process, Systems & Continuous Improvement, Powerco



Amanda Forsyth

Delivery Specialist, Powerco

Powerco used to prepare all of their Budgeted Balance Sheets and Cashflow Statements using Microsoft Excel. This was time consuming and error prone, and a handbrake to quick turnaround agile planning and scenario modelling.

Following the implementation of SAC Planning as an automated on-line budgeting tool for the Profit And Loss Statement in 2023, Powerco have expanded the tool to now handle Capex and Treasury inputs and now automatically calculate and report the budgeted Balance Sheet and Cashflow Statement values.

This will reduce a process that took days of elapsed time in the Finance 'back office' to just a couple of hours, with the calculate and report step down to literally the proverbial "5 minutes".

Key Takeaways:

- How the technology works, and the thinking/skill-set required of the Finance team in the design and build
- How quality gets lifted at the same time as reducing it to a 2 hour task from go to whoa
- The difficult equation of set up effort & investment versus benefits delivered
- Lessons learned in the project if we were to do it again

END USER SESSION

10:10 AM - 11:00 AM | Track 3

Empowering Our People: How Mitre 10 Built Digital Confidence and Future-Ready Leadership



Nish Pai

Head of Capability and Organisational Development, Mitre 10

Mitre 10 is NZ's leading home improvement brand spanning 84 stores and 65 business entities. We work as a cooperative, relying on collaborative strategy setting and decision-making processes to succeed. Programme ONE is a major, multi-year project to set Mitre 10 up for the future. The programme spans new systems, better processes, better information access, improved training for team members, and brand-new ways of doing things.

There has been an early realisation that our PONE SAP transformation is more than a system change, the ultimate aim is to enable an Epic CX (Customer Experience) through a powerful PX (People Experience).

Join me in a deep dive on how we approached this massive transformation by focusing on three mission-critical building blocks preparing our now for the future:

- Digital Confidence - basic digital literacy skills for almost 53% of our teams and leaders to help them adapt to a new digital world
- Leadership capability - getting clear on what future-ready leadership looks like for Mitre 10, especially in a rapidly changing landscape.
- DIY learning - building agility, self-reliance and collaborative learning into our capability approach to deal with rapidly changing systems and processes

END USER SESSION

PEOPLE & SKILLS

INDUSTRY 4.0 & INNOVATION

10:10 AM - 11:00 AM | Track 4

Innovations in the Office of the CFO – Powered by Business AI



Amit Verma

Regional Head of CFO Advisory, Asia Pacific & Japan (APJ Value Advisory), SAP (SG)

Discover the latest innovations transforming the Office of the CFO with SAP Business AI. This session will explore how finance leaders can:

- Leverage AI-Driven Innovations to future-proof financial strategies and drive sustainable growth.
- Enhance Efficiency & Business Partnering by streamlining finance operations and unlocking new strategic value.
- Automate & Optimize Decision-Making with AI-powered insights & predictive analytics.

Stay ahead in the era of AI-driven finance—learn how to harness cutting-edge innovations for efficiency, resilience, and impact.

Key Takeaways:

- AI-Powered Finance Transformation: Learn how SAP Business AI drives automation, efficiency, and predictive insights to optimize financial operations.
- Elevating the CFO's Strategic Role: Discover how AI innovations enhance decision-making, enabling CFOs to move beyond number-crunching to become true business partners.
- Future-Proofing with Intelligent Technologies: Explore how AI-driven innovations can help finance leaders navigate uncertainties, improve agility, and drive sustainable growth.

ARTIFICIAL INTELLIGENCE

11:05 AM - 11:50 AM | Track 1

Greenfield SAP S/4 HANA Implementation – Change Management Learnings & SAC/Datasphere Learnings



Lisa Jury

IT Enterprise Systems Manager, Pan Pac Forest Products Ltd



Ross McMillan

Chief Financial Officer, Pan Pac Forest Products Ltd

Implemented Greenfield SAP S/4 HANA – implementation and change management journey impacted by a major natural disaster (Cyclone Gabrielle).

Change Management for Greenfield Implementation:

- Change management approach that enabled a successful go-live and people adoption of SAP

Adopting SAC:

- Learnings from adopting standard SAC stories
- Learnings from building custom CDS views, SAC and S4 reports (created performance issues 3 months post go-live)
- Architectural and build learnings to minimize avoidable performance issues

Adopting Datasphere:

- Key features / benefits (i.e. data models, hierarchies)
- Challenges and learnings with the tool

Key Takeaways:

- People centric change management approach
- Insight into SAC, benefits / challenges that may support selection of the tool
- Insight into Datasphere

END USER SESSION

11:05 AM - 11:50 AM | Track 2

Harnessing ALM to Shape Requirements and Enhance User Experience



Alannah Johnson

Continuous Improvement Partner, Zespri

After going live with SAP Fiori, we found that users had significantly too much access, which opened us up to a great deal of risk. Users found that their Fiori load times were long, it was extremely difficult to find the apps they needed, and almost impossible for managers to tell what access to request for new users.

We built new SAP business roles from scratch, using data from ALM and Signavio, to ensure that users had the access appropriate to their jobs. These were rolled out with a high level of engagement with our users and their managers, so that everyone in the business has understood what was happening, the methodology used, and how to get support.

A recent report from our audit partner has shown a significant improvement in our risk levels over a 12 month period. We can now run Segregation of Duties reports out of SAP GRC to better understand our current risks. Our users report that they can find the apps they need, and managers are better equipped to know the accesses their team members need, and any risks associated with these.

Key Takeaways:

- How we can use tools and data to speed up the requirements gathering process and reduce support tickets
- The importance of having business knowledge and risk perspectives when building/changing roles
- The importance of great change management and user engagement

END USER SESSION

11:05 AM - 11:50 AM | Track 3

Accelerating Workforce Readiness: Smarter, Faster, and More Sustainable Training Solutions



Lauren Walsh

Superintendent Learning Systems, CITIC
Pacific Mining (AU)

Getting workers job-ready in high risk industries often involves time-consuming, paper-based assessment processes. To address this, we co-developed the Infield Assessment App, an innovative training assessment tool designed to streamline the process. Fully functional offline, the app enables assessors to perform evaluations in any environment, eliminating paperwork and reducing administrative tasks. Seamlessly integrated with SAP SuccessFactors, it accelerates assessments, enhances data accuracy, and supports operational agility.

In this session, we'll showcase how the Infield Assessment App is transforming training operations by enabling efficient offline assessments, reducing administrative overhead, and getting workers on tools faster—all while contributing to sustainability by eliminating thousands of paper records.

They'll cover:

- How we utilised Artificial Intelligence to improve our compliance processes.
- Sustainability – Annual reduction in CO2 emissions due to the elimination of a paper-based process.
- Upskilling Through Innovation: See how assessors are empowered with new tools, enhancing their capabilities and embracing modern, digital ways of working.

Key Takeaways:

- Efficient Offline Assessments: Discover how the app's fully offline functionality ensures seamless assessments in any environment.
- Streamlined Processes: Learn how eliminating paper-based workflows accelerates onboarding and reduces administrative burden.
- Live App Demonstration: See firsthand how the mobile app operates and transforms training assessment processes.

CITIC Pacific Mining won the SAP Artificial Intelligence category in the 2024 SAP Best Run Awards.

END USER SESSION

ARTIFICIAL INTELLIGENCE

PEOPLE & SKILLS

11:05am – 11:25am | Track 4

Solutions on stage: SAP



TBA

SAP

12:50 PM - 1:35 PM | Track 1

SAP Product Update



TBA
SAP

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12:50 PM - 1:35 PM | Track 2

Future-Proof Your Enterprise: Strategic Insights for SAP ECC Environments with an Eye Towards S/4HANA and RISE



Frank Florian

Independent Thought Leader (US)

Discover the strategic pathways that can transform your SAP ECC environment as you prepare for the migration to SAP S/4HANA. This enlightening session provides a deep dive into leveraging current ECC systems to their fullest potential while setting the stage for a future-proof transition.

Explore innovative tools such as SAP Signavio, AI-enhanced processes, and a suite of non-SAP resources designed to optimize your current operations and smooth your journey to S/4HANA. Gain practical insights from recent migrations to S4.

Let's learn together if there are options extending your ECC utility beyond 2027. Is RISE the only solution? Prepare today for the digital challenges of tomorrow.

SAP S/4HANA

12:50 PM - 1:35 PM | Track 3

Delivering Value Through Position Based Management



Ben Choo

People Analytics and Systems Manager, Genesis Energy



Greg Garland

Commercial Finance Manager, Genesis Energy

We have low control and visibility of incremental positions. Disconnect between recruitment, HR systems, and finance (roles were being recruited where no budgeted headcount existed). The finance team spent significant time forecasting at the employee level.

Part of this was a manager education issue but part of it was also lack of process. Implementing a position creation process using SuccessFactors EC workflows and business rules helped strengthened the process side and it was also an opportunity to address the manager education side.

Of course, this hasn't meant things are now 100% error free (we still have some managers offering jobs to people before even speaking to recruitment), but it has helped create rigour and data quality throughout the process.

Key Takeaways:

- Reliable position hierarchy (Position org chart is the source of truth)
- Robust position approval process (auditable trail of approval steps)
- Proactive control of incremental positions and enhanced transparency of total workforce
- Great things can be achieved when HR and Finance work together

END USER SESSION

PEOPLE & SKILLS

12:50 PM - 1:35 PM | Track 4

Enabling Business Transformation with our Enterprise Architecture Tool – SAP LeanIX



Martin Bigwood

Head of Enterprise Architecture, Contact Energy



Craig Brown

Application Support and Enhancement Manager, Contact Energy

Contact Energy are one of New Zealand's largest energy retailers and generators. SAP solutions are used across the Generation, Retail and Corporate business units.

We selected LeanIX in 2021 to better enable our Enterprise Architecture capability ahead of a transformation and growth journey led by the Contact26 strategy. During that time, we also upgraded to S/4HANA releases 2021, and that programme included both replacement and new application scenarios.

We did not have a trustworthy centralised repository to store and collaborate on architecture information concerning the organisation's capabilities and the related technology estate that then might inform technology related initiatives.

LeanIX has enabled the transparency, visibility and collaboration we were lacking. It's also highly intuitive with usable out of the box reporting which has helped drive adoption and we see a range of interested users across the business.

Key Takeaways:

- LeanIX is now our single source of truth for EA information in terms of business objectives, business capabilities, applications etc.
- Technology lifecycle management decisions are sourced from LeanIX
- Use cases have grown – we recently added business assurance and service support scenarios and expect more to follow
- It was easy to use, adoption has grown from base of 20 to over 150 users
- We're looking to integrate with SAP Signavio to merge process and application information

END USER SESSION

1:40 PM - 2:25 PM | Plenary

Closing Panel



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