



the results company

# HSO Advance 2020 | Customer Day

## Agenda

- 09:00 *Coffee & registration*
- 10:00 Welcome & introduction – [David Johnson](#)
- 10:10 Keynote & HSO UK update – [Adrian McNay](#) & [David Little](#)
- 10:30 Microsoft Update – [Marie Abery](#), Microsoft
- 11:10 An ERP Adventure with Dynamics 365 | The story so far – [Mark Edwards](#), AGC Chemicals
- 11:40 *Break*
- 12:00 A year post best practice implementation – Would we have done anything differently? - [Wilma Allan](#), London City Airport
- 12:30 HSO Group update – [Jan Koedijk](#)
- 12:50 Customer discussion panel – all customer's including: -
- [Mark Purnell](#), Sally Salon Services
  - [Ashley Milne](#), Utilita Energy
  - Wilma Allan, London City Airport
  - Mark Edwards, AGC Chemicals
- 13:20 *Lunch*
- 14:10 Workshop sessions
- |               |                |                       |
|---------------|----------------|-----------------------|
| Sana Commerce | Power Platform | Microsoft Dynamics HR |
|---------------|----------------|-----------------------|
- 15:00 *Break*
- |             |                                  |                             |
|-------------|----------------------------------|-----------------------------|
| Data Masons | e-commerce &<br>Fraud Protection | Data & Analytics & Insights |
|-------------|----------------------------------|-----------------------------|
- 16:20 Guest speaker – [Johnny Herbert](#) plus Q&A
- 17:20 Summary & close
- 17:30 Museum is open | Drinks reception | Hot and cold buffet
- 20:00 Close

Event sponsored by:

