



# VOLVO

Volvo Group end 2004:

81 000 Employees

Net sales: 22 Billion EUR

Volvo Europa Truck NV 2004:

2 500 Employees

Turnover : 1,75 Billion EUR



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# The Volvo Culture



- **The Volvo Way**
  - Respect – Passion – Energy
  - Diversity program
- **Scandinavian company culture**
  - Horizontal growth
  - Informal atmosphere, few levels
  - Work / Life balance
  - Involvement & responsibility on each level



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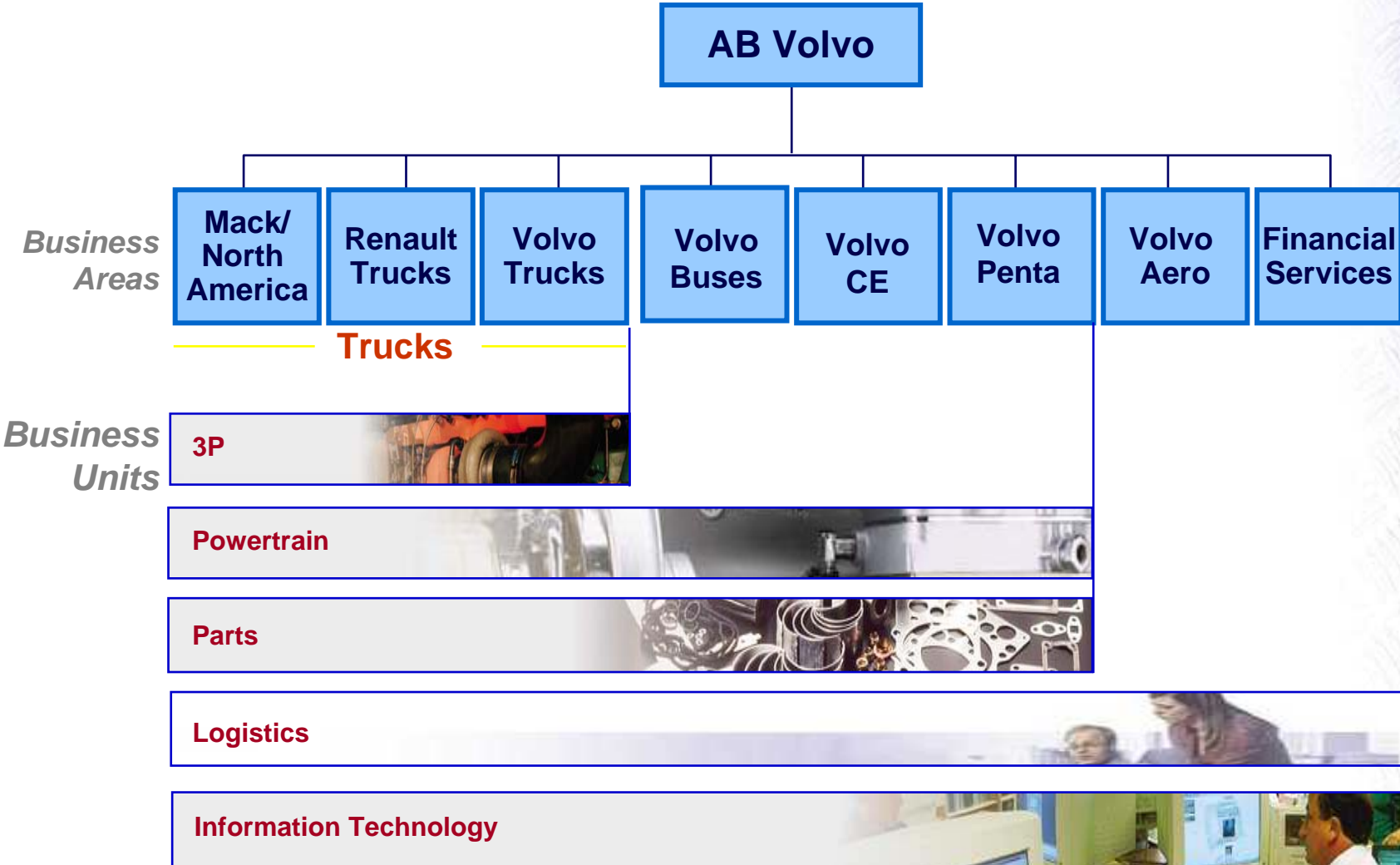
**VOLVO**

**INFORMATION  
TECHNOLOGY**

**LET'S MAKE SURE**

# THE VOLVO GROUP ORGANISATION

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**ABOUT VOLVO IT**



## IN BRIEF

- 1966 Established as Volvo Data
- 1998 Formation of Volvo IT
- 2001 Renault V.I./Mack integration

Turnover 2004: 700 M Euro;

50% Infrastructure & Operations  
50% System Development

120 000 users in 300 sites

# Volvo IT - A global player



Employees approx. 6,200 (incl. contractors)

# Volvo IT in Europe



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**ABOUT VOLVO IT BELGIUM**

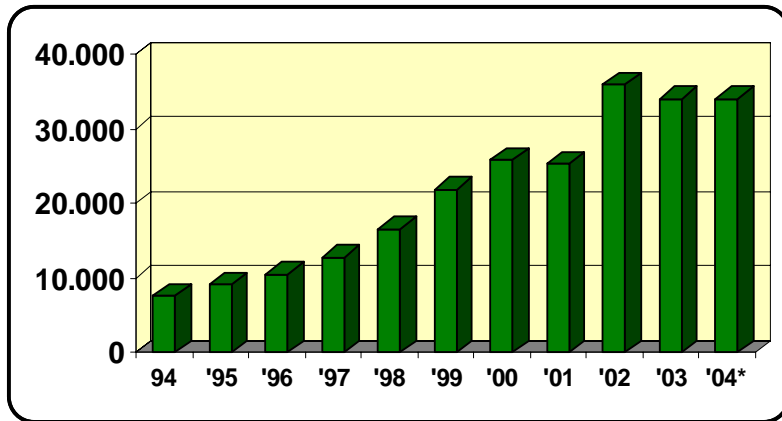


### IN BRIEF

- Established as Volvo Data Gent 1983
- Subsidiary of Volvo IT AB since 1998, Primarily Customer & Operations Centre
- Merged with VET IT 2001
- Yearly Turnover : 35 M Euro
- About 280 Employees

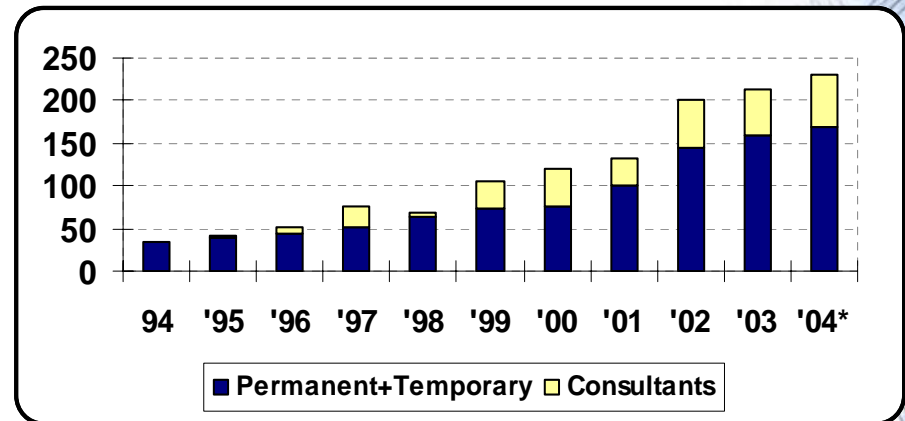
# KEY FIGURES

## SALES



(in KEURO)

## PERSONNEL





**OUR CUSTOMERS**

# OUR CUSTOMERS

Ford Motor Company



PAG



Volvo Car Corporation



Volvo Buses

Volvo Trucks



Volvo Construction Equipment

Volvo Penta



Renault Trucks

Volvo Financial services

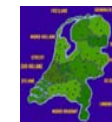


New Customers



Dealers

The Netherlands



Belgium



France



# Volvo IT Belgium

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## BELGIUM

### GENT

- VAS (Volvo Action Service)
- VET (Volvo Europa Truck)
- VCG (Volvo Cars Gent)
- VPG (Volvo Parts Gent)
- VLE (Volvo Logistics Europe)
- PLASTAL NV

### BRUSSELS

- VCB (Volvo Cars Belgium)
- VCC MS&S (Volvo Car Corporation MS&S)
- VCE (Volvo Construction Equipment)
- VEM (Volvo Event Management)
- VFSBE (Volvo Finance Services Belgium)
- VGEUR (Volvo Group EU Representation)
- VOB (Volvo Offices Brussels)
- VPBE (Volvo Penta Europe Office Brussel)
- VTB (Volvo Trucks Belgium)
- VTECC (Volvo Treasury Europe CC)
- VTEUD (Volvo Truck Europe Division)

### VILVOORDE

- VCM (Volvo Construction Machines)

## THE NETHERLANDS

### BEESD

- VCNL (Volvo Nederland Personenauto)
- VPNL (Volvo Penta Nederland)
- VFSNL (Volvo Finance Services Nederland)
- VTBN (Volvo Truck & Bus Nederland)

### BORN

- NEDCAR (Netherlands Car)
- VCON (Volvo Car Operations Netherlands)

## SWITZERLAND

### GENEVA

- VFSCH (Volvo Finance Suisse)

### LYSS

- VPCH (Volvo Penta Central Europe)

### ZURICH

- VCCH (Volvo Automobile Schweiz)
- VTSAG (Volvo Trucks Schweiz)

### BREDA

- Bluekens

## GERMANY

### DIETZENBACH

- VTD (Volvo Trucks Deutschland)
- VFSDE (Volvo Financial Services)

### HEILBRONN

- VBDE (Volvo Busse Deutschland)

### KIEL

- VPDE (Volvo Penta Deutschland)

### KÖLN

- VCDE (Volvo Cars Deutschland)

### KONZ

- VCEDE (Volvo Compact Equipment)

## FRANCE

### PARIS

- VCFR (Volvo Automobiles France)
- VFSFR (VFS Location France)
- VPF (Volvo Penta France)
- VTF (Volvo Trucks France)
- VMEF (Volvo Material TP France)

### BELLEY

- VCEFRB (Volvo Constr Equipm FR)

### LYON

- SWHS2 (Support Warehouse Volvo Trucks)

## CZECH REPUBLIC

### PRAGUE

- VCCZ (Volvo Auto Czech Rep.)
- VTCZ (Volvo Truck Czech Rep.)

## AUSTRIA

### VIENNA

- VBAU (Volvo Busse Austria)
- VCAU (Volvo Cars Austria)
- VPAU (Volvo Penta Austria)
- VTAU (Volvo Trucks Austria)
- SWHS8 (Support Warehouse Volvo Trucks)

## ITALY

### ANZOLA

- SWHS6 (Support Warehouse Volvo Trucks)

### BOLOGNA

- VCIT (Volvo Auto Italia)

### MILANO

- VPI (Volvo Penta Italia)

### MIRANDOLA

- ITBUS (Volvo Holding Italia-Finbus)

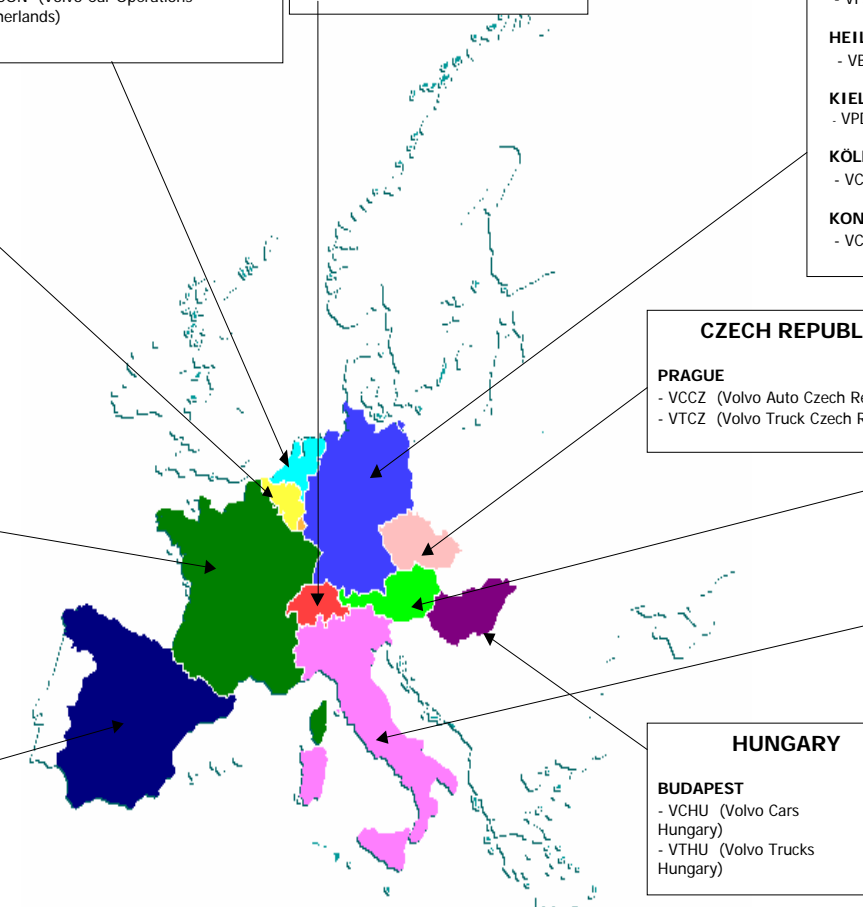
### ZINGONIA-BERGAMO

- ITTRUCK (Volvo Holding Italia-Veicoli)

## HUNGARY

### BUDAPEST

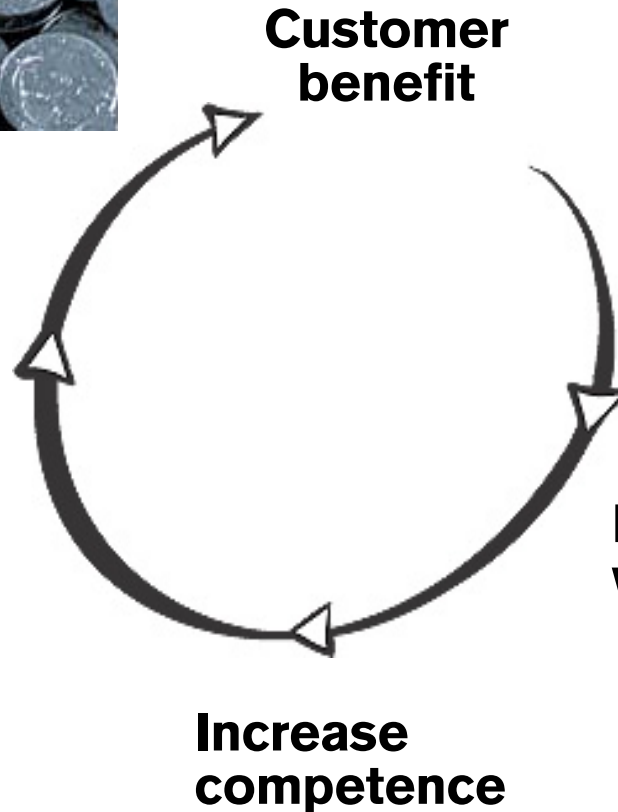
- VCHU (Volvo Cars Hungary)
- VTHU (Volvo Trucks Hungary)





# WHY NEW CUSTOMERS ?

**Be an IT supplier  
in the front**



**Customer  
benefit**

**Increase the  
critical mass**

- economy of scale
- attractive workplace
- best of breed

**Develop together  
with our customers**

- same type of  
business challenge
- similar structure

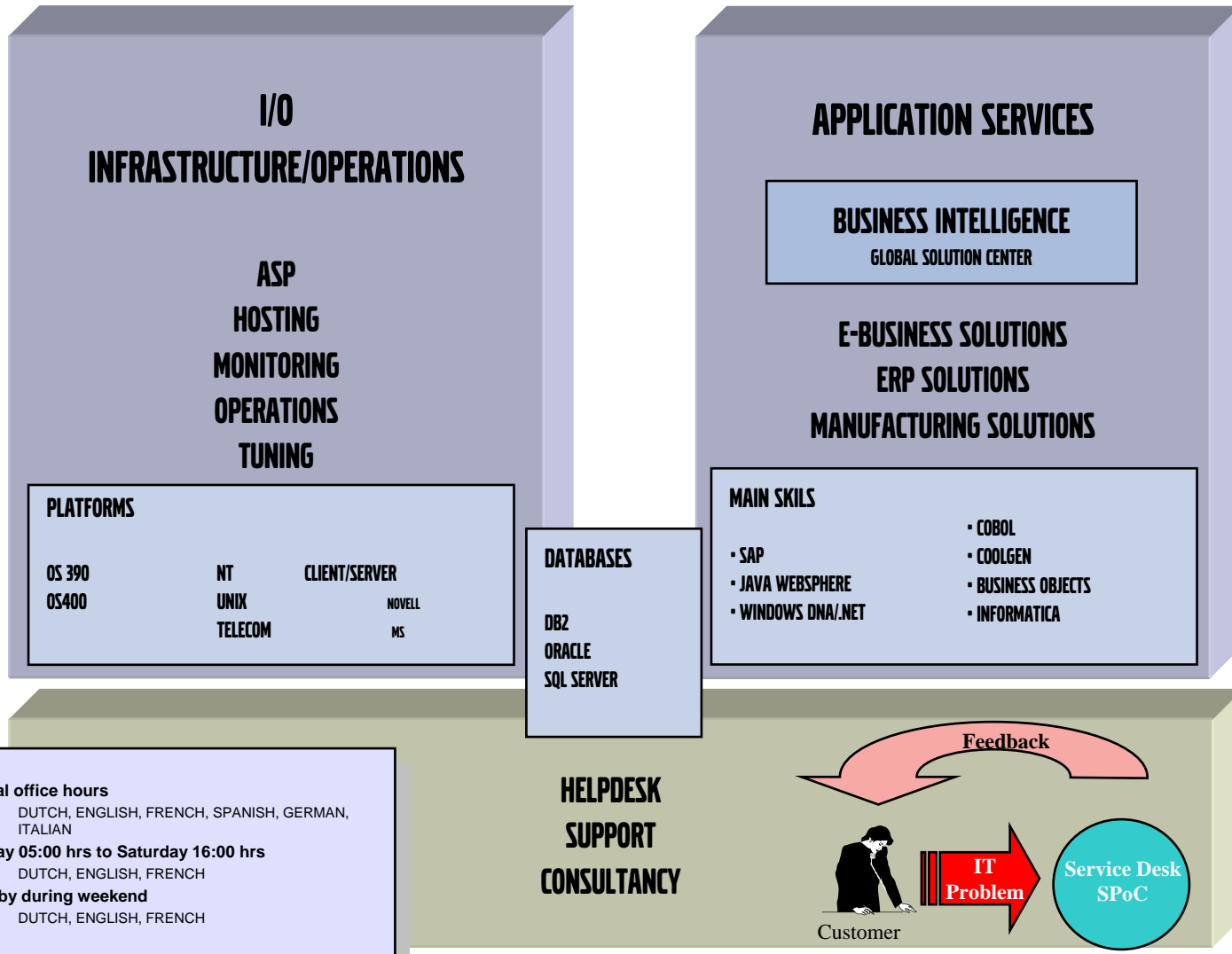
**Increase  
competence**



## **OUR SERVICES AND SOLUTIONS**

# OUR SERVICES

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- **Normal office hours**
  - ⇨ DUTCH, ENGLISH, FRENCH, SPANISH, GERMAN, ITALIAN
- **Monday 05:00 hrs to Saturday 16:00 hrs**
  - ⇨ DUTCH, ENGLISH, FRENCH
- **Standby during weekend**
  - ⇨ DUTCH, ENGLISH, FRENCH

# OUR OFFER MANAGES THE ENTIRE INDUSTRIAL PROCESS



- IT Consulting
- Development
- Implementation

- Support
- Maintenance
- Training
- Operations

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# OUR PARTNERS ARE YOURS

ASSIST TO DEVELOP AND DELIVER

MS, IBM, SUN,  
HP, CISCO, SAP,  
DASSAULT...

+ VOLVO IT

FOR USE IN

PRODUCT DEVELOPMENT  
MANUFACTURING  
SALES  
AFTER-MARKET  
ADMINISTRATION

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# I/O PLATFORMS



**OS/390**



**Unix**

10 Servers  
750 Users



**OS/400**



Telecommunications



250 Servers  
3000 Users

Managed client  
environment  
"MyPlace"

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# OUR STRENGTHS



- ✓ Industrial heritage
- ✓ Operations – Reliable & Efficient
- ✓ Global Provider  
- Infrastructure & Applications -
- ✓ Respectful & Trustful
- ✓ Support : a large part of our business

# OUR TARGET : TO CONTINUOUSLY IMPROVE



- Quality  
*(availability, reduced maintenance window)*
- Delivery precision
- Cost per produced unit
- Scalable and customized solutions
- Business continuity solutions



## COMPASS AWARD 2001

In 2001 Volvo IT received the Compass Award for the fourth time.

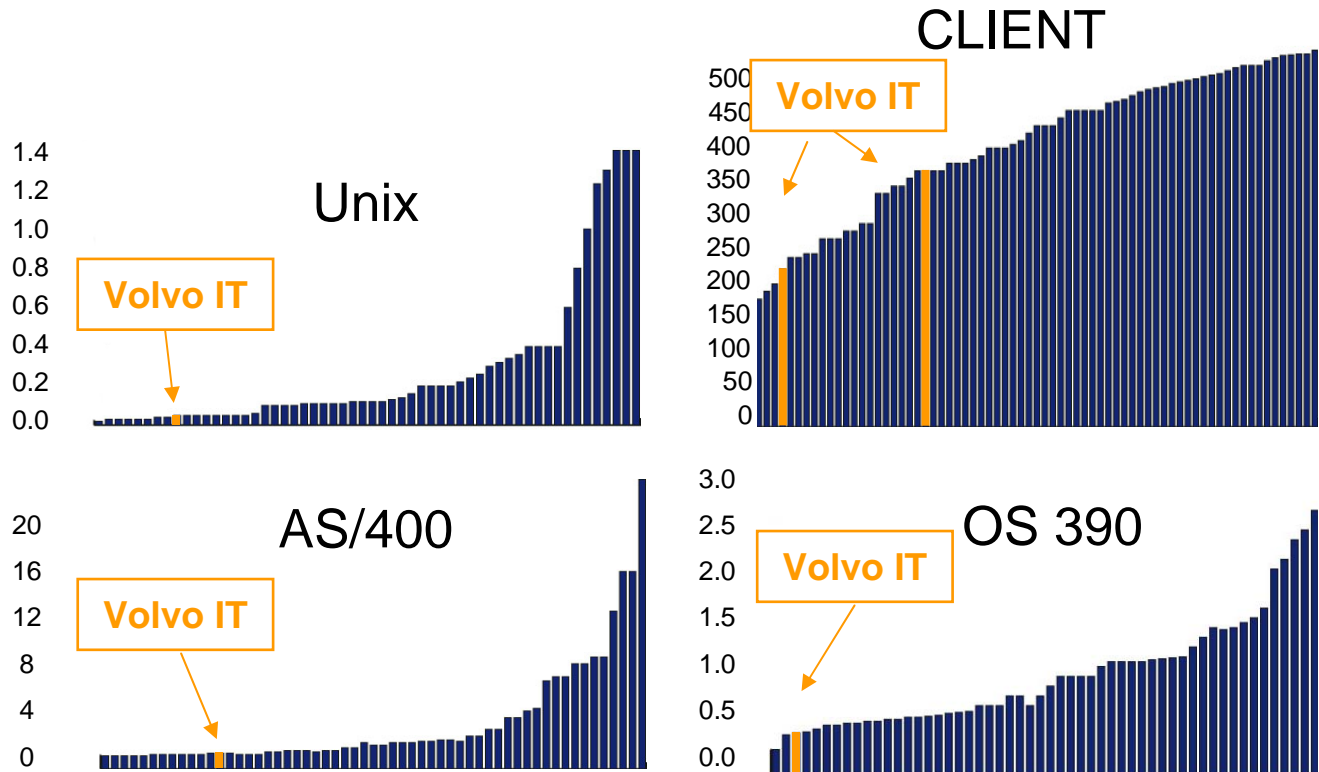
Motivation:

*"Through determined effort and with motivated and dedicated staff, Volvo IT has performed continuous detailed analysis and improvements that have led to world-beating cost efficiency and quality.  
The continuing trend is positive."*

# BENCH MARKING RESULTS

*Cost/Units*

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Source: Compass surveys

Volvo IT Belgium

ISO 9001-2000



CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

**VOLVO IT Belgium**  
**Oostakker/Gent, Belgium**

has been approved by Lloyd's Register Quality Assurance  
to the following Quality Management System Standards:

**ISO 9001: 2000**

The Quality Management System is applicable to:

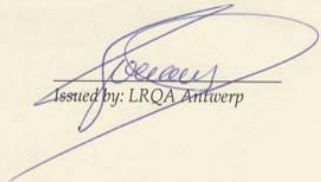
**Provision of computer facility management for Volvo  
and external customers including associated  
telecommunications, technical staff  
and application services.**

Approval  
Certificate No: 951122.1

Original Approval: 25 June 1996

Current Certificate: 14 December 2003

Certificate Expiry: 30 June 2005

  
Issued by: LRQA Antwerp



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This document is subject to the provision on the reverse.

This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.  
The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001  
Item Number 01

LLOYD'S REGISTER QUALITY ASSURANCE

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