

VOLVO



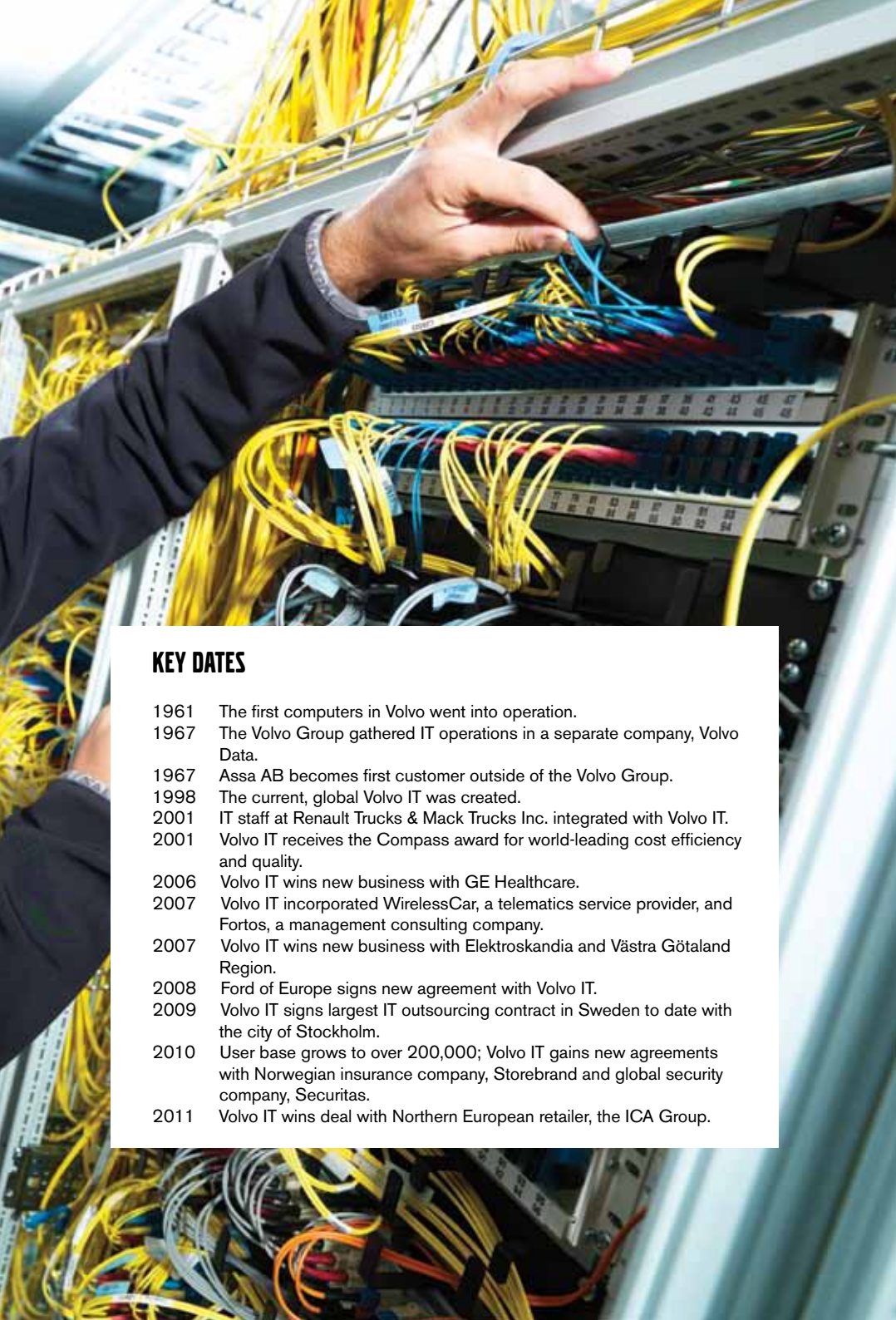
VOLVO IT
company presentation

MORE THAN 40 YEARS OF HANDS-ON, IT EXPERIENCE

Volvo IT is a wholly-owned subsidiary of the Volvo Group, one of the world's largest suppliers of commercial transport solutions. With over 40 years of experience in supplying IT solutions to the Volvo Group, Volvo IT has a strong heritage in the automotive industry. Over the years, we've helped make Volvo a leading user of information technology in the automotive industry.

Today, Volvo IT is a global company, offering top quality IT solutions, competitive telematics services, and insightful consulting services. Our committed and motivated team of around 5,000 employees in more than 35 locations around the world is delivering reliable IT solutions to customers across multiple industries. Our motto is "let's make sure", affirming our belief that no problem is solved until the solution has been proven to work in practice.





A VITAL PART OF THE VOLVO GROUP

As a vital part of the Volvo Group, Volvo IT shares the core values of quality, safety, and environmental care. Safety and quality have been the Volvo Group's guiding stars since 1928. And, environmental issues have played an increasingly major role in our operations ever since Volvo participated in the UN's first conference on the environment back in 1972.

Since 1972, we have also lived these values within Volvo IT:

- Quality is built into our mindset; we provide IT solutions and services that can be trusted.
- Safety for Volvo IT is realized through our efforts to deliver secure and reliable IT solutions, providing high levels of uptime & availability and operating efficiency for our customers.
- Volvo IT has a focus on environmental care by developing IT solutions that not only help to reduce the impact on the environment, but also, help to reduce costs and drive efficiency.

KEY DATES

- 1961 The first computers in Volvo went into operation.
- 1967 The Volvo Group gathered IT operations in a separate company, Volvo Data.
- 1967 Assa AB becomes first customer outside of the Volvo Group.
- 1998 The current, global Volvo IT was created.
- 2001 IT staff at Renault Trucks & Mack Trucks Inc. integrated with Volvo IT.
- 2001 Volvo IT receives the Compass award for world-leading cost efficiency and quality.
- 2006 Volvo IT wins new business with GE Healthcare.
- 2007 Volvo IT incorporated WirelessCar, a telematics service provider, and Fortos, a management consulting company.
- 2007 Volvo IT wins new business with Elektroskandia and Västra Götaland Region.
- 2008 Ford of Europe signs new agreement with Volvo IT.
- 2009 Volvo IT signs largest IT outsourcing contract in Sweden to date with the city of Stockholm.
- 2010 User base grows to over 200,000; Volvo IT gains new agreements with Norwegian insurance company, Storebrand and global security company, Securitas.
- 2011 Volvo IT wins deal with Northern European retailer, the ICA Group.



PROVEN EXPERIENCE ACROSS MULTIPLE INDUSTRIES

Our automotive heritage has given us the proven experience of delivering in a highly demanding and competitive environment, where up-time, availability, and maintaining high operational efficiency are critical to success.

This knowledge carries over into all aspects of what we do. From developing solutions to support fuel optimization and uptime inside the vehicle to deploying mobile-based applications, designing prototypes to explore new and emerging technology or implementing a mobile IT infrastructure to support the world's most extreme sailing race, our employees understand what it takes to deliver reliable and high quality solutions under tight timelines, with no room for mistakes.

Our customers span across a wide range of industries, such as: automotive, banking & finance, education, government, healthcare, insurance, and retail. This broad customer base ensures Volvo IT has experience in developing solutions across a number of different innovative and technologically advanced areas. Our philosophy is to partner with our customers, ensuring we have closeness to the business and in-depth knowledge of critical business processes.

Outside of the Volvo Group, Volvo IT works with companies, cities, and organizations, where there is an opportunity to gain synergies or to leverage economies of scale. This strategy enables us to deliver cost-efficient solutions across our entire customer base.



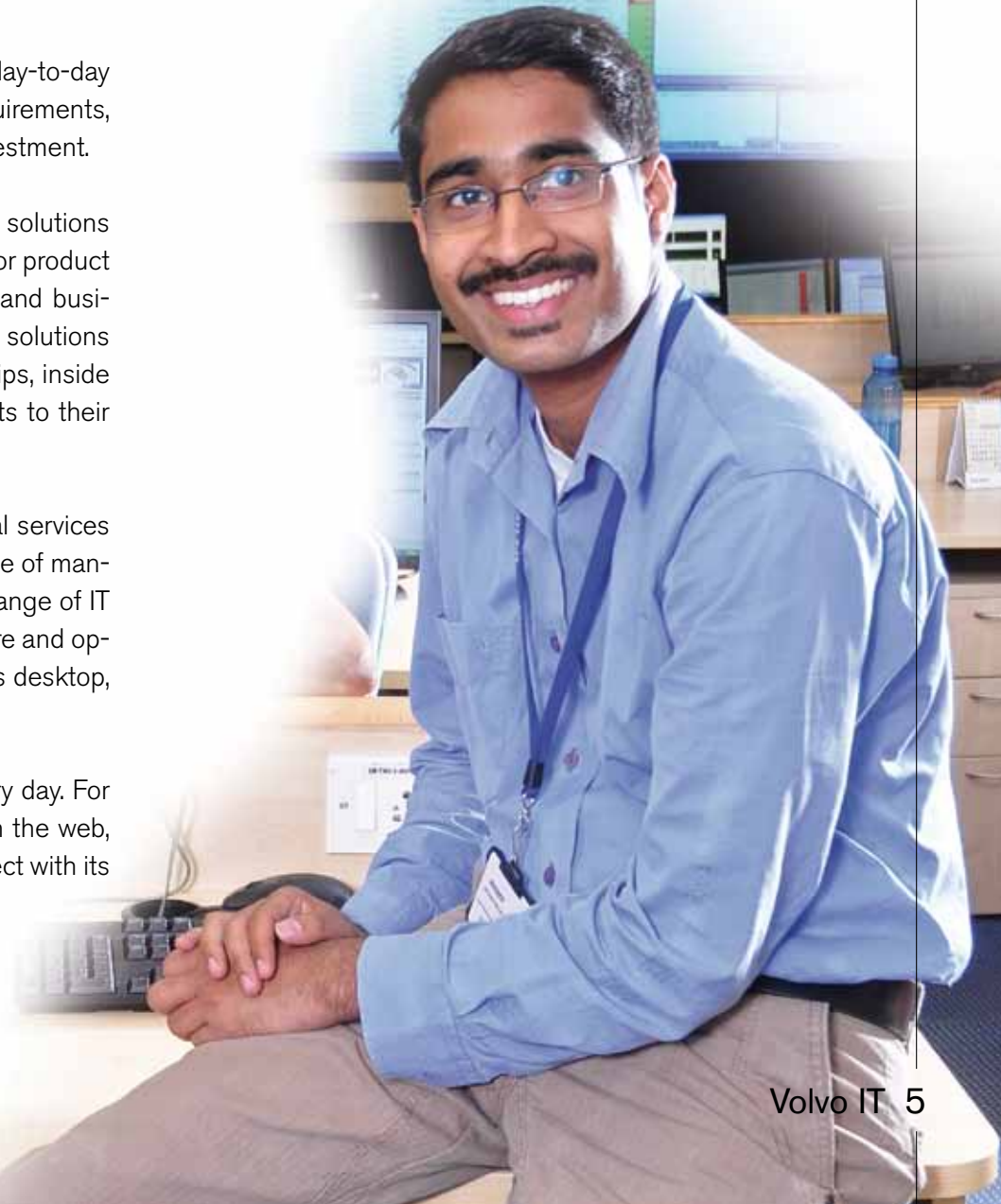
A PORTFOLIO OF STANDARDIZED AND CUSTOMIZED OFFERINGS

Whether we implement a state-of-the-art IT solution or simply provide day-to-day services, we pride ourselves on our ability to focus on our customers' requirements, to understand and meet their business needs, and ensure a return on investment.

With in-depth expertise of the automotive lifecycle, we offer a full-range of solutions targeted for automotive core business processes. This includes solutions for product development, manufacturing and supply chain, order to delivery, finance and business administration, sales, the aftermarket, as well as telematics. These solutions are put to the test every day in our customers' factories, at their dealerships, inside the vehicles they produce, and by enabling them to sell vehicles and parts to their customer base.

We also deliver off-the-shelf, enterprise solutions and standardized, global services that are geared for use by any industry segment. This includes a wide range of managed and end user services. Our customers rely on us to deliver a broad range of IT services, such as: application management and operations, IT infrastructure and operations, networking and communications, project management, as well as desktop, collaboration, mobility, telephony, training, and support services.

Our services are in action in countless different ways - every hour of every day. For example, our services have helped a global retail chain to do business on the web, an international healthcare company to store x-ray files, and a city to connect with its more than 1 million citizens through an eService platform.



WORLD CLASS IT OPERATIONS

With world-class offerings in the areas of IT infrastructure and operations, our recipe for success is built on an approach of standardization. This not only includes a standardized service offering, but also standardized approaches to architecture, hardware, storage, and maintenance. We also use virtualization and consolidation as tools to increase efficiency, save costs, and minimize our environmental impact.

Keeping complex systems up and running is also a key part of our business concept. With global data center capabilities, Volvo IT secures business critical data for our customers 24 x 7. On a daily basis, Volvo IT supports a large volume of locations and users around the world, including:

- Approximately 1,000 sites connected by Volvo IT's infrastructure
- More than 30,000 users worldwide supported by wireless Internet connectivity
- Hands-on IT support for around 200,000 users
- Over 106,000 desktop clients supported by Volvo IT





ENSURING CONTINUOUS EFFICIENCY

Ensuring continuous efficiency is another key aspect of our approach. Demands for increased productivity mean that we are constantly measuring quality, operating costs and customer satisfaction. This includes:

- Process mapping based on the ITIL system
- SOE (Standard Operating Environment) governing all operation modes
- ISO 27001, 9001 and 14001 certification
- Conformity with the SOx legislation
- Organization of customer satisfaction surveys and benchmarks

As an example, IT operations for mainframe/iSeries-based applications is one area where we excel. Over the years, we have been recognized as best in class and have won many awards and top results in mainframe benchmarks.



ONE OF THE WORLD'S LARGEST PROVIDERS OF TELEMATICS SERVICES

Through our WirelessCar brand, we deliver competitive services to the automotive and commercial vehicle sectors with services operational in 50 countries, across 4 continents - giving us an unbeatable geographical reach.

This truly global offering can include automatic crash notification, emergency and road side assistance, stolen vehicle tracking, embedded hands-free telephone, car locator, remote door unlock, and remote diagnostics. In addition, online services such as e-mail access and live news feeds are available.

Today, our telematics services are in action with trucks, construction equipment, buses, and cars, delivering the benefits of the connected vehicle to original equipment manufacturers (OEMs), dealers, and end customers. Our customers share key resources, enabling low and diminishing costs, as well as rapid deployment in new markets.

WirelessCar's services are branded in the names of our customers, who include companies, such as: BMW, Volvo Cars, Volvo Trucks, Renault Trucks, Volvo Construction Equipment, Mack Trucks, Toyota Material Handling, Rolls Royce, Allianz, etc. In 2011, WirelessCar was awarded best telematics services provider of the year at the prestigious Telematics Detroit industry event.





BUSINESS-FOCUSED INNOVATION

For us, innovation is not just about using the latest technology and software platforms, but also includes finding new ways to connect technology within the practical context of our customers' business.

For example, our WirelessCar brand is continuously exploring innovative solutions for the connected vehicle, including the development of apps for "Infotainment" purposes and working with solutions for battery powered and hybrid vehicles. As another example, using a solution designed by Volvo IT, mechanics in dealer workshops now receive service instructions through smartphones instead of printed material, making it faster and easier to repair a truck.

Working with innovation is encouraged inside of Volvo IT. All employees have the chance to contribute with new ideas through our global innovation challenges, which include cross-organizational and cross-functional dialogue to drive the development of innovative services and solutions. We have also tested the use of crowd-sourcing on social media to generate new ideas in dialogue between our employees and stakeholders from outside the company.

Additionally, Volvo IT has an in-house technology watch and business innovation team, which is focused on development of short-term, prototype solutions in partnership with our customers. This gives us the ability to test ideas in practice and measure their effectiveness towards business objectives.

OPERATING WITH CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility (CSR) for the Volvo Group means to be a good corporate citizen. Delivering products and services that move society forward, having a strong focus on environmental development, and measuring our sustainability are all ways that the Volvo Group practices responsibility.

For Volvo IT, this is also an important aspect of our working life. We realize sustainable IT in a number of ways – by reducing the carbon footprint produced by our data centers and IT equipment, development and design of software and applications for more environment friendly production, as well as delivering solutions that help our customers improve their impact on the environment.

Whether it involves cooling our largest data center with sea water, enabling virtual simulations and virtual collaboration, or developing a mobile app to promote green commuting, Volvo IT employees seek creative and innovative ways to make a difference through technology. As an example, Commute Greener, our app to promote green commuting, was recognized by CIO magazine in Sweden as the most sustainable project of 2011.

Connecting with communities, schools, and universities around the world is also an important way for us to make an imprint on society. We actively encourage our employees to engage in initiatives to give aid to those in need and contribute to local initiatives, projects, and sponsorships.



RECOGNIZED AS AN ATTRACTIVE WORKPLACE

Volvo IT has high rankings as an attractive workplace, which is supported by dedication to live by the Volvo Way, our company values, and empowering our employees through our strong culture. Volvo IT's culture is built upon the values of professionalism, respect, and spirit.

Our culture creates an atmosphere that is about involvement, open dialogue, and feedback; it facilitates teamwork, diversity, and leadership and it provides a way for us to build trust, focus on customers, and drive change. A network of cultural navigators spread throughout the organization is leading more than 500 trained culture ambassadors to facilitate our cultural transformation.

Being part of a global team is also an important aspect of working life at Volvo IT. Employees are constantly emerged in cross-cultural teams, making global collaboration a

daily part of working life. They also have the chance to collaborate closely with customers across the globe. This provides the opportunity to grow in both business and IT-related areas and enables employees to pursue career development inside Volvo IT, as well as, across the Volvo Group.

With the hands-on opportunity to explore a range of IT roles, Volvo IT's more than 5,000 committed employees are highly skilled IT professionals working across a number of different career paths. At Volvo IT there are opportunities to work with many IT competencies, including roles, such as: Business Analysts, Enterprise Architects, Application & Software Developers to eCommerce and Web Usability specialists, Prototype developers, Telematics specialists, and IT Consultants.



WE INVITE YOU TO ENGAGE WITH US...

Whether you are interested in joining Volvo IT as part of our committed team of employees or want to learn more about all that we can deliver as an IT and business solution provider, we encourage you to get in contact with us:

> Email: volvoit@volvo.com

> Web: www.volvoit.com

Search for Volvo IT on:   



VOLVO IT. LET'S MAKE SURE.