

ERP Change and Learning

An exclusive interactive after-work presentation, discussion and reception for CIOs, Programme Managers, Training Managers and Change Managers.

Keynote Presentation

Ingredients for User Performance



The flagship of post Celtic Tiger Ireland, Kerry Group plc has an uncompromising corporate culture that embodies its absolute commitment to being a leader in its various markets. Our 2011 event enables a rare glimpse of how Kerry trains its employees and rolls out SAP to over 20,000 users worldwide.

Declan O'Dwyer,

Group Training Manager at **Kerry Group plc**



Kerry Group takes change and training seriously—And no one does SAP roll-outs like Kerry.

- Is it the practice of trying new ways of training, and using the results to refine a standard global practice?
- Or their matter-of-fact approach of investing in measuring key aspects of value delivered by training, and placing less value on some of the most commonly used metrics?
- Or the elevated status of training, thanks to committed senior sponsorship?
- Is it their investment in training the project teams and stakeholders early in the programme, and empowering them to influence the design early in the process?
- Or the commitment to measure how well the external consultants are transferring knowledge to Kerry project teams?

Declan O'Dwyer shares how Kerry approached the delivery of training and support for its SAP global roll-out, and what lessons he has learned in the first phase of this programme.

Panel Discussion

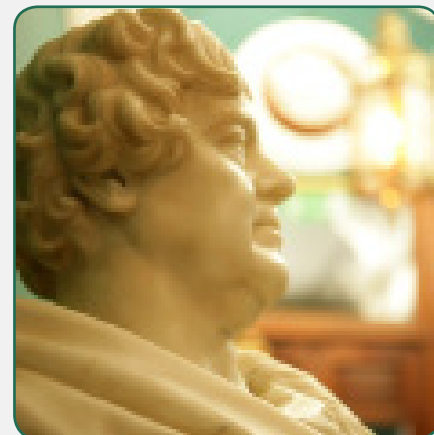
Will SAP deliver business benefit if you don't have dedicated Change Management? (Panelists from BSM, Kerry Group, and Pharma and Utilities sectors)

Your board doesn't invest its hard-earned capital in an ERP roll out because they like new software—Rather they want to improve how the business operates.

- Some might argue that you'll never achieve benefits using systems and re-engineered processes alone, they argue that the hearts and minds of the users are a critical to success. If your Change Management activities don't happen, the systems won't be used—or used right—and you'll end up having spent millions and no benefits to show.
- Contrarians argue that ERP now permeates all the processes, so if any adequately trained user will contribute to benefits merely by complying with the system-enforced process, and the benefits naturally follow.



The Reading Room at Stephen's Green Hibernian Club



About the Speaker

Declan O'Dwyer has over 11 years experience leading the roll-out of major global training initiatives.

Previous to joining Kerry Group plc in 2005 as Training Manager, he worked as Training Manager with Siemens Ireland Ltd and Elan Pharmaceuticals respectively, both of which involved SAP roll-outs.

At Kerry, Declan has implemented a Global Learning approach and the associated infrastructure that enables the delivery of high quality, repeatable training across all Kerry sites globally.

Kerry Group was the first company globally to have its training accredited by ACCA, the world's largest accountancy body.

Moreover, Kerry were the first Irish company to be nominated as Global Employer of the Year by CIMA for its innovative training approaches, and for eLearning Project of the Year by the industry bible *Training Journal*.

Venue Details



About the St. Stephen's Green Hibernian Club

The Stephen's Green Hibernian Club, now 169 years in existence grew out of the earlier Union Club closely associated with Ireland's great liberal minds, most notably the 19th Century political reformer Daniel O'Connell.

The Reading Room

Located on the first floor of the Club at the top of the grand staircase, the Reading Room's five floor to ceiling sash windows provide spectacular evening views over St Stephen's Green.



See Previous Years' Events

[Click here for summary of presentation from TATA Steel...](#)

[Click here for summary of presentation from Xerox...](#)

Olas is a subsidiary of Assima plc



Since 1981 Olas has helped Irish businesses to achieve superior IT Productivity. Ireland's only User Productivity specialist, we provide SAP End-user training, Corporate Training, and enhancements to software applications. Our clients include 17 of Ireland's 30 largest companies, featuring flagship Food & Drink and FMCG companies, financial institutions, large pharmaceutical companies and government.

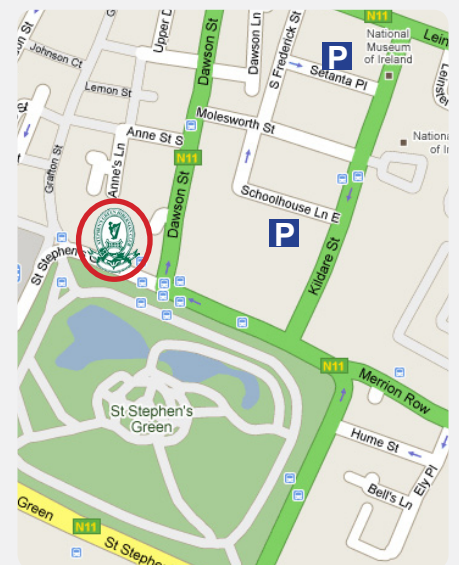
Olas is also Ireland's only SAP Education Partner and Business Objects Education Partner, the first port of call for training SAP project teams.

In 2007, Olas was acquired by Assima plc, a leading global technology and services company whose software specialises in increasing the adoption and performance of ERP users. This means that Olas's teams include scores of SAP and Oracle specialists.

Location and Transportation

Stephen's Green Hibernian Club

The Club is located in the heart of Dublin City on St Stephen's Green between Grafton Street and Dawson Street, within minutes walk of Trinity College, Merrion Square and Kildare Street.



Parking Options

Parking on St Stephen's Green is pay and display from 7.00 a.m. - 7.00 p.m. Nearby Car Parks include: The St Stephen's Green Car Park on Mercer Street, The Royal College of Surgeon's Car park on Mercer Street, The Dawson Street Car Park on Schoolhouse Lane.

Taxis

There is a taxi rank located directly outside the door of the Club

Bus

Most of the major bus routes will stop on St Stephen's Green

Luas

The Green LUAS ends on St Stephen's Green

Online map: <https://sghc.memberstatements.com/tour/tours.cfm?tourid=78345>