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**Chairperson’s Report**

Kia Ora Koutou Katoa and Welcome all NZSUG Customers, partners and members to the Annual General Meeting.

I have been associated with the NZSUG for the last 4 years wearing different hats as an Exec and the Treasurer and today this this is my first report as a Chair of the New Zealand SAP User Group. As another year draws to a close, it’s a pleasure to present this annual report to highlight all our achievements through the last twelve months and thank the many people who have helped make this year a success.

**Events & Technology**

We kicked off this year with our first (and only physical) event in Hamilton in March 2020 with around 80 attendees. Little did we know that three weeks later, New Zealand like the rest of the world would go into a lockdown and the way we conduct our events had to change. This unprecedented situation gave us the opportunity to explore possible avenues to reach out to all Customers and Partners. And so NZSUG along with SAP conducted the very first Online Virtual Summit in August 2020 utilising the Hopin online platform by Paxable. This proved out to be fruitful as we had the highest registrations, 525, of any NZSUG event and it was well attended by 320 customers all over New Zealand. As I write this report, The November Summit has 285 registrations which we expect to grow beyond 300 and we are expecting around 200 attendees on the day which is almost double the attendance to the physical event held in Wellington this time last year.

Over the years we have also seen a diverse range in Presentations that we receive and as always, we do encourage more and more customers to come forward to share their experience as we are always keen to hear customer stories.

**Financials**

This year due to the COVID situation, the exec team at NZSUG decided to waive the Annual Subscription fees for our Subscribed Partners. And we have tried to keep the sponsorship cost for the Virtual events to the minimal amount required to cover our costs so that the customers can continue to attend for free. This has meant that we have had to dip into our reserves to cover off fixed costs, but we remain in a sound financial position. The financials for this year are online for all to view.

**International User Groups**NZSUG has continued to build on our already strong relationship with the Australian User Group (SAUG) and is also member of the SAP User Group Executive Network (SUGEN) and this gives us access to a large amount of collateral from other user Groups around the world as well as a contact in the Global User Group Organisation (GUGO) within the SAP HQ in Waldorf.

NZSUG also has online membership at the American SAP User Group (ASUG) for which we pay a subscription cost so we would encourage NZSUG members to avail the membership benefit.

**Plans for 2021**

As noted above, 2020 has changed the way we work and the way we have conducted NZSUG Events. The Exec team is currently working on our approach for next year to provide most value to our customers and partners.

The Exec team is also working on some changes to the Subscription and Sponsorship model for Subscribed partners to suit all level of entities and details of which will be shared early next year.

**Closing**

NZSUG has come a long way but with a small number of volunteers on the executive we are limited in the services that we can provide. We need support from the customers / members to volunteer for roles on the exec or to help us with events. Feel free to reach any of the exec team member or reach us at info@nzsug.co.nz for further details.

NZSUG is and has always been very appreciative of the support it has received from the partners and sponsors. The revenue we receive allows us to create the platform to bring the partners and customers together. Thank you all for all your support. And to all our presenters for standing up and bringing along great content to share with the user community, without you, we would not have these events.

Also I would like to thank Jen Conway from SAP, the team at Paxable for their contribution to making 2020 a success and last but not the least a Huge thanks and round of applause to the NZSUG Committee, Rosanne, Melonie, Tim and Steven for all the time they volunteer and for all the efforts that they have put in. It would not have been possible without all of you. Thanks team.

And before I end, my last round of Thanks and Heartfelt appreciation to Tim Rivett who has been the greatest support and for all his contributions to NZSUG for all these years. Tim attended his first event in 1998 and joined the committee a few years later and has chaired the User Group since 2014. Wish you all the very best Tim.

Wishing you all a Merry Christmas and a Wonderful Year ahead!

**Dimple Gandhi**

Chairperson,

New Zealand SAP User Group

November 2020