

IFSUK&I
USER GROUP



Momentum

1st - 3rd November 2023 - Woodlands Events Centre, Wyboston Lakes



Annual Conference 2023
MOMENTUM

A BIG thank you to all our sponsors!





1ST November 2023 - Day One

1200 - 1400	Registration for the Conference - Doors will open at midday - Cedar Lounge & Bar Check-in to the hotel after 6pm - Dress code – Smart Casual
1200 – 1400	Lunch – Olive Restaurant
1400	Day 1 – CONFERENCE STARTS - Marquee – Main Stage
1400 - 1405	Welcome & Introduction - Susan Hailey - Chair - IFS UK&I User Group
1405 - 1420	IFS Business Update - Alan Laing - Managing Director - IFS
1420 – 1455	IFS Cloud Strategic Direction & 23 R2 Insights - Cathie Hall – Senior Vice President, Experience - IFS
1455 – 1500	Explanation of today’s Agenda - Amanda Miller – Manager – IFS UK&I User Group
1500	All move to Breakout Rooms



1st November 2023 – **Breakout Session 1** – 1500 to 1540
Please choose one from the following five presentations:

Beech Suite	Customer Presentation McLaren Construction Ltd	Purchase Orders – The Problem Child! Trudy Betts – Head of IT Business Change – McLaren Construction • Rental/lease CF on Order Line. <ul style="list-style-type: none">• Different Lobby elements for “normal” items and “rental” items.• Lobby element showing unbalanced PO & Invoice to be resolved.• Lobby element for Closed Pos, where no invoice received.• Rental Quick report.• Adding a copy of the Invoice to the PO (as they are not given access to the manual Supplier Invoice) to resolve issues.• PO Change Orders – skip the approval process & resolve issues of minor values or when no value change.• Access to project documents, especially when they are not in the approval routing.
Ebony Suite	IFS Presentation	Service Management Roadmap – What’s New, What’s Coming? Mark Brewer – Vice President Service Industries - IFS Stephen Jeffs-Watts, SVP Service Applications, R&D The pace of change within IFS Cloud Service Management has been dramatic, encompassing a whole new mobile platform, the advanced Dispatch Console, MS Teams integration and support for crews and split tasks, amongst a plethora of new or enhanced features. Come and learn what themes are driving the direction and what is in store for 2024 and beyond.

Elm Suite	IFS Presentation	Tips & Tricks (Moving to Cloud) Tom Simkins - Pre-Sales Solution Architect - IFS Overview of the UI/UX changes from EE to Cloud
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Cherry Suite	Partner & Customer Presentation ClickLearn & Genuit Group	On-boarding end users to IFS Cloud with ClickLearn - Genuit Group explains how they help the end users, in their 15 companies. Steph Delargy - Head Of Business Systems - Genuit Group Aaron Efendi - Head of Enterprise Sales - ClickLearn Jenna Hamilton-Cesar - Customer Success Manager - ClickLearn In this session we will take a dive into how Genuit Group is using ClickLearn to successfully adopt users in IFS Cloud, to onboard new colleagues consistently, and to keep knowledge alive. We will also cover: <ul style="list-style-type: none"> • Creating & maintaining work instructions in multiple formats at a fraction of the cost. • Using the ClickLearn Virtual Assistant to create a 24/7 available support agent, that guides the user within the live system. • Use of Automated Process Testing functionality to automatically test your Evergreen updates prior to deployment.
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<p>Poplar Suite</p>	<p>Partner Presentation</p> <p>Anthesis</p>	<p>Taking our own medicine - Anthesis' own implementation of IFS Cloud</p> <p>Oliver Franks - Solution Architect – Anthesis</p> <p>Tom Constantine - Managing Director and Founder - Anthesis</p> <p>As Anthesis grew, it became increasingly clear that our own disparate systems were not sufficient to scale our processes and the need for our own business system became increasingly urgent. With a specific set of requirements Anthesis started the journey to choose a system that would match its growth aspirations. Hear about the challenges we faced, our selection process and gain insight on how we made our decisions and why IFS Cloud would work best for us. Oliver Franks interviews Anthesis's own MD Tom Constantine to get unique access to key learnings and provides some hints and tips for customers also considering the journey.</p>
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<p>1540 – 1550</p>	<p>Quick Refreshment Break – Rosewood & Cedar Lounge</p>
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<p>1550</p>	<p>All move to Breakout Rooms</p>
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1st November 2023 – Breakout Session 2 – 1550 to 1705 Please choose one from the following five sessions:

	Cherry Suite	Poplar Suite	Elm Suite	Ebony Suite	Beech Suite
1550 - 1705	P2P BLITZ Finance	Partner Meeting (Partners only)	P2P BLITZ Technical	Mental Hygiene & Preventative Self-Care	P2P BLITZ Supply Chain 1

Mental Hygiene and Preventative Self-Care – Dr Hayley Dare – Consultant Clinical Psychologist & Neurequity Chief Executive.

We should all practice Mental Hygiene – to enhance, protect, and restore our mental health.

We learn from a young age how to care for our physical health but are rarely taught how to care for our mental wellbeing.

Learn how to weave psychological self-care into your daily routine to achieve better overall wellbeing.



1705 - 1720	Refreshment Break – Rosewood & Cedar Lounge
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1720	All move to Marquee
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	Marquee – Main Stage
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1720 – 1800	<p>Change Management's Dirty Secret: Why Human Biases Sink 70% of Business Transformations Matt Smith - Global Chief Architect – IFS</p> <p>What do the IKEA effect, sunk costs, and status quo have in common?</p> <p>They're all insidious human biases lurking behind 70% of failed business transformations (McKinsey & Co.). Dive deep with Matt Smith to uncover the psychological landmines derailing projects, even when their Business Value goes south (Harvard Business Review). Learn why organisations hitting the mark with their KPIs have 24% more projects meeting original goals (PMI), and how prioritising change management can make your initiative six times more likely to succeed (Prosci). Discover the strategies to navigate these biases and turn them from pitfalls to powerful tools from before you decide to change, through business case creation, vendor selection, project inception and execution to post go-live.</p>
1800	End of Day 1


1800 – 1930	Collect room keys – IFS UK&I User Group Stand – Cedar Lounge
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1930 – 2000	<p>Pre-dinner Drinks - Bring your event badge to get your free drink - Cedar Bar</p>  <p>Many thanks to Enterprise Analytics for sponsoring Pre-Dinner Drinks!</p>
2000 – 2200	Curry Dinner – Olive Restaurant – Dress Code – Smart Casual
2000 - 2300	Cedar Bar - Last Orders 2230 – card payment only – no cash
	2nd November 2023 - Day Two
0800 - 0830	Event Registration, Refreshments & Pastries - Cedar Lounge & Bar

0830	Day 2 – CONFERENCE STARTS Marquee – Main Stage
0830 – 0840	Welcome, Introduction & User Group Update - Susan Hailey – Chair – IFS UK&I User Group IFS Customer Panel – Navigating the IFS Customer Journey - Insights and Experiences
0840 – 0940	A conversation with three IFS Customers Hosted by Steph Poore – Sales Director – IFS
0940 – 0955	IFS UK&I User Group AGM - Susan Hailey – Chair & Simon Paddy – Treasurer – IFS UK&I User Group
0955 – 1000	Explanation of Today’s Agenda - Amanda Miller – Manager – IFS UK&I User Group

1000 - 1020	Refreshment Break – Rosewood & Cedar Lounge
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1020	All move to Breakout Rooms
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	<p>2nd November 2023 – Breakout Session 3 – 1020 to 1100 Please choose one from the following five presentations:</p>
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<p>Beech Suite</p>	<p>Customer Presentation</p> <p>Terma A/S</p>	<p>IFS Customer order Module from Master Planning to Delivery at TERMA (Apps 10.8)</p> <p>Gitte John-Pedersen - Master Planner - Terma</p> <p>Michelle E. Andersen - Specialist Business Applications, IT - Terma</p> <p>A walk through of the customer order setup at TERMA with focus on master planning and the customizations we have added to the setup.</p>
<p>Poplar Suite</p>	<p>Partner & Customer Presentation</p> <p>Covalent with Polygon Group</p>	<p>Explore the integration between Microsoft Outlook and IFS Service & Supply Chain, designed to streamline and enhance your workflow.</p> <p>Simon Green – Director - Covalent Systems</p> <p>Namal Mohottige – Director - Covalent Systems</p> <p>Learn how the integration of Microsoft Outlook with IFS Service & Supply Chain can provide your team with a single platform for managing emails, calendar appointments, and work orders. This makes it easier than ever to manage work orders, schedule tasks, and improve communication.</p>
<p>Elm Suite</p>	<p>IFS Presentation</p>	<p>Supporting the Business Case for Change</p> <p>Richard Cherry - Senior Business Architect - IFS</p> <p>Keeping up to date with the latest technologies, solutions and business practices is critically important, but convincing your business leaders to make the investment can be tricky? I'll take you through some practical methods to support your business case for change.</p>

Ebony Suite	IFS Presentation	<p>Servitization for Manufacturers: Your next profit powerhouse</p> <p>Mark Brewer – VP Service Industries - IFS</p> <p>Stephen Jeffs-Watts - SVP Service Applications, R&D - IFS</p> <p>It is estimated that 65% of industrial and high-tech manufacturers will make the transition from selling products to selling outcomes over the next 5 years. Think people flow rather than elevators, comfort rather than AC units or boilers and illumination not lightbulbs. The opportunity is incredible, particularly in creating a new recurring revenue model, but the change is also challenging. Learn how to navigate this journey and its impact on the organisation and how IFS Cloud can provide the platform necessary to support the transition.</p>
Cherry Suite	Partner & Customer Presentation DNASTREAM & Dermal Laboratories Limited	<p>What is Evergreen and how can you make it work?</p> <p>Jackie Stanley – Portfolio Delivery Director - DNASTREAM</p> <p>Madan Natarajan - Dermal Laboratories Limited</p> <p>Is Evergreen a release strategy or something else? We dig into what an Evergreen approach is, we look at some of the choices and challenges you face and how to make it work in your organisation, whether you are in IFS Cloud or IFS Apps - with practical tips from a Customer.</p>

1100 - 1110	Quick Refreshment Break – Rosewood & Cedar Lounge
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2nd November 2023 – **Breakout Session 4** –1110 to 1230 Please choose the most relevant Industry Meeting:

This is an Industry Forum, rather than a product forum and these sessions will follow the format below:

- Introductions - Name, Company, IFS User Since, Version, Plans for upgrade.
- Discussion about what is coming – Industry Direction & Industry Challenges.
- Minimal time discussing new products, features, direction of technology & upgrades.
- Opportunity to impact future IFS product plans.

This session will be followed by an Industry Lunch, so you can continue your conversations over lunch, if you wish.

Beech Suite	Industry Meeting	Aerospace & Defence Facilitated by Vijay Hadavale – Aerospace & Defence Presales Director - IFS
Cherry Suite	Industry Meeting	Energy, Utilities & Resources Facilitated by Simon Orchard – IFS Cloud Product Director - IFS
Elm Suite	Industry Meeting	Construction & Engineering Facilitated by Kenny Ingram – VP Construction & Engineering - IFS
Ebony Suite	Industry Meeting	Manufacturing Facilitated by Andy Burton – Global industry Director, Manufacturing Maggie Slowik – Global industry Director, Manufacturing - IFS
Poplar Suite	Industry Meeting	Service Industries & Telco Facilitated by Mark Brewer – VP Service Industries - IFS

1230 – 1330	Industry Lunch – Olive Restaurant
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2nd November 2023 – **Breakout Session 5** – 1330 to 1410 Please choose one from the following five presentations:

Beech Suite	Customer Presentation Revvity	Implementing change in IFS using the Agile Sprint Process Simon Paddy – IFS Business Analyst, Finance – Revvity Ryk Platts – Director IT Applications - Revvity Enabling business functions and users to own system developments in IFS and lead planning discussions to ensure that business priorities are met.
Cherry Suite	Partner Presentation Platned With customer reviews	Hosting & Managed Services Colin Beaney – Sales Director - Platned Hosting and Managed Services is an offering by Platned where we make sure IFS application is available to the customer’s business users 24x7. Platned will host the application in Azure in most cases and AWS or Oracle cloud if required by customer. As part of managed services offering, we look after Application Servers, database servers, any add-on servers, reverse proxy servers, security of the environment and business continuity.
Poplar Suite	Specialist Presentation Indie Eco Design	Why sustainability is important to your business and how to begin your sustainable journey. Mark Holloway – Founder – Indie Eco Design Mark will share his 30 years of experience in sustainability, design and manufacturing. He will explain why and how sustainability should be at the core of your business, and how you can get involved and make a difference.

Elm Suite	IFS Presentation	<p>Using Lobbies to Manage by Exception – Taking the Plunge Tom Simkins – Pre-Sales Solution Architect - IFS IFS Lobbies allow users to manage by exception. Learn about how you can use IFS Central Lobbies to manage your business exceptions.</p>
Ebony Suite	IFS Presentation	<p>Service Management in IFS Cloud – See it in action! Giulio Sagnella – Pre-sales Consultant - IFS Service Management has been completely reimaged in IFS Cloud, from the amazing Dispatch Console to a new mobile experience, from MS Teams integration through to the brand new last-mile Uber-style Appointment Assistant, there really are highlights end-to-end. Come cut through the noise and see this next generation set of capabilities in action!</p>

1410	Members only - move to syndicate rooms for P2P Blitz
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2nd November 2023 – **Breakout Session 6** – 1410 to 1525 Please choose one from the following five sessions:

	Cherry Suite	Poplar Suite	Elm Suite	Ebony Suite	Beech Suite
1550 - 1705	P2P BLITZ Supply Chain 2	P2P BLITZ Sustainability	P2P BLITZ HR	P2P BLITZ Service Management	

1525 – 1540

Refreshment Break – **Rosewood & Cedar Lounge**



2nd November 2023 – **Breakout Session 7** – 1540 to 1620 Please choose one from the following five presentations:

<p>Ebony Suite</p>	<p>Customer Presentation</p> <p>Globeleq Africa Ltd</p>	<p>Business Integration: A journey with IFS - A successful case study at Globeleq on the integration of the entire Group (subsidiaries and the parent-company) into IFS.</p> <p>Gary Mitchem – IT Director – Globeleq Africa Ltd</p> <p>Herve Atchom – IFS Service Manager - Globeleq Africa Ltd</p> <p>Globeleq, is the leading independent power producer in Africa. In 2017 Globeleq had operations in 4 African countries with its headquarters in London and was using more than 10 different IT systems to support the business. A decision was made to move away from the existing systems, and adopt a single ERP system for the whole group - IFS.</p> <p>This decision embarked the entire company on a journey of transformation as part of the project called “Unity”.</p> <p>Discover:</p> <ul style="list-style-type: none"> • The methodology and best practices that have been used. • The positive results achieved. • The challenges of managing change in people and IFS. • The lessons learned.
<p>Beech Suite</p>	<p>Customer Presentation</p> <p>Aspire Defence Services Limited</p>	<p>I delivered an IT project that wasn’t late or a disaster!</p> <p>Bernice Gunn - Business Improvement Manager – Aspire Defence Services Limited</p> <p>Successfully managing the journey from IFS Apps 8 to Cloud for a large FM provider and the learning I can share from that.</p>

<p>Poplar Suite</p>	<p>Partner & Customer Presentation</p> <p>Cedar Bay & Oqema</p>	<p>Oqema’s journey to IFS Cloud with Cedar Bay Stuart Fullerton - Finance Director - Oqema Steve Barr - Head of Sales - Cedar Bay Hear about Oqema’s upgrade journey to IFS Cloud across multiple sites with Cedar Bay.</p>
<p>Elm Suite</p>	<p>IFS & Customer Presentation</p> <p>Cubic International</p>	<p>Running a Service Business in IFS – Ask me anything! Mark Brewer – Vice President, Service Industries - IFS Mike Gosling - IT Service Platforms Manager – Cubic International Do you have a service operation within your business? Have a field workforce? Process product returns and repairs? Manage complex contracts and SLAs? Need to provision for spare parts? If the answer is yes to any of these questions, then this is a must attend session where you get the opportunity to quiz a longstanding IFS service management customer, Cubic Transportation Systems, on any aspect of their service operation – the floor is yours!</p>
<p>Cherry Suite</p>	<p>Partner Presentation</p> <p>Pro DBA with Customer Reviews</p>	<p>IFS Cloud Remote Deployment – Tips and Tricks Andrew Lauener – Senior IFS/Oracle Consultant – Pro DBA Adam Porteous – IFS Team Lead – Pro DBA Tried, tested, and recommended strategies to install and setup IFS Cloud remotely and common pitfalls and their fixes.</p>



2nd November 2023 – **Breakout Session 8** – 1620 to 1700 Please choose one from the following five presentations:

<p>Beech Suite</p>	<p>Customer Presentation</p> <p>Rowse Honey</p>	<p>Media Archiving in IFS Applications 10 Toby Atkins, IT Manager – Rowse Honey Judith Simpson, Quality Systems Manager – Rowse Honey As part of Rowse Honey’s quality implementation in IFS Apps 10, production staff attach images to control plans. This presentation describes the challenges this created, and how the team overcame those challenges by using media archiving in IFS and scripting the resizing of images. This presentation may be of interest to those people interested in Manufacturing, Quality and IT.</p>
<p>Cherry Suite</p>	<p>Partner & Customer Presentation</p> <p>Cooper Software with Aspire Defence</p>	<p>On the Road to ERP Success - Collaboration Matters Lee Mackreath – IFS Senior Channel Account Manager - Cooper Software Bernice Gunn – Business Improvement Manager - Aspire Defence The first step in propelling any ERP journey forward with momentum and precision is selecting the right IFS Partner. A successful partner not only collaborates closely with your internal team but also listens intently to the challenges you face forging a unified approach to tackle them head on. Join Bernice Gunn of Aspire and Lee Mackreath of Cooper Software to talk how they found a partner fit that not only presented the perfect collaboration but was a catalyst that continues to work hand in hand to propel Aspires journey toward ERP excellence.</p> <p>Selecting the right IFS partner can result in a relationship that continuously delivers value, way beyond the initial implementation.</p>

<p>Elm Suite</p>	<p>Partner & Customer Video Presentation</p> <p>Baker Tilly</p>	<p>The Journey to IFS Cloud Nigel Clarke, Business Development Director – Baker Tilly Paul Darwin, Consulting Director – Baker Tilly Gavin Owen, Senior Consultant – Baker Tilly</p> <p>There are many compelling reasons for upgrading to IFS Cloud but despite these, it can be hard to know where to start or how you get there when considering your complex landscape. Baker Tilly is here to help. This session will focus on the key transitional steps we take as part of the upgrade process which are designed to make the move smooth and mitigate risk. We will hear a customer share their experience of this journey with Baker Tilly and why they chose to make the transition.</p>
<p>Ebony Suite</p>	<p>Partner Presentation</p> <p>Boomi</p> <p>With customer stories</p>	<p>Jumpstart Digital Transformation with Boomi & IFS - including customer stories from IFS & Lakeside Keith Marikh - Global IFS Alliance Lead - Boomi</p> <p>Join us to hear about the power of IFS & Boomi allowing enterprises, including IFS' own journey, to build integrations faster and smarter by reducing the development effort by months/weeks. Boomi acts as the digital switchboard uniting all your IFS and non-IFS processes & data.</p>
<p>Poplar Suite</p>	<p>Partner & Customer Presentation</p> <p>Hoist Global Tech Solutions & LGC Group</p>	<p>Building a Growth-focused Global IFS Cloud Environment David Greenlees – Senior Vice President, UK & Europe, Hoist Brent Fisher – Chief Technical Officer, Hoist Lee Maw – Chief Digital & Information Officer, LGC Group</p> <p>Introducing LGC Group as a global IFS customer, their journey to date, and how Hoist in Partnership with LGC are delivering a global IFS Cloud platform for the future growth of the business. Additionally, Hoist will present its global support</p>

		offering – Flexplus – in conjunction with IFS, and our integrated technology platform – Hoist Hub.
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1700	All move to Marquee
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1700 - 1730	<p style="text-align: center;">Marquee</p> <p style="text-align: center;">Question Time</p> <p style="text-align: center;">Your questions to IFS, asked by - Susan Hailey – Chair – IFS UK&I User Group Responses from - Alan Laing – Managing Director – IFS</p>
1730 – 1800	Motivational Speaker
1800	End of Day 2

1800 – 1930

Today's arrivals - check-in to accommodation – IFS UK&I User Group Stand – Cedar Lounge

1930 – 2000

Pre-dinner Drinks - Bring your event badge to get your free drink – The User Group Arms

2000 – 2200

Dinner & Entertainment – The User Group Arms

DRESS CODE – SMART CASUAL – FANCY DRESS OPTIONAL Come
as your favourite pub landlord / landlady.

Recreate your favourite pub name in a costume.

Or maybe you could come as a skittles, darts or quiz team?!

Great prizes for the best costumes.



Many thanks to ClickLearn for sponsoring our Evening of Entertainment

2000 - 0100	The User Group Arms - Last Orders 12.30pm – card payment only – no cash
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3rd November 2023 - Day Three

0830 - 0900	Event Registration, Refreshments & Pastries - Cedar Lounge & Bar
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0900 0900 - 0905 0905 - 0910	<p style="text-align: center;">Day 3 – Conference Starts - Marquee</p> <p style="text-align: center;">Welcome & Introduction - Susan Hailey – Chair – IFS UK&I User Group Explanation of today’s agenda - Amanda Miller – Manager – IFS UK&I User Group</p>
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0910	All move to Breakout Rooms
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3rd November 2023 – **Breakout Session 9** – 0910 to 0950 Please choose one from the following:

Marquee	Customer Presentation William Grant & Sons	IFS is for Life, not just for Implementation Projects Michael Thompson - IFS Digital Acceleration Lead – William Grant & Sons When the initial buzz and excitement of an implementation fades, how do you ensure that the well-being and development of the solution doesn't go stale? We share how William Grant & Sons were determined to not make the same mistakes as last time, setting up and investing in a permanent, dedicated IFS Digital Acceleration team
Beech Suite	Customer Presentation Dermal Laboratories Limited	IFS at Dermal: Challenges and roadmap to IFS Cloud Madan Natarajan – ERP Manager Natasha Knott – ERP Coordinator Show the pharmaceutical industry related challenges, explain the business transformation and the roadmap to Cloud in 2025 / 26.
Cherry Suite	Partner Presentation Enterprise Analytics	Use of IFS CLOUD reporting framework to be on top of decision making Pethum Ruhunage – Executive Director – Enterprise Analytics This presentation will give you an insight into reporting possibilities in IFS CLOUD and how a user can make use of them effectively.

<p>Ebony Suite</p>	<p>Partner Presentation</p> <p>Muzulu</p> <p>With video & reviews from customers</p>	<p>Preparing for an Upgrade to IFS Cloud</p> <p>Sheila Fitzgibbon - Head of Upgrades - Muzulu</p> <p>Changing your business systems is a challenge for any organisation. There are challenges with putting together an appropriate business case, scope, and project plan - all before you get anywhere near building a good plan to manage the change across the business. The concept of an evergreen systems landscape adds another range of considerations. This session explores ways to streamline your preparations so they can be as easy and as effective as possible, as well as giving some guidance on ways to make the project simpler from both Muzulu and a range of IFS Customers, including Sperry Marine.</p>
<p>Elm Suite</p>	<p>IFS UK&I User Group Video Presentation</p>	<p>IFS Tips & Tricks - EE</p> <p>Janet Apollo - Video Classic – from the IFS UK&I User Group archives</p> <p>With IFS Enterprise Explorer Hints and Tips collaboration using IFS Applications.</p>
<p>Poplar Suite</p>	<p>Partner Presentation</p> <p>Xitricon</p> <p>With customer reviews</p>	<p>Benefits of Business Value Consulting</p> <p>Stuart Watton - Director Operations UK - Xitricon</p> <p>Unlock your business's full potential by understanding the business outcome-based consulting. The Business Value Consulting Framework helps explore potential improvements, unlock productivity, and lower costs using tried and tested tools so that your business can deliver better business outcomes and more value to customers. Join us to find out how you can make digital transformation a success.</p>

0950	Members only - move to Breakout Rooms for P2P Blitz
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3rd November 2023 – Breakout Session 10 – 0950 to 1105 Please choose one from the following four sessions:

	Cherry Suite	Poplar Suite	Elm Suite	Ebony Suite	Beech Suite
0950 - 1105	P2P BLITZ Manufacturing	P2P BLITZ Projects	P2P BLITZ CRM	P2P BLITZ Reporting & Lobbies	

1105 - 1115	Quick Refreshment Break – Rosewood & Cedar Lounge
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1115	All Move to Marquee
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Marquee – Main Stage

<p>1115 - 1135</p>	<p>How to Build Momentum – A Conversation between IFS Customers IFS UK&I User Group – Committee How to prepare our businesses for the future, how to deliver benefits immediately and how to sustain Momentum.</p>
<p>1135 - 1200</p>	<p>Embarking on your Upgrade Path - Audience Q&A – Focus on Technical & Practical Shaun Connor - Director of Product Engagement – IFS Steph Poore – Sales Director – IFS</p>
<p>1200 - 1245</p>	<p>This is IFS Cloud – Demonstration James Greaves - UKI Presales Director - IFS IFS Cloud continues to provide enhancements and innovations for our customers. Join us to see some of the key improvement areas that can benefit your business, across all our focus industries - Supporting the Business Case for Change</p>
<p>1245 - 1300</p>	<p>Epiphany Moments! IFS UK&I User Group – Committee What were the best bits - what will you take home with you, what will you do as soon as you get back to the office, who will you stay in touch with? Harnessing the power of our collective energy, to address challenges and celebrate successes.</p>
<p>1300</p>	<p>CONFERENCE ENDS - CARRIAGES</p>

A huge thank you to all our presenters!

And to all those who have assisted with organising this event.

Please help yourself to takeaway Drinks
& Nibbles Bags

IFSUK & I
USER GROUP

Thank you for coming! Safe journey home.

Bookings for our next conference will open in January.

Please book early!

www.ifsusers.co.uk