



Jaguar Land Rover i-PLM Supplier Integration & Support

# THE MAJENTA JLR i-PLM SERVICE

**i-PLM**  
Product Lifecycle Management



**majenta**  
solutions



## SUPPLIER ON-BOARDING

Majenta Solutions has unrivalled expertise in the specialist field of Automotive Supplier Integration. For over two decades Majenta has been focussed on providing leading OEMs with PLM related supply chain solutions. We have a proven track record of working with over 1200 active customers and in excess of 750 globally dispersed tier 1 and tier 2 suppliers for OEMs, supporting over 100 products in the automotive community.



We have been working alongside Jaguar Land Rover (JLR) on the i-PLM solution since it was first conceived over 3 years ago. During this time Majenta has been at the forefront of the program working closely with JLR throughout acting as advisor and providing extensive testing support.

Our invaluable knowledge of this project combined with our longstanding close working relationship with JLR puts Majenta in a unique position to support JLR suppliers as they integrate with i-PLM.

### The Majenta JLR i-PLM Service

The Majenta JLR i-PLM Service provides comprehensive first line supplier on-boarding support through all phases of the i-PLM implementation cycle. The service is managed by the dedicated Majenta JLR i-PLM Helpdesk based at the JLR Whitley site and enhanced by 24/7/365 remote case logging. Services include:

- Supplier support relating to installation and configuration of software
- Supplier support for network/IT issue resolution relating to installation
- Resolving issues relating to the i-PLM installations
- Secure data distribution and tracking of installation upgrades
- Testing and resolving Fix Packs/system upgrades
- Testing and resolving network performance issues.

### Dassault Systèmes

Majenta have the required expertise and knowledge to successfully connect and integrate the JLR supplier community to i-PLM programs and are fully accredited to do so with both JLR and Dassault Systèmes. These partnerships enable us to roll out the JLR i-PLM software solutions from Dassault to the JLR extended supply chain.

Our priority is to on-board and support suppliers as they integrate into the JLR i-PLM environment and actively enable these companies to visualise, exchange and share the digital assets of the vehicle as quickly and efficiently as possible.

# SUPPLIER ON-BOARDING

Majenta works extensively with JLR suppliers on all aspects of i-PLM deployment and supplier on-boarding in order to ensure that you meet all of JLR's requirements. This enables suppliers to work with JLR in the shortest possible time whilst also ensuring that the full JLR process has been adhered to.

## Supplier On-Boarding

Assisting with technical queries on completion/ understanding of PAQ, SOW and license agreements

Providing help to suppliers during the IAMS process

Provision of support to suppliers during Juniper installation

Provision of support to suppliers to understand and resolve pre-requisite requirements for WebTop installation

Supporting suppliers as necessary through Fix Pack installations

Supporting suppliers as necessary to understand and resolve pre-requisite requirements for WinTop installation

## Connectivity

Ensuring continuity of connection of the supplier Juniper client software

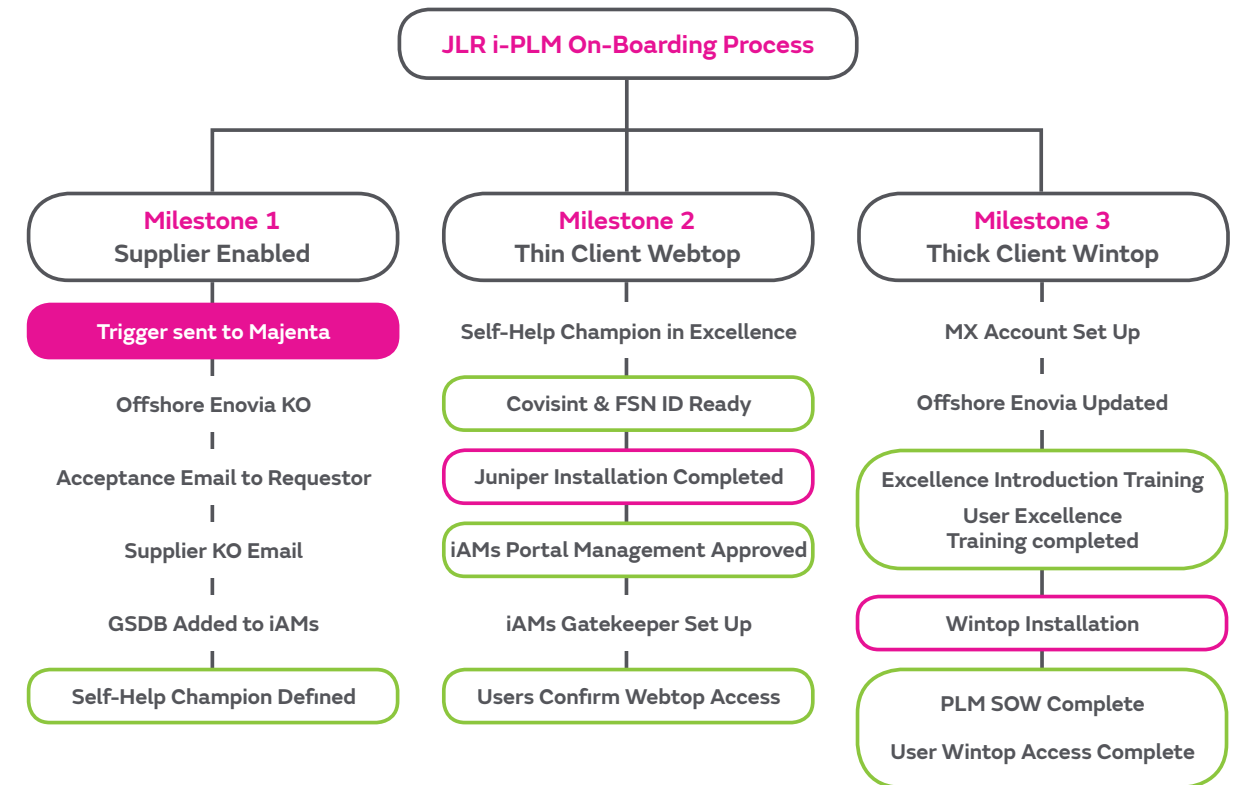
Ensuring continuity of connection of the supplier WinTop environment

Ensuring continuity of connection of the supplier WebTop environment

Provision of support to suppliers during Juniper installation

Providing licensing, installation and Fix Pack troubleshooting support

Supporting suppliers as necessary through Fix Pack installations



○ Completed by the Supplier Self-Help Champion

○ Completed by the Supplier Self-Help Champion (with support from Supplier IT)

# ON-GOING SUPPLIER SUPPORT

Majenta works extensively with Jaguar Land Rover (JLR) suppliers on all aspects of i-PLM deployment and will provide on-going support in order to ensure that you continue to meet all of JLR's requirements.

## Upgrade Support

Upgrade testing in pre-production environment on behalf of suppliers

Assisting suppliers with pre-upgrade readiness support

Supporting suppliers in ensuring they are compliant with software upgrade

Provision of support to suppliers during an upgrade installation

Supporting suppliers in resolving connectivity issues during upgrade

Supporting suppliers as necessary through Fix Pack installations

Resolving pre-requisite non-compliance issues on behalf of suppliers

## JLR i-PLM Supplier Community Portal

Providing access to Majenta JLR i-PLM Helpdesk Portal for secure logging, tracking and managing of supplier support cases 24/7/365

Majenta JLR i-PLM knowledgebase access

Distributing Fix Packs to suppliers securely through Majenta MX

# FIX PACK DISTRIBUTION

A Fix-Pack is the name given to the i-PLM installation files for Wintop. This may be the full installation package or smaller update files (typically sent in 2 parts) that are installed on top of the existing installation. They are released by the JLR i-PLM team after a period of testing and then distributed by Majenta via the MX tool. Release cadence is set by the i-PLM team.

JLR i-PLM supplier support includes a single Majenta MX licence for each supplier site. Majenta MX has been specifically developed to enable engineers to share large data sets with external users and remote workers.

Majenta MX will enable very fast and secure distribution of large i-PLM fix packs, with full audit trail information that can be used to track and monitor progress. This information is also integrated into the JLR i-PLM Community Supplier Portal to allow suppliers to self-certify on their progress through any i-PLM upgrade cycle.

In brief Majenta MX delivers on the following requirements:

- Handle very large fix pack sizes
- Enable very fast download performance when compared to other file transfer tools
- Allow authorisable /authenticated access
- Simple to deploy with easy process to follow
- Fully auditable allowing monitoring of supplier progress on download of fix packs.

Please note that the Majenta MX licence provided to JLR suppliers as part of their i-PLM support agreement can only be used to transact JLR i-PLM fix pack data. Should you wish to use Majenta MX for your own data exchange requirements then please contact Majenta.

# MAXIMISE YOUR SOFTWARE INVESTMENT WITH SERVICES FROM MAJENTA SOLUTIONS

As a supplier subscribing to JLR i-PLM programs you will automatically benefit from new software releases, enhancements and patches. What happens if you have an issue with your software application that you can't resolve yourself? Majenta Support Plus provides a range of support packages developed by Majenta specifically to ensure that you get the help you need, when you need it. In addition to software support, our packages also include a wide range of features that will help you to maximise your investment and ensure that your users realise the full potential of the software.

Like all of the best partnerships, software goes hand-in-hand with hardware and wider infrastructure solutions. Majenta has a specialised IT team dedicated to supporting our software customers with all of their IT needs. Whatever your requirement, from advice on choosing the best workstation through to complete infrastructure solutions, our IT team has the expertise to support you.



## HARDWARE

Majenta have been working closely with the Jaguar Land Rover (JLR) i-PLM solution team during the last few years. Our involvement with testing at ground level has given us invaluable knowledge which will enable us to provide comprehensive support and hardware configuration services to JLR suppliers.

We have longstanding relationships with Dell and HP and are able to provide expert advice on choosing the right hardware solution for the specific needs of the supplier, from recommending the best specification to suit your budget and user requirements through to full configuration to meet JLR i-PLM connectivity requirements.

- Expert advice on choosing the best workstations for your i-PLM needs
- Specifications to suit your requirement
- Pre-configured by Majenta i-PLM experts to comply
- Built specifically for the Dassault environment
- Sourced from Dell & HP.

# OTHER OEM INTEGRATION SERVICES FROM MAJENTA

## CDSP

Majenta has been supporting Automotive suppliers as a data services provider for over 14 years. We provide invaluable methods guidance, technical support, data transfer and the preparation and upload of data into the OEM's PLM environment. With the recent introduction of JLR's Dassault i-PLM solution we can now further support suppliers integration into the new environment, ensuring continuity between the supplier and JLR whether it is technical or process driven.

Our services are predominately used to fully integrate suppliers that have different CAD authoring systems to the OEM, or simply choose to use an expert service provider to maintain a high quality, always-on service that meets both their own and their customer's needs.

The Majenta Data Services division also provides a range of exclusive services that streamline global data exchange between manufacturers and suppliers.

### The Division specialises in:

- CAD translation
- Data migration
- CAD re-modelling/re-mastering
- Visualisation
- Secure data distribution.

## Secure data exchange

Majenta MX enables JLR to share fix pack data with their suppliers but can also be made available to suppliers for their own data exchange needs.

Managed entirely by our UK team and specifically developed to enable the secure transfer of CAD files in any format with no limit on file size, rapid deployment and a full audit trail, Majenta MX is the data exchange portal of choice.

- Secure 256bit encryption
- Rapid deployment – no training required
- Secure data transfer and data storage
- Permanent audit log of all files transferred
- Fast data transfer
- No limit on file size or number of files
- Automated email notifications throughout the transaction cycle
- Helpdesk for all users
- No software to install and manage.

## Methods

In addition to the core JLR i-PLM on-boarding process that Majenta delivers, we also provide suppliers with assistance in other key areas including:

- Change Management
- Issues Management
- CAD
- Visualisation.

This comprehensive range of additional support services ensures that the supplier has a smooth transition integrating i-PLM whilst also having the security of knowing that they will have assistance with any wider CAD related issues should they require it.

## Legacy services

Majenta has considerable expertise in supporting JLR's suppliers with specialised support relating to legacy solutions, including the preparation and delivery of C3PNG data, procurement of CAD to support RFQ and study, bespoke non Catia data to Catia solutions for 2D and 3D, Teamcenter release workflow management, contingency cover for suppliers with directly connected Teamcenter installations and subscription based CAD export services.



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