



# 2022

## N'userGroup

**— Becoming a More Resilient Enterprise: Doing More With Less**



**SAP**® Business One



November 2-3, 2022



November 9-10, 2022



## JOIN US FOR OUR EXCLUSIVE 2022 N'WARE USER GROUP!!!

This exclusive 2-day user conference is offered only to our valued clients through our Client Care Program. Throughout the conference, the content focus is on helping you become a more resilient enterprise. Our goal is to show ways to maximize SAP Business One to its fullest potential and introduce you to new & innovative solutions that will build and strengthen your business.

**Day 1:** The first day we'll cover strategies and solutions to navigate common business challenges like labor shortages, supply chain obstacles, and rising costs.

**Day 2:** You asked, we listened. Based on your feedback from the 2019 User Group, we're going deeper on Day 2 on topics like the MRP, query writing, and B1UP. You'll also hear best business practices from industry experts on pertinent topics like security, and exchange lessons learned with your peers.

### Registration Options & Pricing

#### DAY 1 ONLY

Executive Training

**Early Bird: \$195 per person**

*(Register by 9/15)*

**Regular: \$250 per person**

*\*Prices do not include travel and lodging, but they do include meals throughout the event.*

#### DAY 1 + DAY 2

Executive & Deep Training

**Early Bird: \$390 per person**

*(Register by 9/15)*

**Regular: \$450 per person**

*\*Prices do not include travel and lodging, but they do include meals throughout the event.*

REGISTER TODAY @ [www.nwaretech.com/user-group-2022](http://www.nwaretech.com/user-group-2022)



## Day 1: Executive Training

### A Warm Welcome from N'ware CEO, Dan Parent

A few words from our CEO, Dan Parent about resiliency

9:00

### SAP Business One Innovation, Technology Trends & Roadmap

Presented by an SAP Keynote Speaker and Claude Parent, CTO

9:15

### Adaptability: The Key to Sustaining Profitability

We've all been impacted with rising costs. We understand sustaining profitability is challenging, but you can still be in control in this changing market. Our goal is to help you better understand your costs, react faster by adjusting your prices, and give you tools and reports so you can take immediate action to maintain your margins.

10:00

### Keep Calm and Plan On: Inventory Planning in a Disrupted Supply Chain

Inventory planning is far from simple, especially in today's supply chain climate with inconsistent lead times and fluctuating product demand and backorders. We'll share how you can be more proactive and responsive to supply chain changes and be more confident with your demand planning decisions.

11:00

### Security: Lessons Learned

Cyberattacks, malware, and phishing scams are a grim reality and anyone can be vulnerable. We'll share a real ransomware story before lunch - how it happened, actions taken, and lessons learned. Tomorrow we'll go deeper and discuss improving internal IT strategies and best business practices.

11:50

### Happiness in the Workplace: Empowering Employees with Efficient Technologies

Recruiting and retaining talent is a major challenge for employers. With increasing pressure to stay competitive and keep employees satisfied, we'll discuss ways to reduce frustrations and improve efficiency on non-value added activities, monotonous back office processes, and increase user adoption.

1:00

### The Numbers Don't Lie: Mitigate Risks with KPIs

In this economic context, having reliable KPIs to measure business performance and detect patterns can help alleviate uncertainty and make more informed decisions. We'll focus particularly on Cash Flow KPIs and discuss which metrics should be used to have a better grasp on your company's financial health and keep the pace in this changing environment.

1:50

### The Intelligent Enterprise: SAP Business One as an Integrated Ecosystem with Connected Technologies

There's a good chance you're using several solutions outside of SAP to operate your business such as an e-commerce website, PLCS, RFID Tags, Scales, VLM, Autostore, robot, CRM platform, and/or expense management solution. There's an even better chance that these solutions are running in silos. We'll discuss how you can get rid of these silos using N'Tegrate and have an integrated ecosystem with SAP as the single source of truth.

3:00

### Increase Sales Without Adding More Employees and Still Grow Your Business

We're all busier than ever and it can be a challenge to do more with the limited resources we have in place, but it's possible to overcome these hurdles and still grow sales. We'll discuss sales channel integration, automation tools, customer portal solutions, and e-commerce to help you grow your business.

3:50

### Cocktail Hour & Complementary Dinner

Join us for cocktail hour starting at 5:00, followed by a complementary dinner beginning at 6:30.

5:00



## Day 2: Deep Training

### MRP Training: Do's and Don'ts

The MRP Tool is powerful yet difficult to use. Instead of providing an overview training, we plan on sharing best business practices when using the tool and how to overcome common difficulties. We'll be answering specific use cases like the one below:

"We've hit a snag with forecasting. We know SAP records the issue of raw materials on production orders, but we are unable to build a forecast with these records. Currently, our forecast only takes sales orders, deliveries, and A/R invoices into consideration. How do we include the raw material issuance into our forecast?"

### Queries: Deeper Dive (Track 2)

Already know the basics to query building but you're ready to take your reporting to the next step? Join our expert and we'll share tips to optimize current or existing queries and demonstrate methods on creating more advanced queries like using:

- Advanced Formulas
- Data Conversion
- Stored Procedures and Views

For example, you'll be able to view customer orders and return percentages by month to date and last year to date.

### Tips & Tricks (Back by popular demand!)

Maximize your day to day work with those often forgotten features that will improve your operational efficiency. We've asked our experienced consultants to share their top tips and tricks they've seen over the years.

### B1 Usability Package: Learn & Leverage

Are you using B1UP but feel like you're not maximizing it's potential? Join this session and discover new ways to use this powerful customization tool.

8:30

10:15

10:15

11:45

1:00

2:00

3:00

### Queries: Building Queries Isn't Rocket Science (Track 1)

Would you like to start building your own queries and you're not sure where to start? Follow along with our expert as we teach you the basics to SAP Business One query writing covering topics like the Query Generator, Query Wizard, and Inner, Left and Right Join. At the end of the session, you'll be able to create a query and link multiple tables. For example, you will be able to list customer orders and returns filtered by customer name and date range.

### Becoming a Super Superuser: Round Table Discussion

Being a superuser is a big responsibility. When SAP users need help, they turn to you for support and training. You also act as a liaison between your company and N'ware/IT provider, which requires a deep knowledge of your system. Whether you've been a superuser for one year or 10 years, join the round table discussion and share tips and lessons learned throughout your supuser journey.

### Security: Best Business Practices

As a continuation from yesterday's discussion, we'll be sharing best business practices both on the preventative side with steps you can take to protect your organization and on the reactive side to ensuring you have a proper disaster recovery plan in place.



## More Information

**Register Today to  
Learn New Solutions  
and Maximize Your  
SAP Business One!**

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### **Get in Touch!**

If you have any questions or comments, please contact our dedicated Client Care team and they will be more than happy to help!

#### **Francesca Knowles**

(603) 312-6606  
fknowles@nwaretech.com

#### **Jean-Philippe Dion**

(418) 227-4292 x 437  
jpdion@nwaretech.com

#### **Annie Potvin**

(514) 217-3377  
apotvin@nwaretech.com

### **VENUE INFO**

#### **CANADA**

*November 2-3, 2022*

#### **Hotel Mortagne**

1228 Rue Nobel, Boucherville, QC J4B 5H1

#### **UNITED STATES**

*November 9-10, 2022*

#### **Hilton Boston Logan Airport**

One Hotel Dr, Boston, MA 02128

“It was so nice to meet with other users and learn how they use SAP. The information was refreshing and it was great to be offsite and focus on improving our system.” – 2019 N’User Group Attendee