

operational services GmbH & Co. KG

CONNECT Starter Package

For Partners of the Volkswagen Group

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1 CONNECT Starter Package

This document „CONNECT Starter Package“ is intended for partners of the Volkswagen Group having a need for information on the PDM (ProductDataManagement) system CONNECT.

The „CONNECT Starter Package“ provides an overview of the following topics:

- CONNECT basic knowledge
- Connection process (contractually and technically)
- Contact persons for technical connection (incl. software), training and methodology

In case of company-specific requirements and other clarification needs, a consultation will be arranged with the service provider operational services GmbH & Co. KG (OS) is recommended.

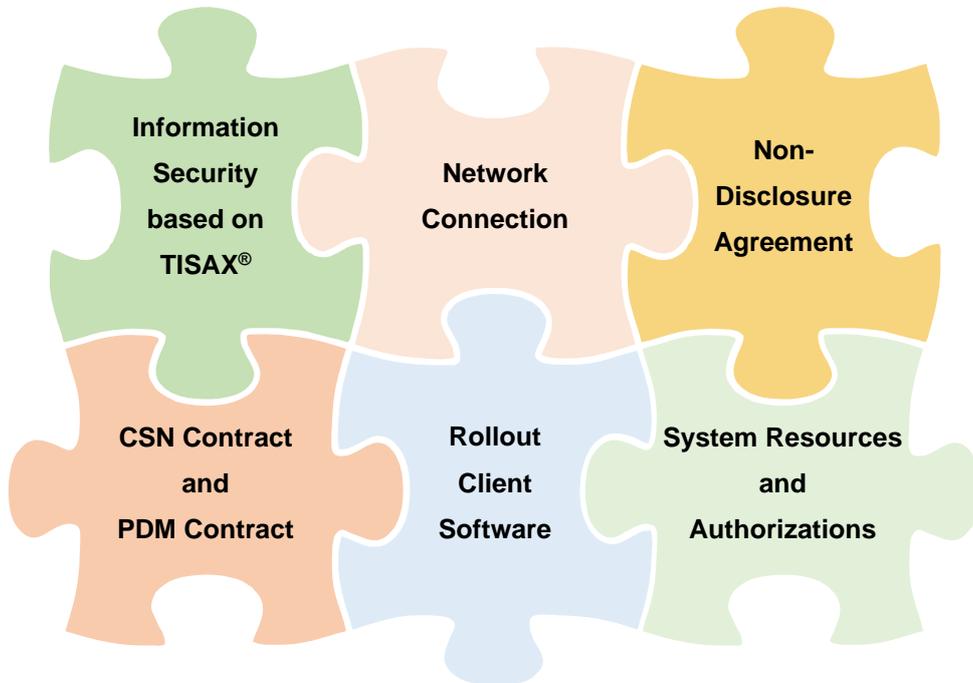
2 The PDM System CONNECT

With the Volkswagen Group software CONNECT, an integrated PDM system is implemented across the participating Group brands, locations, divisions and their external partners.

The main objective is to make CONNECT available as a central database for the Group and thus to optimize both comprehensive work processes in the area of vehicle project development and cross-brand module development and to ensure synchronous cooperation between the brands and the partners of the Volkswagen Group.

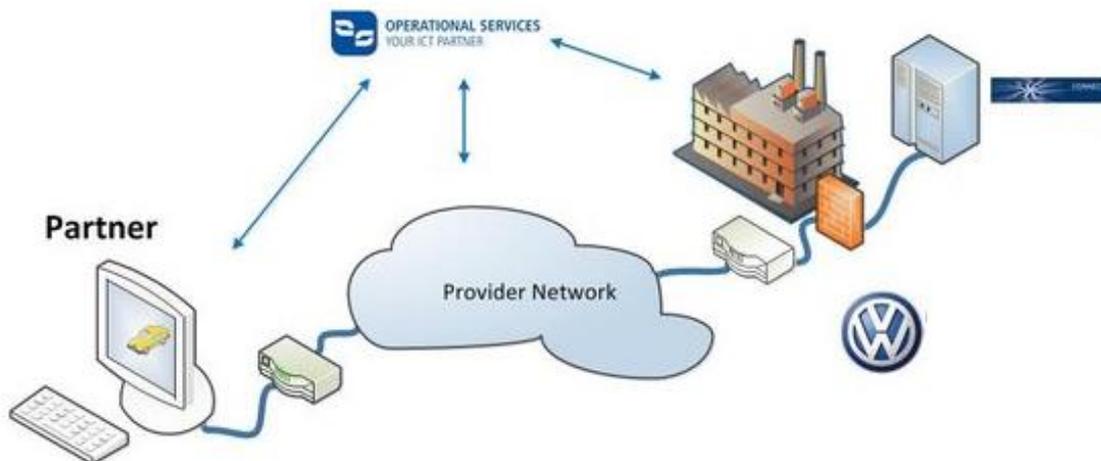


3 Prerequisites for CONNECT



3.1 Network Connection

The basis for the CONNECT access is a connection to the Volkswagen partner network (VW PFN).



For this technical connection different certified net providers offer different connection variants.

Ask the Service Support Center of OS or see relevant documents on the website of OS in order to figure out which of the connection type/s is/are feasible (suit(s) best) at your site/location:

[OS Download Center](#)

3.2 Information Security

The proof of appropriate information security by a TISAX[®] assessment is a precondition for the technical connection to the partner networks of Volkswagen and/or Audi.

TISAX[®] (=Trusted Information Security Assessment Exchange) creates competition under certified audit providers and enables a mutual recognition of the assessment results within the automobile industry. You can find more information under [TISAX[®]](#).

For using CONNECT, the partner of the Volkswagen Group must be able to proof a release regarding information security with the data classification for the handling of information that require a high level of protection (corresponds to “confidential information”). Responsible for data classification is the relevant department of the Volkswagen Group.

3.3 Non-Disclosure Agreement

A valid non-disclosure agreement (NDA) must always be available for connection to the Volkswagen partner company network. For the Volkswagen and Audi Group brands, the NDA is concluded on a project-related basis. For the other brands of the Volkswagen Group a valid Group NDA is enough. The NDA is always concluded between the Volkswagen Group partner and the commissioning department.

A NDA is required for each legally independent company, i.e. the company has its own legal form, tax number or VAT identification number.

3.4 CSN Contract and PDM Contract

Services from OS regarding network connection (connection to the VW PFN see 3.1) are subject to a contractual agreement, called CSN contract, concluded between the partner and OS. Services from OS regarding application service support for CONNECT are subject to a contractual agreement, called PDM contract, concluded between the partner and OS as well. The application support regulated in the PDM contract is also provided for ZMB, ECA, Syncrofit, HyperKVS and VW DMS.

3.5 Rollout Client Software

If all technical and contractual requirements are fulfilled, the CONNECT Client is rolled out at the partner of the Volkswagen Group. The service provider operational services GmbH & Co.KG supports the installation and configuration.

Basic rollout procedure:

1. OS informs the partner about the availability of the CONNECT client package.
2. After the client package has been obtained, the CONNECT Client is installed and configured on the designated workstation. For this purpose, OS provides installation instructions, FAQs and release notes.
3. If all settings are done, a connection test is agreed between the partner and the OS. During this test the technical functionality, e.g. establishment of a network connection to the CONNECT server instance in the VW PFN is checked.
4. If the test was successful, the partner receives feedback that the technical connection to CONNECT is completed.

As soon as the partner is technically connected, OS informs the partner regularly by e-mail about current events/latest news regarding CONNECT.

3.6 System Resources and Authorizations

A user-specific access to CONNECT requires the fulfilment of further prerequisites.

The user needs:

- Group userID
- SecurID card (RSA token) or PKI card

Information on how to apply for a Group userID is available on the website ONE.Konzern Business Plattform:

[ONE.Konzern Business Plattform](#)



my.Serve

If the potential CONNECT user does not yet have a SecurID card (RSA token) or a PKI card, these can be ordered online via the Volkswagen system "my.Serve":

SecurID card (RSA token):

[my.Serve](#) > **Order Service** > **Client IT** > **Access & Identity Management** > **User & Access Management** > **Request for SecurID Token**

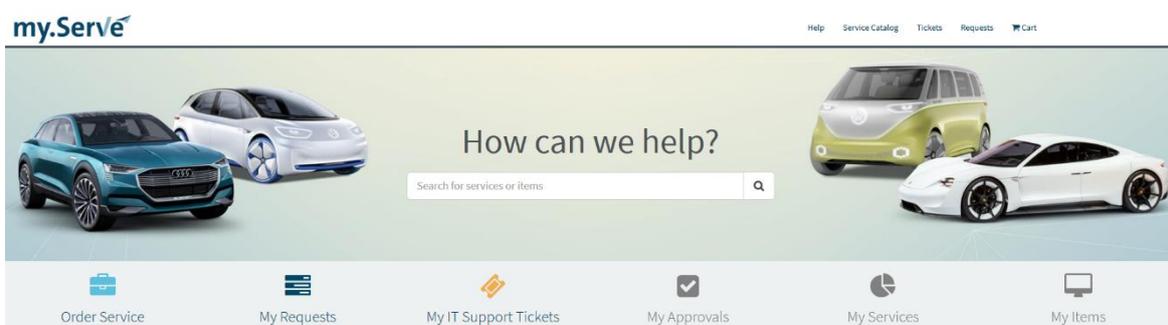
PKI card:

[my.Serve](#) > **Order Service** > **Client IT** > **Access & Identity Management** > **User & Access Management** > **Dispatch Card**

You or your commissioning department in the Volkswagen Group can apply for CONNECT project authorization(s) via my.Serve as well:

[my.Serve](#) > **Order Service** > **Non-IT** > **TE-Services** > **BeFrEi - Single Application and Deletion**

Follow the system instructions when applying for the required roles.



4 Training and Consulting

To use CONNECT effectively, participation in a CONNECT basic seminar is strongly recommended.

Ask the Volkswagen Group Academy or Audi Academy for non-binding advice on the training options on offer and their costs.

CONNECT trainings are offered by:



Volkswagen Group Academy

Event Management

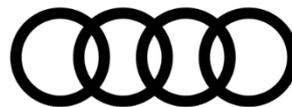
DE-38436 Wolfsburg

Phone: **+49-5361-9-31904**

E-Mail: vwag.wbit@volkswagen.de

Internet: [GroupPLM \(K-PDM\) CONNECT Qualification](#) (only in german available)

Audi Akademie



Audi Akademie

Customer and seminar management

DE-85045 Ingolstadt

Phone: **+49-841-89-93000**

E-Mail: akademie.training@audi.de

Internet: [Audi Akademie](#) (only in german available)

The methodical consulting regarding CONNECT can be accompanied (with costs) by the following companies. A corresponding mandate from the partner company is necessary for this.

Volkswagen Brand:

H&D Services for Engineering GmbH	John-F.-Kennedy-Allee 62 DE-38444 Wolfsburg	Phone: +49-5371-960-29577 E-Mail: connect@hud.de
Bertrandt Ingenieurbüro GmbH	Krümke 1 DE-38479 Tappenbeck	Phone: +49-5366-9611-1467 E-Mail: connect-support@bertrandt.com
Treibrodt Consulting GmbH	Nikolaus-Otto-Straße 8 DE-38165 Flechtorf-Lehre	Phone: +49-152-38430554 E-Mail: connect@treibrodt-consulting.de
Altran Deutschland S.A.S. & Co. KG	Hafenstraße 1 DE-38442 Wolfsburg	Phone: +49-5362-958-3475 E-Mail: de.connect@altran.com

Audi Brand:

V-iT! GmbH & Co. KG	Lerchenstraße 17 DE-94428 Eichendorf	Phone: +49-176-22958356 E-Mail: info@v-it-gmbh.de
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Partner companies that have participated in a CONNECT basic seminar at the Audi Akademie can also contact the Audi Lernbegleiter.

When contacting the Lernbegleiter for the first time, this information should be explicitly stated so that the request is also compliant.

E-Mail: die.lernbegleiter@audi.de

5 Information Options

For questions about CONNECT and application problems please contact the service provider:

operational services GmbH & Co. KG

Service Support Center

Phone: +49-375-60619-904 (international)

Phone: +49-800-5877877 (only in Germany)

Telefax: +49-391-580130760

E-Mail: csn.service@o-s.de

Contact details always up-to-date under: [operational services GmbH & Co. KG](#)

Further information portals for CONNECT can be found her:

Product Data Management in the Volkswagen Group (K-PDM)

Many more interesting articles and methodology documents for all Group brands can be found in the K-PDM Wiki.

Internet: [Product Data Management](#) (only in german available)

Knowledge center "Projects, Product and Technology" on Audi mynet

The "Projects, Product and Technology" knowledge center bundles information offerings on technological topics that are relevant across business units and affects partners who are involved in various roles during the process.

Audi PFN: [Audi mynet](#) > **Company** > **Knowledge Center** > **Projects, Product & Technology** > **Product data virtual vehicle** > **CONNECT-PDM**
(only in german available)