Driveline and Chassis Technology

User & Access Management
in multi-portal Environments

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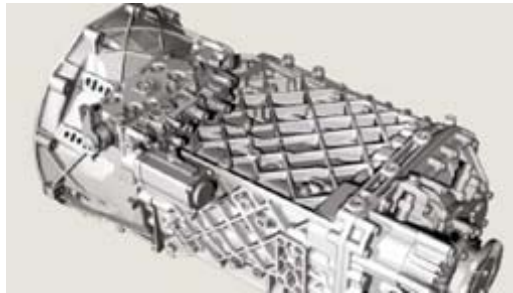
ZF Group is a leading worldwide Automotive Supplier for Driveline and Chassis Technology

PRODUCT PORTFOLIO

Driveline
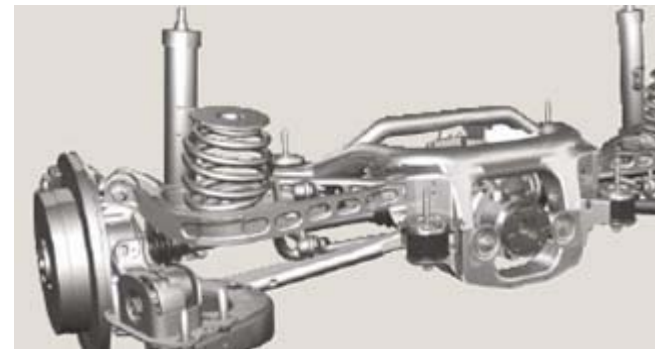
Transmissions
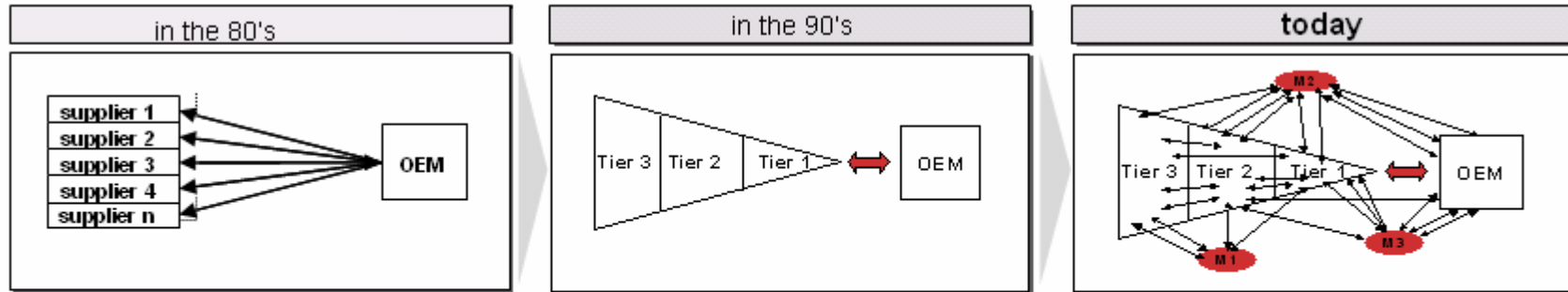
Driveline components

Chassis

Axles

Chassis components

Steering systems
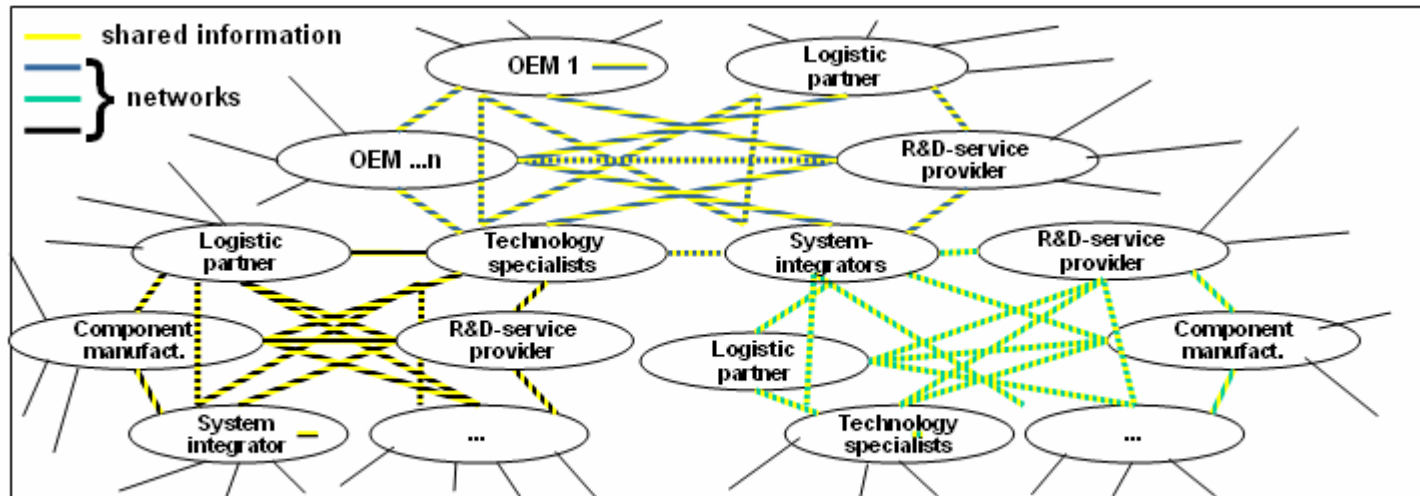
Looking on inter company relations the „Supply Chain" has become a „Supply Network" requiring a more effective information flow

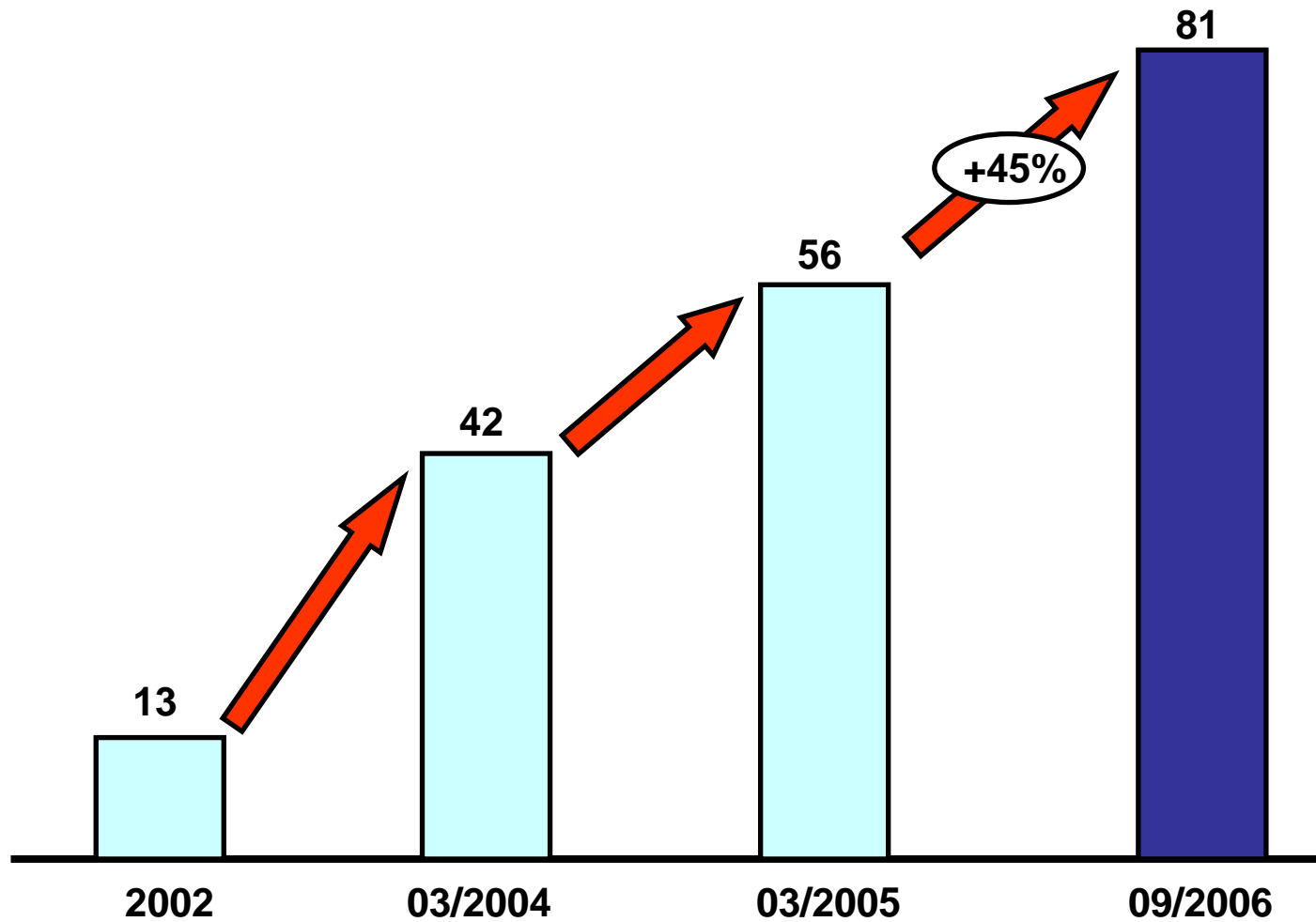Source: Dr. Göschel,BMW Group

061010_p_js_Odette Sw

This effect is extremely clear to see in internet based communication ...

NUMBER OF OEM PORTALS RELEVANT FOR ZF GROUP

81

56

42

+45%

13

2002   03/2004   03/2005   09/2006

4

... across all business processes

APPLICATIONS PER FUNCTIONAL AREA

Bar chart showing applications per functional area:
- Sales
- Logistic
- Other
- Product Development
- Quality
- Documentation / Norms
- Finance
- Communication
- After Sales
- Purchasing
- Production
- Environment
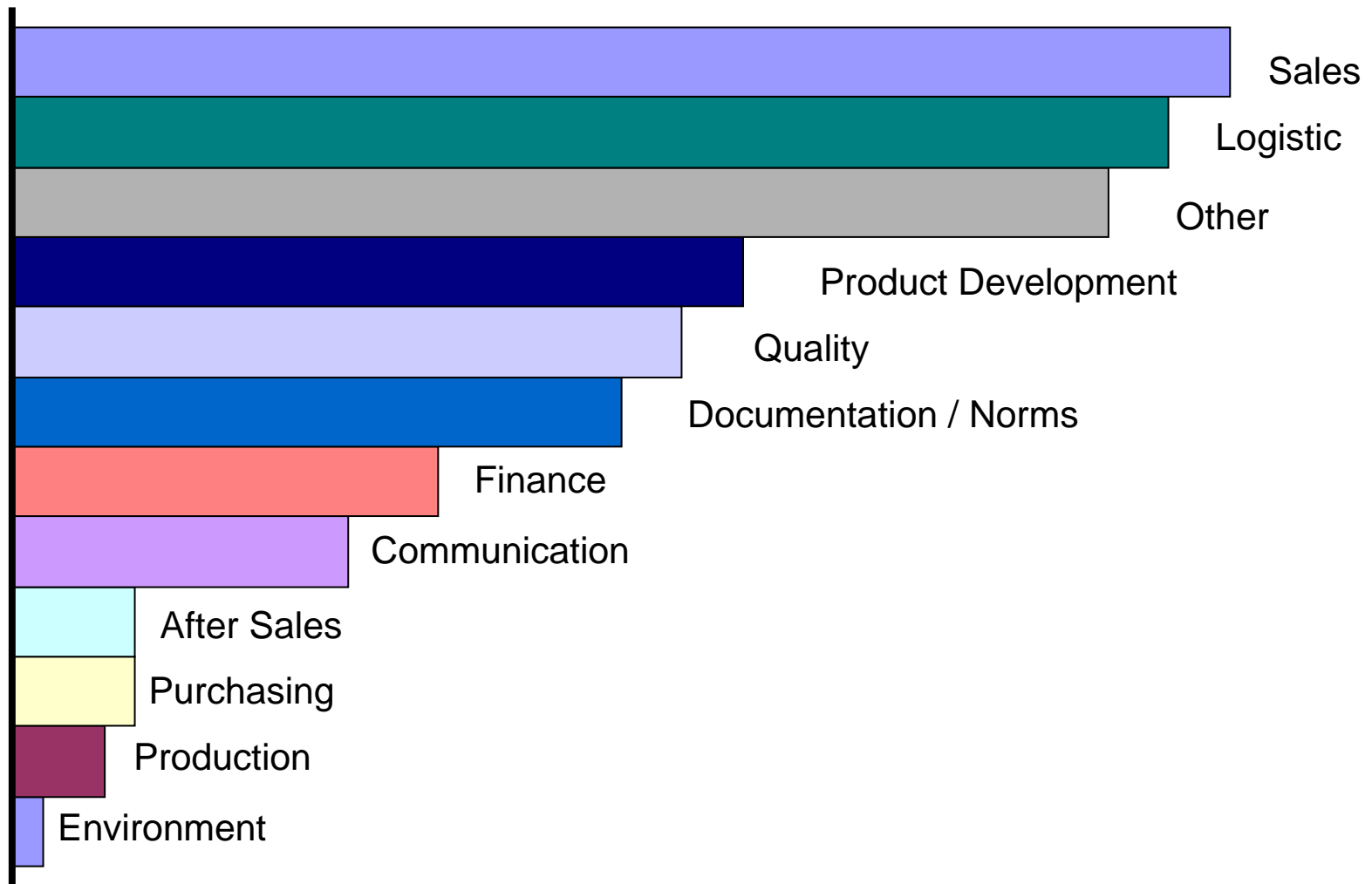
The number of ZF employees working "online" is increasing by 20% p.a.

NUMBER OF ZF EMPLOYEES REGISTERED ON OEM PORTALS
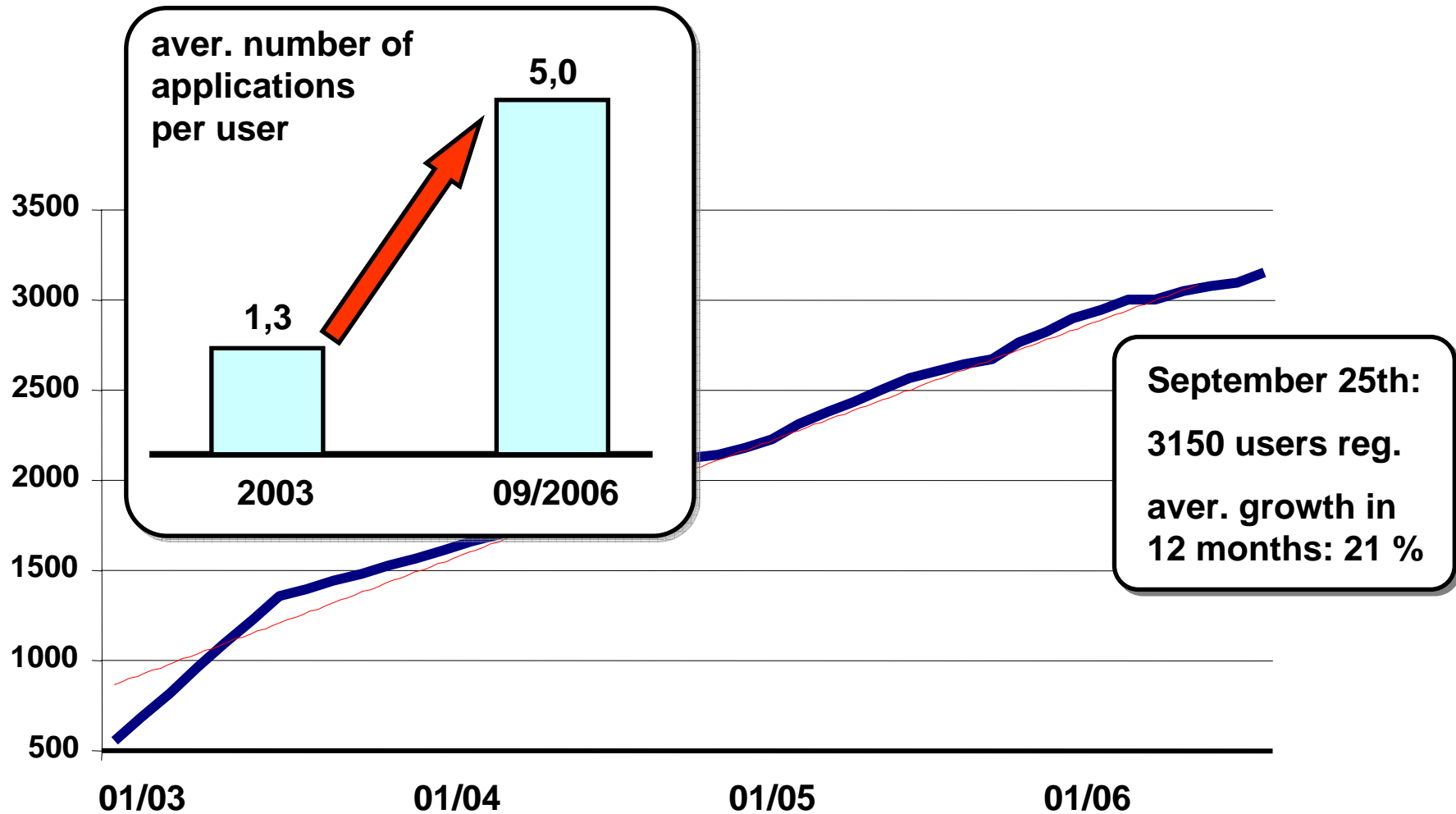
aver. number of applications per user

2003: 1,3
09/2006: 5,0

September 25th:

3150 users reg.

aver. growth in 12 months: 21 %

6

Although there are plenty of benefits in working with internet portals there are also some challenges

CHALLENGES IN MULTI PORTAL ENVIRONMENTS

1. **Company registration and user administration**

2. **Security and risk reduction**

3. **Legal implications**

4. **Readiness of internal business processes**

The introduction of an internal, standardized user & access administration for portals was a key step
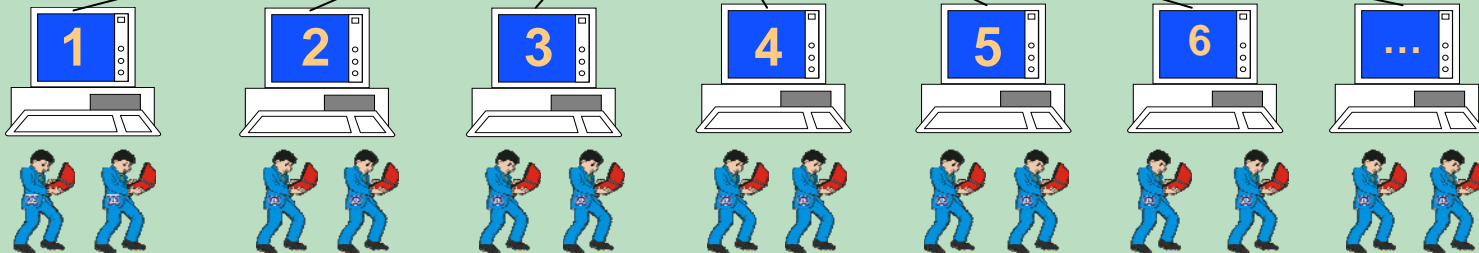
ZF APPROACH TOWARDS USER & ACCESS MANAGEMENT

GM

PSA

VW

DC, BMW, Covisint ...

ZF PortalManager©

➜ **Centralized user administration**

➜ **Avoiding double work**

➜ **T&Cs harmonized**

SUPPLIER Divisions Business Units
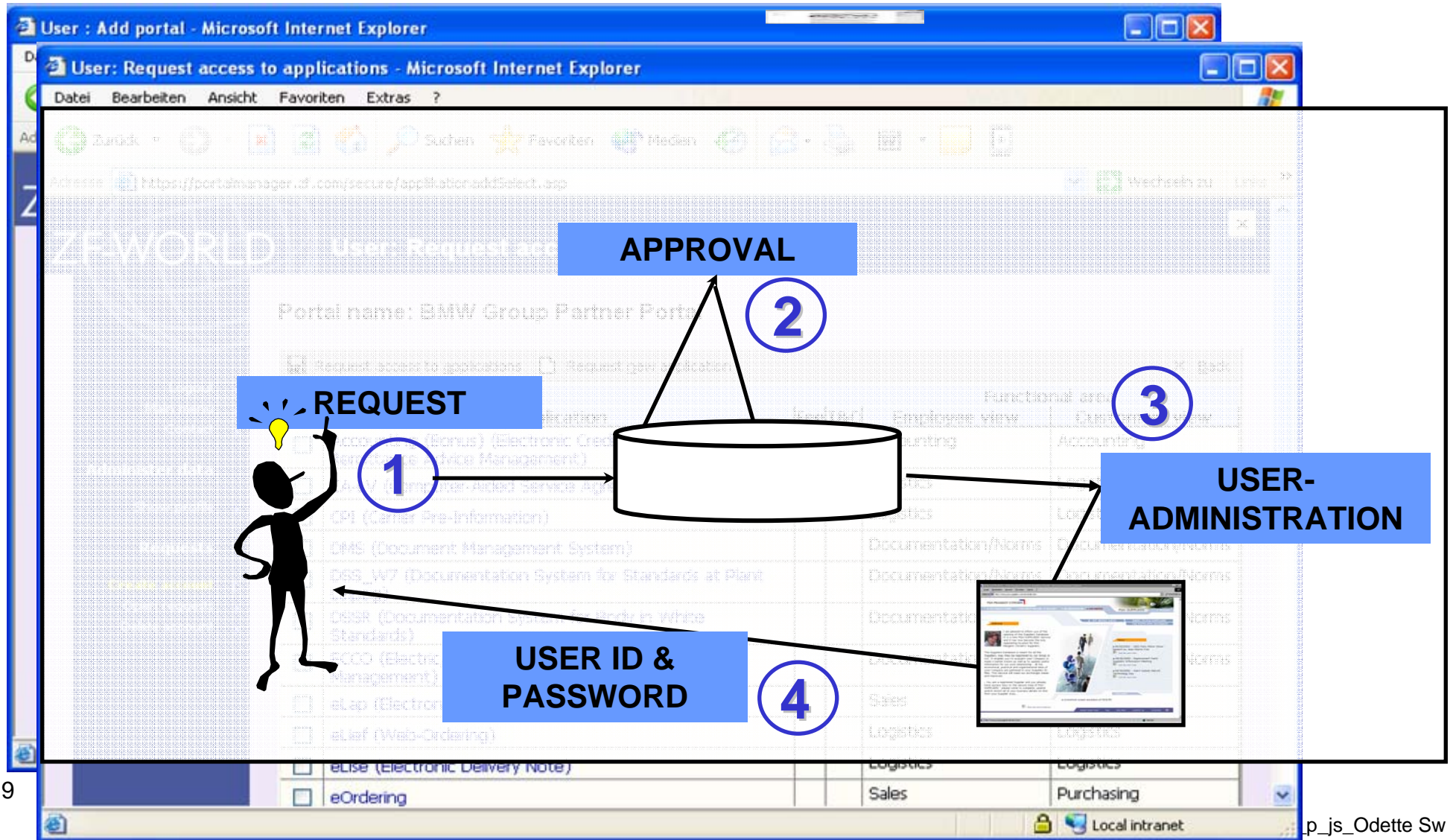
1 2 3 4 5 6 ...

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ZF employees request access for external portals by using ZF PortalManager

USER & ACCESS MANAGEMENT PROCESS

p_js_Odette Sw

Standards ensure that eBusiness improvements in processes are not swept away by increased „administrative waste"

USER & ACCESS MANAGEMENT (UAM) STANDARD*

XML Implementation Guideline: usracc

ODETTE

St   Occurrence   Element / Annotations

Data Model: User Administration

ODETTE

Detailed Description

St	Occurrence	Class / Attribute	Annotations

- Decrease of complexity (structure /content)

- Increase in efficiency between 30% and 60% by avoiding retyping of data and possible automization of data transfer

- Increase in data accuracy by avoiding mistyping of user data

- Increase in data timeliness due to easier / automated update cycles and possible backend integration

applicable codes are av...
If codes are derived only...
sources are used (origin...
both list identifiers.

Quantities
Quantity values are norm...
decimal sign may be use...
'piece' (synonym) are as...
Article
With respect to previous...
item. Both terms are sy...

M	1..1	— Issue Date	Type:	Main::core::DateTime
			Description:	Date, on which a docu...
			Comment:	In this message, date a...
			Previous model:	Document Date Value
M	1..1	— Document ID	Type:	Main::core::String..17
			Description:	Unique identifier of a d...
			Previous model:	Document Number
O	0..1	— Document Type Code	Type:	Main::core::Document T...
			Description:	Code specifying the do...
			Previous model:	Document Type Coded...
			Code reference:	Odette: ODDC001

Available codes   are r...
Code   Description...
405   User Administration

O	0..1	— Agency Code	Type:	Main::core::Agency Code
			Description:	Code specifying the agency responsible for a code list or identifier.
			Previous model:	Document Type Coded - Agency
			Code reference:	Odette: ODDC138 EDIFACT: 3055

Available codes   are restricted to:
Code   Description
10   Odette
              European automotive industry organisation

M	1..1	— Subset ID	Type:	Main::core::Subset ID
			Description:	Identification of the subset release, assigned by the responsible organisation (Odette resp. joint automotive initiative).
			Previous model:	Subset Identification Number
			Code reference:	Odette: ODDC122 EDIFACT:

*) User Access Management Standard published first in April 2004 by Odette defines Structure, Content &Technique

A standardized message allows an automated transfer to take place instead of manual (re)typing

UAM STANDARD INTERFACE

Pilot running between ZF and BMW. Connection to PSA is in preparation

PortalManager* generates the standard XML message

The PortalManager connects to the OEM Web Service and transmits the XML message

The Web Service reads the XML message and depending on the <activity> attribute starts the necessary process (example: to register the new user).

This process creates the new user at the OEM user directory.

XML

PortalManager

Insert user data

Directory
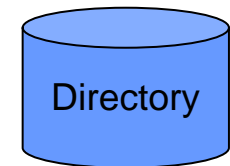
message back to confirm <activity> and evt. password and UserID

* ZF PortalManager is a support tool developed by ZF & open4business GmbH to allow efficient internal coordination of UAM

Declaration of the Automotive Community regarding User Registration

"We commit ourselves to implement the 0dette Standard which describes the User & Access Management in our B2B-Portals and intend to establish the respective interfaces".

* Year 2004

Although there are plenty of benefits in working with internet portals there are also some challenges

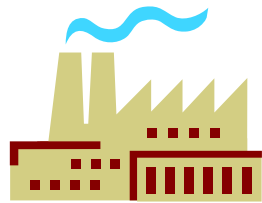**CHALLENGES IN MULTI PORTAL ENVIRONMENTS**

1. **Company registration and user administration**

2. **Security and risk reduction**

3. **legal implications**
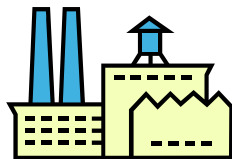
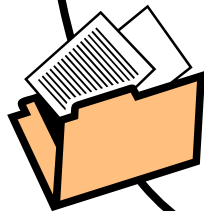4. **Readiness of internal business processes**

Improvements in security and risk reduction need to be driven by awareness not technology

B2B Security & Risk Reduction (S2R)

An Odette Standardization Project

ODETTE

Odette S2R Phase 1
Security Recommendation

| Version 1.0 |

Roles & Responsibilities	✔
Common Risk Schema	
Classsification of Data	✔
Password Policy	✔
Data Privacy and Traceability	✔

Odette S2R Phase 2 - Implementation

Increase Awareness

Benchmarking and Methodology

Odette S2R Phase 3 - Audit Recommendation

Audits and Certification

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CHALLENGES IN MULTI PORTAL ENVIRONMENTS

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Communicating through portals may also require a check or negotiation of T&C's with the portal owner
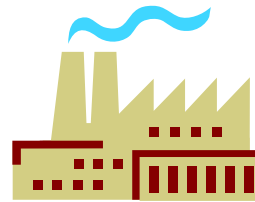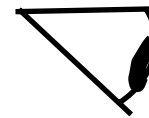
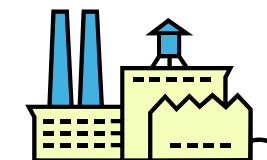**EXAMPLE: APQP-PROCESS**

former process

OEM

Tier 1

new process

OEM

portal/ marketplace

Tier 1

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In early 2003 a company-wide analysis indicated those processes impacted most by portal-based communication
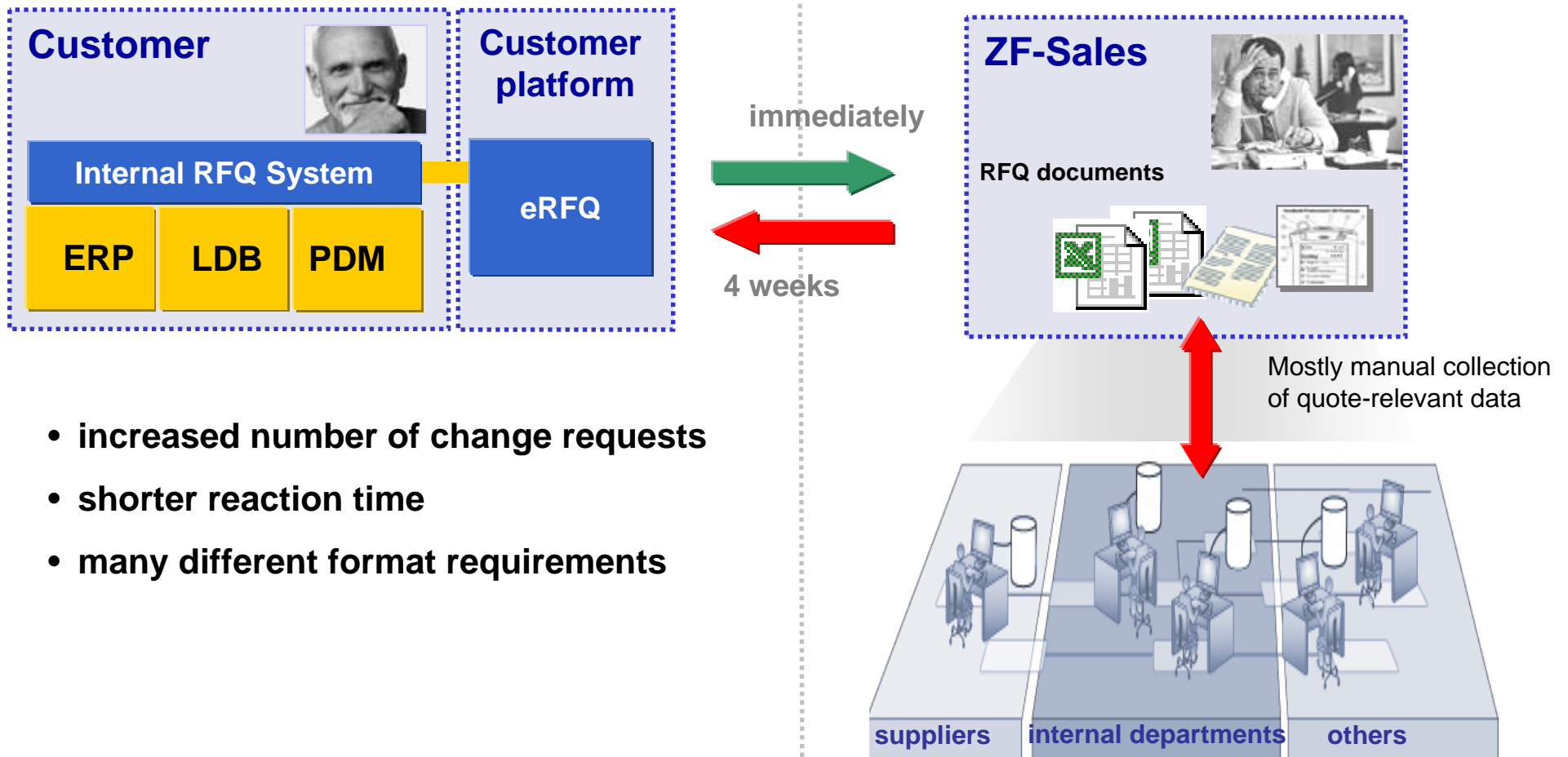
BUSINESS PROCESS ANALYSIS (as of Jan. 2003)
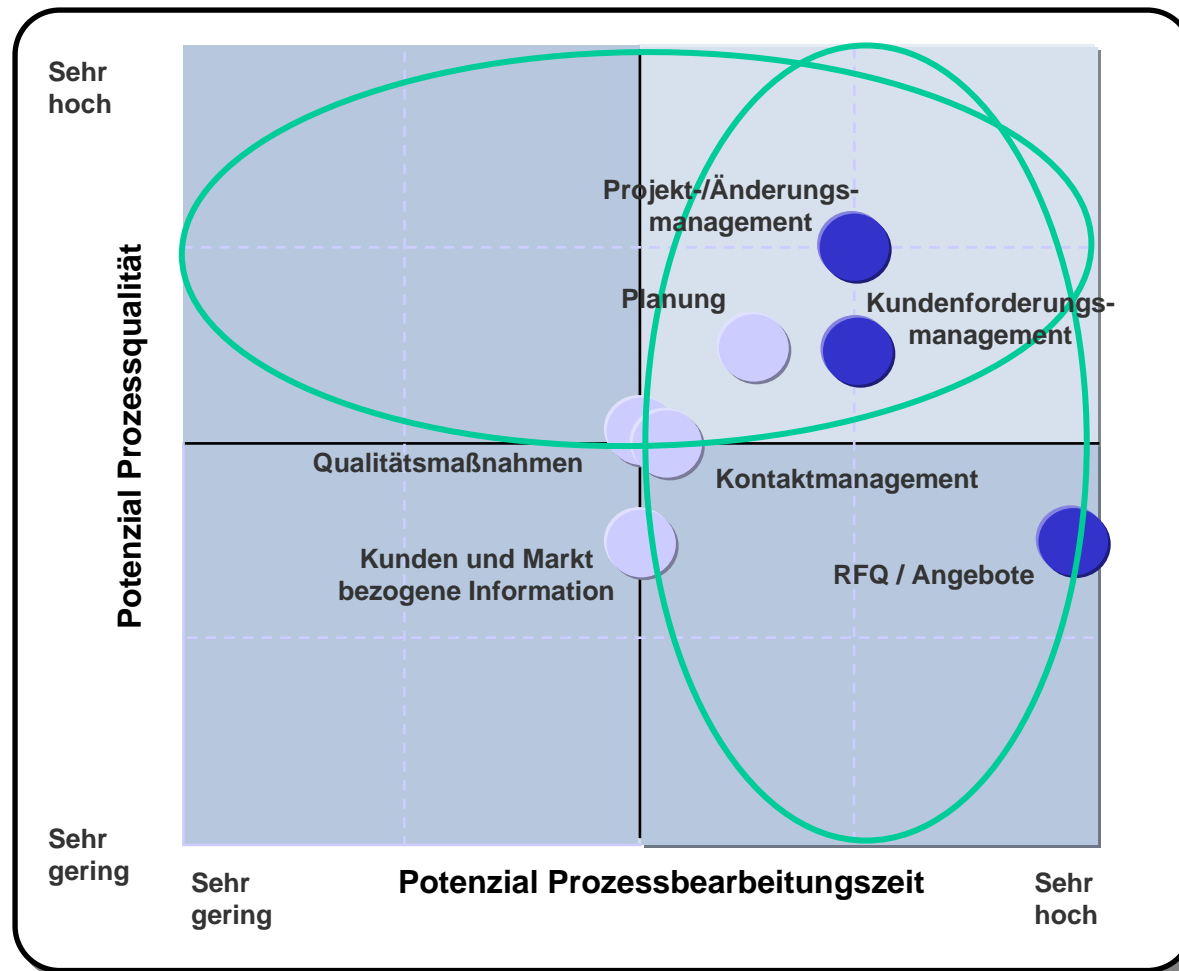
Highly efficient processes and high adaptability to different customer processes have to be brought in balance

EXAMPLE: RFQ PROCESSING

Customer

Internal RFQ System

| ERP | LDB | PDM |

Customer platform

eRFQ

immediately

4 weeks

ZF-Sales

RFQ documents

Mostly manual collection
of quote-relevant data

suppliers   **internal departments**   **others**

- **increased number of change requests**

- **shorter reaction time**

- **many different format requirements**

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Thank you for your Attention!