



DATA INTERCHANGE

Volkswagen Group UK NVS Project

Volkswagen Group UK New Vehicle System (NVS) Project "Transforming the way we do business"

"The DMS-I integration delivers significant automation to our dealers and enables the data transfer and sharing of critical product, order, service and parts information."

"With little time, insufficient information and more than a modicum of risk, DI delivered a robust capability in a few months when many said it could not be done. You are to be congratulated on your planning and delivery"

Nick Gaines (VWG UK CIO)
August 2010

Volkswagen Group UK (VWG UK) operates in arguably the world's most competitive and complex automotive market. Success has been driven by excellent and innovative products, but to take the business to the next level required a step change in sales and customer service. The firm needed to "transform the way we do business", changing many legacy core processes and systems. This became the largest and most complex business change the company has ever undertaken.

VWG UK's New Vehicle System (NVS) rollout was a multi-million pound project designed to streamline and improve the way all VW brand vehicles are sold and maintained in the UK. The Dealer Management System Integration (DMS-I) project was an integral part of this programme.

The DMS-I is the integration point between VW's internal systems

and their retailers - providing daily access to up to date information on vehicle stock, vehicle prices, current vehicle orders, service and repair information and parts data. The DMS-I also enables the retailers to send detailed information on individual vehicle history to VWG UK on a daily basis.

The DMS-I enables VWG UK to realise in full the benefits underpinning the NVS programme. VWG UK retailers are also benefiting from the availability of timely, accurate model and option pricing and data and access to individual vehicle history. The DMS-I has replaced a number of inefficient legacy systems and gives VWG UK a secure and stable communication platform with their 800 UK dealers.

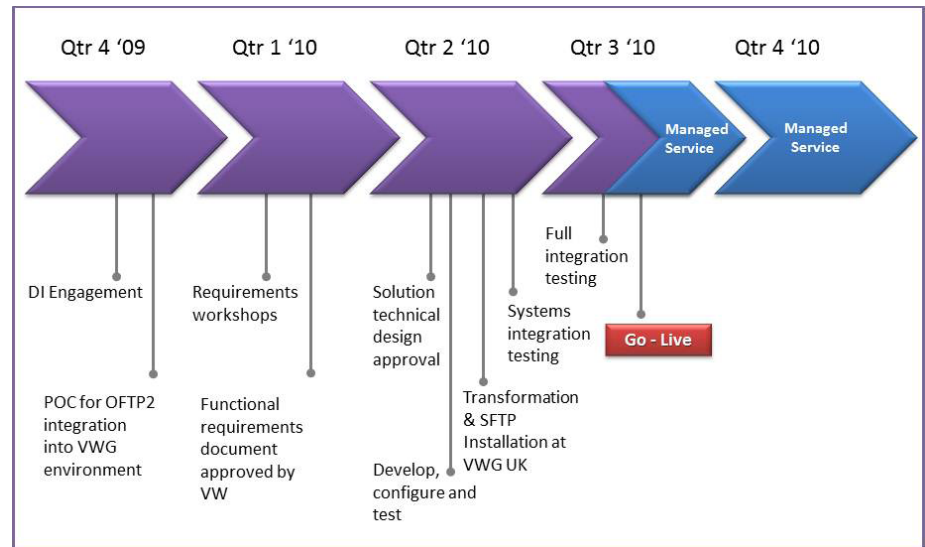
VWG UK chose to partner with Data Interchange (DI), using their Enterprise Process Integration Controller (EPIC) product, to provide

the DMS-I solution and service. DI worked as part of the programme alongside VW UK employees and 3rd Party contractors, leading on the technical and business delivery of the DMS-I solution.

During the project DI designed and configured the EPIC product to deliver on the VWG UK business processes. DI worked with the retailers' solution providers and successfully onboarded over 500 dealers. Go live was achieved over a single weekend enabling the entire delivery to be completed on time and on budget.

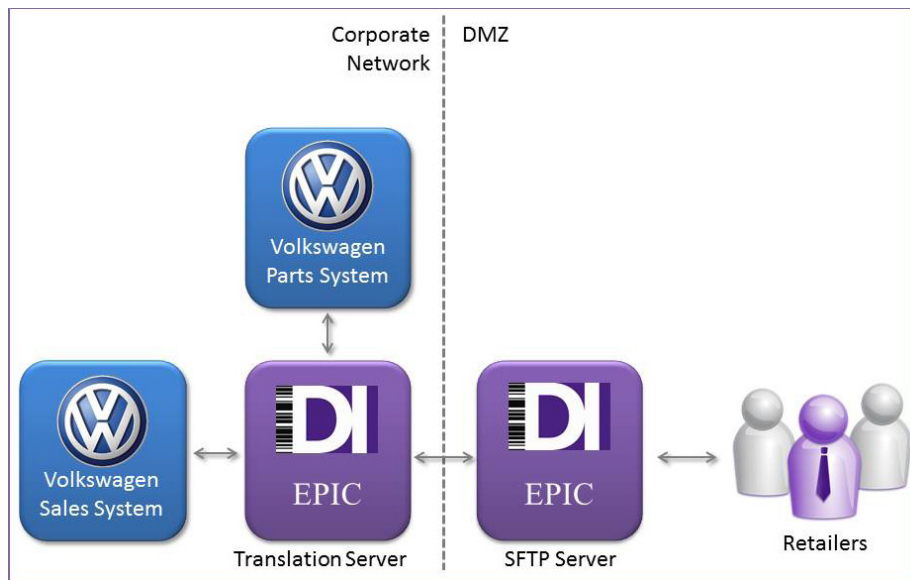
Timeline: Key Milestones

This diagram shows the key project stages and the transition to Business as Usual (BAU)



Technical Solution

This is a high-level view of the solution deployed and the interaction between systems



Data from multiple internal VWG UK systems is forwarded to EPIC Translation Server in the corporate network and held for processing in overnight batches. Depending on the data source, some messages are passed through without modification whilst others are converted from VWG UK's internal file formats to the external file format expected by the retailers.

After processing the batch, data is sent to the EPIC SFTP Server located in the DMZ. Depending on the message type, data is either presented in 'public' SFTP folders or retailers specific directories. Retailers log onto the EPIC SFTP Server on a daily basis to collect the data that VWG UK are sending.

In addition to the outbound data flow from VWG UK, throughout the day retailers also send data back to VWG UK via the EPIC SFTP server. Messages sent by the retailers are checked by the EPIC SFTP Server for structural validity and then forwarded to the internal EPIC server. Data is held by the EPIC Translation Server in the corporate network and processed into batches each evening. The EPIC Translation Server generates reports for each batch, highlighting which retailers have submitted data, and then the batch of messages are forwarded to the corresponding internal VWG system.

Current Situation & Future Plans

As of November 2010 the DMS-I solution is supporting over 500 VWG UK dealers, with plans to bring on board the Skoda and SEAT communities during late 2010 and early 2011 taking the total to 800.

Data Interchange is also providing a full support capability to the DMS-I environment, which involves 2nd and 3rd line incident and resolution management. DI is effectively acting as an extension of the VWG UK support function.

There are plans to migrate more integration through DMS-I in future, making it the main link between VWG UK and its dealer network.

“We set the highest delivery standards for our work to ensure that quality is delivered in all our customer projects. I am very proud of the way the DI team worked in partnership with VWG UK to ensure delivery of this mission critical solution to quality, on-time and on-budget.”

Ewan Friend
Managing Director
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