8:00 am	Registration and Breakfast
8:30 am	**Welcome**
8:40 am	**User Adoption in the Enterprise** User Adoption isn't a new concept, however let's make sure we're on top of the current trends. How are organisations unlocking their potential by driving user adoption to deliver sustainable business improvement?
9:00 am	**Customer and Expert Panel. Ask a Question!** User Adoption is a journey, there is no clear path to determine success, SAP customers and experts will debate your challenges.

9:30 am	**User Adoption Techniques** You've heard from our experts and customers now let's hear more about SAP's techniques for successful User Adoption.
10:00 am	Coffee Break
10:10 am	**It's not about the Application, It's about the Experience!** **Improving the User Experience through data, how to get users to stop focusing on what went wrong.** In this session, you will learn the importance of user experience data and how this can be the key to improving the User Experience and making the shift from "what went wrong" to "what went right". This session will explore the importance of data and tools that can help drive measurement of your user experience.
10:50 am	**Build the Skills that Build Value** Delivering the right knowledge to right people at the right time. Context Sensitive user support is not a dream anymore. In this session, you will see how SAP Workforce Performance Builder enables you to create, edit, and deliver knowledge to people in need.
11:20 am	**Anywhere Anytime Learning** Reducing your users' dependency on support structures helps your organisation build a self-sufficient work-force. In this session David Johnson will show you the SAP Learning Hub; a self-sufficient resource for your employees using SAP.
11:40 am - 12:00 pm	**Win an iPad Draw and Q&A**