CATENA-X French Hub Users Club Roadmap

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The French Catena-X Users' Club

A collective support structure helping French companies understand, prepare for and engage successfully in Catena-X.

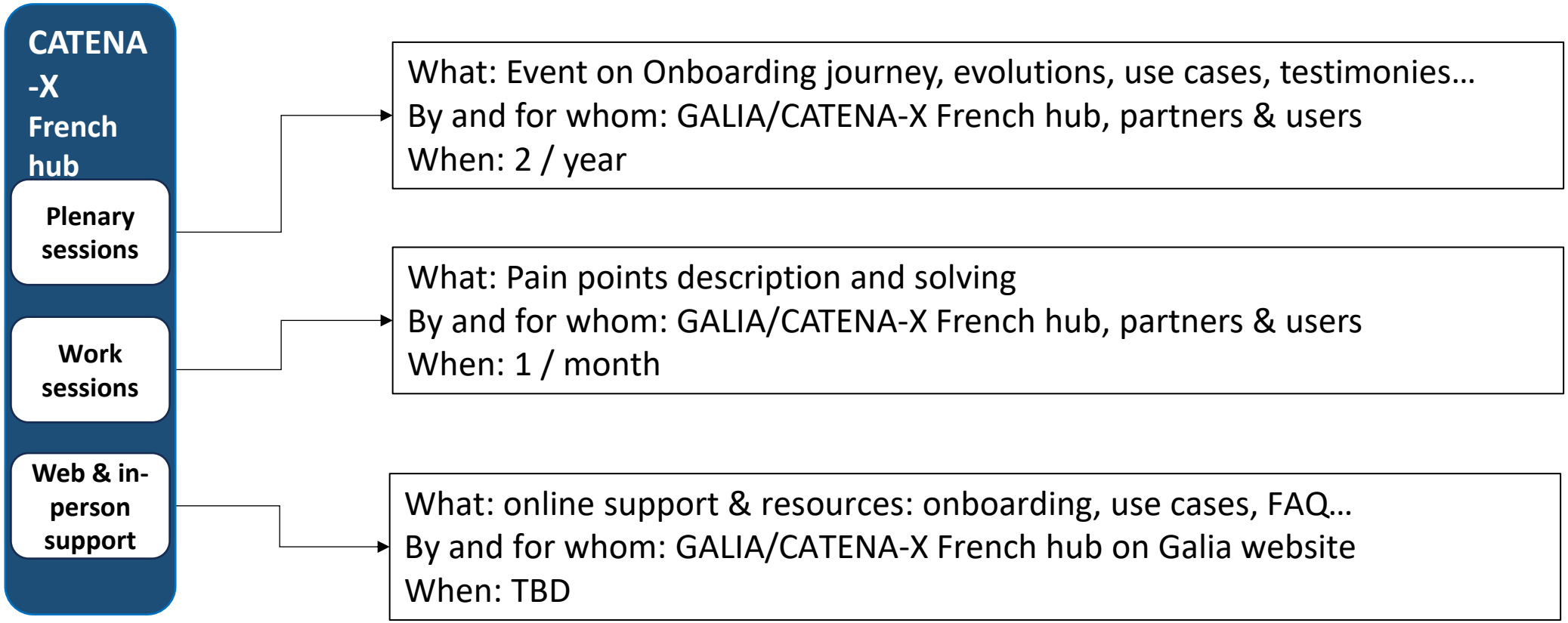
01	**FIRST-LEVEL SUPPORT**	Understand Catena-X requirements, onboarding steps and the data customers expect.
02	**PEER-TO-PEER LEARNING**	Share experiences and challenges — and learn directly from early adopters.
03	**PRACTICAL GUIDANCE & TRAINING**	Access onboarding guidance, experience sharing, informal support and targeted training.
04	**OPPORTUNITIES FOR FRENCH SUPPLIERS**	Track Catena-X adoption and identify emerging business and operational opportunities.

One place to learn, prepare and progress together toward Catena-X compliance.

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Deploying User's Club:

the CATENA-X French hub users' club expected to make Catena-X understandable, usable, and accessible for real users.



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Working sessions: first needs

Following first meeting on 20-05-2026

- Main pain points
  - Unclear onboarding journey
  - Lack of structured guidance
  - High complexity for simple use cases
  - Difficult solution selection
  - Weak user experience of tools
  - Inconsistency across OEMs
  - Poor transparency on costs and scaling

Message Title	Problem	Root Cause	Action Plan
Unclear Onboarding Journey	Companies do not understand the end-to-end onboarding process. The official "12-week journey" does not seem to reflect reality. Users progress without a clear roadmap.	Attendees feel there is a lack of a transparent, step-by-step journey description. The 2-day training is too high-level and not operational. They lack a visual and practical onboarding framework.	Create a clear onboarding roadmap (step-by-step), develop a "Getting Started" guide including key milestones and expected outputs at each step. Align program communication with real user experience.
Incorrect / Confusing BPN Structuring	Companies struggle to define BPNL / BPNS / BPNA correctly. Errors in this declaration may lead to operational blockers (e.g. cannot send certificates).	The BPN structure is explained too late in the process and insufficiently documented. There may be a misalignment between legal structure, operational structure and OEM expectations.	Produce a dedicated BPN structuring guide including best practices and concrete examples (simple vs complex groups). Position BPN design as a first critical step. Offer support sessions/workshops on BPN design.
Gap Between Standardization and OEM Requirements	OEMs request different implementations. This creates confusion despite a "standardized" ecosystem.	The standard applies to the data model and protocols, but implementation guidelines vary by OEM.	Collect and publish OEM-specific requirements mapping. Create a common interpretation guideline. Escalate inconsistencies to the Catena-X Association. Promote stronger harmonization across OEMs.
Difficult Selection of Apps and Connectors	Companies struggle to choose an EDC connector and select the right application. The marketplace is not considered user-friendly or guided.	There is no comparison tool or standard solution evaluation criteria. There is variation in vendors' maturity and commercial approach.	Provide a decision framework for tool selection and create a comparison matrix (features, pricing model, use cases). Recommend "starter configurations" per use case and facilitate vendor demos curated by the hub.
Poor User Experience (UX) of Certified Applications	Some apps are reported as difficult to use and provide poor feedback (e.g. unclear errors). Certification does not guarantee usability.	Certification focuses on technical compliance and data exchange integrity; no UX / usability requirements are included.	Collect user feedback on applications and share it systematically with the Catena-X Association and vendors. Create a UX feedback loop within the Users Club and advocate for UX criteria in future certification.
Disproportionate Complexity for Simple Use Cases	Basic use cases (certificate management, PCF) are perceived as too complex and too heavy to implement.	The architecture is designed for scalable, multi-tier use cases; there is no simplified onboarding layer for entry-level users.	Define "light onboarding paths" for simple use cases, providing simplified architectures and minimal setup guidelines. Hub representatives to promote a "start small" approach.
Lack of Structured Support During Onboarding	Users feel unsupported after initial training and dependent on their own initiative.	Support exists but is reactive (not proactive) and not structured into phases.	Implement guided onboarding phases with checkpoints and milestones, and organize dedicated support sessions (group + individual). The Users Club must be a peer support platform.
Lack of Cost Transparency	Companies do not understand the total cost of ownership and the other additional costs beyond the booster program.	Costs come from multiple layers: Cofinity-X subscription, connectors and applications, with no consolidated view provided.	Provide a cost structure overview listing all cost components and clarify what is included vs not included. Provide cost scenarios (small / medium / large company). Improve OEM communication including cost implications.

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