

VOLVO IT



photo: Niklas Bernstone

THE ASSIGNMENT >>

City of Stockholm's GS IT project

2009 - 2011

VOLVO IT



MAGNUS CARLANDER
CEO Volvo IT
och CIO Volvo Group



MAGNUS CARLANDER ABOUT VOLVO IT'S ASSIGNMENT

"Volvo IT is measured by its ability to increase efficiency and cut IT costs.

We constantly look for synergies (benefits of scale) in order to cut customers' IT costs and to succeed with this we provide close cooperation with our customers.

To increase efficiency we are constantly working at standardizing, consolidating and simplifying. Volvo IT has, in the past, carried out major assignments and projects, both in Sweden and globally, for companies inside and outside the Volvo Group.

An example of this is the on-going consolidation of the Volvo Group's global IT systems towards a common data center in Gothenburg, of which UD Trucks (the former Nissan Diesel) is the most recent addition.

Another example is the roll-out of the Volvo Group's joint workplace system, "My Place". The project includes 38,000 workplaces. The Volvo Group currently has around 120,000 users."

VOLVO IT IS SWEDEN'S LARGEST SWEDISH-OWNED IT COMPANY

And also...

- it's a complete IT company.
- it provides IT solutions for business-critical areas, from application services to operation and network solutions.
- it has a results-oriented work culture and long-term, active cooperation with customers.
- it's a wholly-owned subsidiary of AB Volvo with its head office in Gothenburg.
- it has operation centers in Sweden (Gothenburg).
- it has its roots in industrial IT.
- it has satisfied customers: customer satisfaction index is 91% for customers outside the Volvo Group.

VOLVO IT IN FIGURES

- 35 offices with 5,000 employees globally, of which around 3,000 in Sweden
- sales of SEK 7,500 million (2009), of which customers outside the Volvo Group provided SEK 1 billion (City of Stockholm contract of SEK 2.5 billion over 5 years not included)

EXAMPLES OF CUSTOMERS WHO'VE CHOSEN VOLVO IT

Arvin Meritor, ASSA ABLOY, Auchan, Banque Accord, BMW, Eiffage, Elektroskandia, Ford, Gambro, GE Healthcare, Getrag, Göteborgs Stad, If, Picanol Group, Saab Automobile, SCA, Skandia, SPV, Volvo Cars, Västra Götalandsregionen.

Volvo Group: Mack Trucks, Renault Trucks, UD Trucks, Volvo Parts, Volvo Aero, Volvo Bussar, Volvo CE, Volvo Financial Services, Volvo Lastvagnar, Volvo Logistics, Volvo Penta.

More information about Volvo IT can be found at www.volvoit.com

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Introduction

Volvo IT won the contract with the City of Stockholm against stiff competition from the largest IT companies on the market. The IT procurement and deal is one of the biggest in the public sector and worth SEK 545 million annually. The contract will run for five years with the option of extending for a further four years.

Since signing the contract with the City of Stockholm in June 2009, Volvo IT has carried out more than 90 per cent of the city's GS IT service project.

The project has been under tight time constraints with clear demands for things like completion in time for the start of school in the autumn of 2010. Back in November 2009, Volvo IT had a solution ready for implementation. The transfer began in December the same year. According to the timeframe, the project should be completed in autumn 2011.

By opting for new products from the start like Windows 7 and Live@Edu, a "cloud" service from Microsoft, Volvo IT was able to avoid changing systems mid-project. This has also meant that the project has been at the cutting edge in terms of technology.

Buying IT services means that you hand over choices to the service provider for the components needed for the service. During the procurement stage the City of Stockholm chose to buy up according to a functional requirements specification explaining the required functions (instead of component technology).

From this, Volvo IT took overall responsibility for the services provided and its component parts, like most software and hardware.

Many companies and organizations currently demand a complete service. Volvo IT has extensive experience of working closely in a broad network with many partners and subcontractors, in order to provide complete services.

Volvo IT has a lot of experience of complex IT project for major industrial groups. We're sharing this experience with the City of Stockholm's GS IT project. This provides us with resources and expertise to handle major projects and is the key to being able to meet the City of Stockholm's projects' challenging schedules.



SERVICES >>

PROCUREMENT CONSIDERATION

The City of Stockholm aims to be one of the world's leading IT cities.

Lower costs

The City of Stockholm's calculations suggest large-scale benefits creating savings of around SEK 60 million annually, corresponding to cost cuts of around 10%.

Improved quality

Improved quality is achieved through a higher general standard and more secure operation. .

Increased focus on the city's core activities

The new environment allows the City of Stockholm to concentrate on its core activities and employees who can be fully committed to their own activity.

SCOPE

The contract covers all of the city's district councils, trade union councils and companies.

A total of 2,000 workplaces are covered, including the education service's 180 schools.

This affects 48,000 employees and 80,000 students.

By October 2010, 140,000 personal user accounts had been created for the city's users.

City's district councils

Bromma
Enskede-Årsta-Vantör
Farsta
Hägersten-Liljeholmen
Hässelby-Vällingby
Kungsholmen
Norrmalm
Rinkeby-Kista
Skarpnäck
Skärholmen
Spånga-Tensta
Södermalm
Älvsjö
Östermalm

Trade union councils

Exploateringskontoret
Fastighetskontoret
Idrottsförvaltningen
Kulturförvaltningen
Kyrkogårdsförvaltningen
Miljöförvaltningen
Revisionskontoret
Serviceförvaltningen
Socialtjänstförvaltningen
Stadsarkivet
Stadsbyggnadskontoret
Stadsledningskontoret
Trafikkontoret
Utbildningsförvaltningen
Valnämnden
Äldreförvaltningen
Överförmyndarförvaltningen

Companies

AB Stockholmshem
AB Stokab
Bostadsförmedlingen
Familjebostäder
Micasa Fastighet
S:t Erik Försäkrings AB
S:t Erik Livförsäkring AB
S:t Erik Markutveckling
SGA Fastigheter AB
SISAB
Stadshus AB
Stockholm Business Region
Stockholm Vatten AB
Stockholms Hamn AB
Stockholms Stads Parkering AB
Stockholms Stadsteater
Svenska Bostäder AB

City of Stockholm's procurement included the following three services:



IT WORKPLACE



**SERVICE DESK AND
LOCAL IT SUPPORT**



**CONSOLIDATED APPLICATION
OPERATIONS**

1. IT WORKPLACE SERVICE



Volvo IT's end-user service has been developed with customers and product providers for more than 20 years. Volvo IT provided services for all areas including everything from training to automated software distribution.

Volvo IT's client environment/workplace system includes the following:

- Extensive experience of support, introduction, management and operation.
- Organization, roles, processes, methods etc. for handling all incorporated services.
- Services for email, data storage, access, clients, hardware and applications.
- A self-service portal with support for approval flow and self-service.
- A highly automated handling of client components and applications.
- Extreme accessibility and security.
- Extreme traceability and monitoring.

IT workplace components

Volvo IT is responsible for overall supply.



IT workplace content



Standardized Windows 7 environment



The workplace is built on Windows 7 standard components and includes a service portal where the user can do the following:

- Order computers, accessories, software and various IT services.
- Handle the service card's log-in information.
- Connect printers.
- Register and follow up support matters.
- Find information about Service Desk.

>> **VOLVO IT** is responsible for the complete supply and in this project has worked closely with a number of sub-contractors including: Microsoft, DELL, Enfo Zipper, SecMaker and RICOH.

PARTNERS

>> SERVICES

2. SERVICE DESK AND LOCAL IT SUPPORT



solve your problems. More complicated matters will be forwarded to specialist IT technicians. Once contact has been made with Service Desk you receive information via email concerning the status of your enquiry. If necessary, specialist IT technicians can also provide local IT support.

Web training and self-service eSupport

Volvo IT provides a wide range of customized support services. The Service Desk currently supports over 110,000 users in the Volvo Group and 60,000 users in the City of Stockholm.

For users to constantly have fully functioning workplaces, Service Desk provides personal assistance to all of the City of Stockholm's employees. Students receive help through their teachers contacting Service Desk. Service Desk provides users with help on any issue concerning computer-based workstations and standard software.

Service Desk will respond within 30 seconds and solve 80% of all problems immediately on first contact. Service Desk is open 365 days a year and consists of almost 80 IT technicians who will quickly and personally

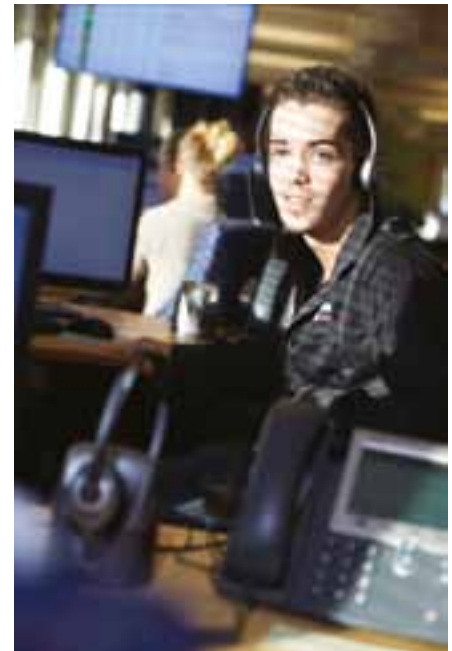
Workplaces provide access to various web training that can quickly, and simply, teach users the basic functions of programs like Outlook, new versions of Office programs and how to log in to a remote workstation.

eSupport is a service that's built into the client with the end-user as its target group. Its aim is to cut support costs. The end-user receives direct access to expert support and pre-programmed self-service concerning the workplace and its related systems.

The main aim of eSupport is to cut end-users' dependence on direct support through automation and the supply of tried and tested solutions direct to the client. eSupport can also be used to gather the most common questions that users ask.

Based on this information content and support solutions can be optimized. If the user cannot solve their problems or find the right answer then he or she can easily register their request and send it directly to Desk Service and will be dealt with according to the agreed service level.

Until October 2010 around 47,000 training courses had been completed.





3. CONSOLIDATED APPLICATION OPERATIONS

Volvo IT has many years' experience of providing top quality, cost-effective IT operations, support and developing the technical infrastructure for all established platforms. This, along with an understanding of major, complex organizations' needs for demanding IT support, allows Volvo IT to retain its prominent position.

In addition to data center consolidation of the City of Stockholm's application servers, Volvo IT proposed to go further and work using a strategy consisting of four cornerstones.

- **Standardization**
- **Consolidation**
- **Virtualization**
- **Automation**

Working from this strategy meant that the City of Stockholm could maximize the utilization ratio of the new server park and streamline lifecycle management of applications and infrastructures.



THE ASSIGNMENT >>



BACKGROUND

“The beginning is the most important part of the work”
Plato



If you place all the boxes of all the computers and monitors side-by-side then they would reach from Gothenburg to Hudiksvall, a distance of around 600 km.

Volvo IT has many years' experience of running major projects in association with lots of companies involved and has an extensive network of hundreds of subcontractors and partners. Volvo IT takes overall responsibility for services provided and all component parts, such as most software and hardware.

The procurement of a service means handing over complete responsibility to the service provider. The provider has the freedom to choose the component parts for the service. During the procurement process the City of Stockholm chose the following services: Workplace, Service Desk and Application Server Operation.

CHALLENGE

The City of Stockholm faced the following challenges:

- New decision-making processes to be introduced.
- New organization to be established.
- New IT environment to be implemented.

Volvo IT faced the following challenges:

- To step up to the City of Stockholm's challenges.
- To deliver according to schedule.
- To supply according to specifications (cost, quality).
- To organize and control delivery.
- To prepare the customer's activities for the new delivery.
- To replace the existing Novell environment with a new Microsoft environment for the whole of the City of Stockholm.
- To install and coordinate a common printer service.
- To package the City of Stockholm's nearly 800 unique applications for Windows 7.
- To establish a service card service for around 40,000 users.
- To install one of the first installations of the **MS Live@edu** cloud service for schools.

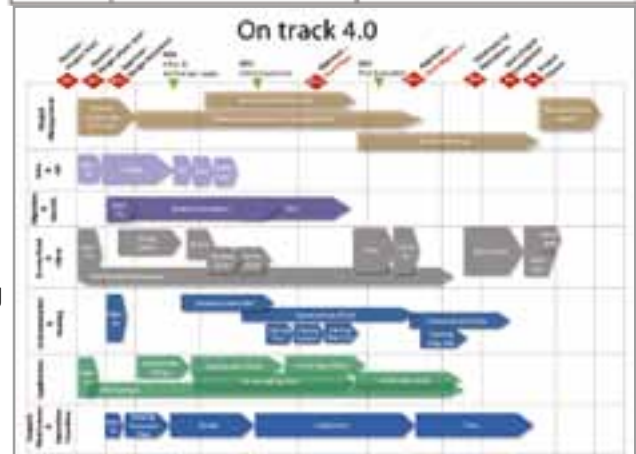
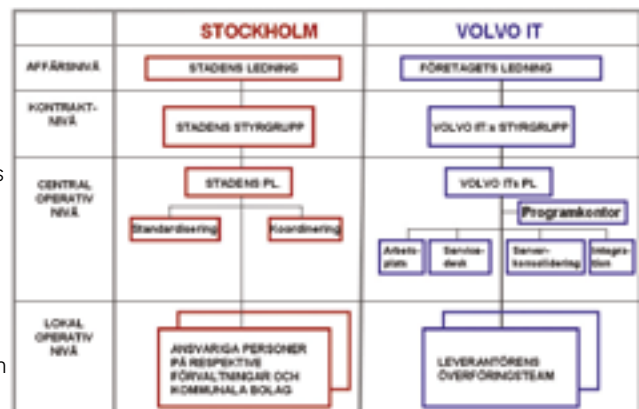
Volvo IT worked according to the following phases:

- Establishing an IT infrastructure at Volvo IT.
- Configuring hardware and application packaging.

- Distributing computers and accessories.
- Installing IT workplaces and training users.

Volvo IT stepped up to the challenges by:

- using a process that ensures a joint vision.
- using a process that coordinates main projects and sub-projects.
- establishing a special project for governing changes.
- establishing a specific organization for collaboration.





DELIVERY

The keys to a successful project are:

- Experience
- Activities' program
- Project methodology
- Introduction organization
- Sub-projects
- Collaboration organization

Keeping to schedule required good planning

The new PC environment was developed, established and in operation only six months after the contract was signed. The first 39,000 computers (90%) were supplied in just eight months.

World's fastest Windows 7 roll-out

Succeeding in supplying 8,000 workstations to users in one month is probably a record that will not be beaten for quite a while.

The art of keeping everyone informed

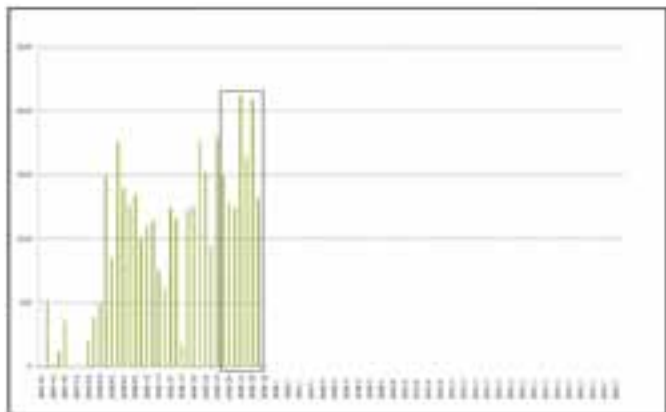
Communication is a success factor in every process of change. Using directed communication with clear target-group adapted messages at the right time, allows employees to easily follow the progress of change without valuable working hours being spent on support calls and problem-solving. Well-informed employees are prepared when changes happen, while those who didn't receive adequate information tend to want to resist changed.

Communication and training package aimed at users

The project included communication material: The material consisted of a constructive communication guide for people involved in distributing communication, an educational series of emails, a communicative powerpoint presentation, newsletters for managers and a guide to the new IT environment.

Each computer supplied included a welcome folder containing instructions of how to log in the first time, a brief introduction to the new IT environment and contact details to Service Desk.

Installed workstations per week until the last week of July 2010



THE CITY OF STOCKHOLM >>



ANETTE HOLM

CIO

The City of Stockholm

“Microsoft believes this project to be the world’s second biggest for a Windows 7 roll-out in terms of scope and schedule and we managed it completely on schedule according to the contract with Volvo IT.”

says Anette Holm.

The aim of a common IT service for the whole of the City of Stockholm is to raise the quality, while cutting the cost to taxpayers. In all, calculations made in conjunction with procurement, point towards savings of SEK 60 million annually.

In addition to the savings quality improves due to a higher general standard and more secure operation. In all, the new environment means that the City of Stockholm can concentrate on its core activities.

Anette Holm summarizes the on-going project after summer 2010:

A total of 194 of 217 introduction projects were completed in August 2010, equivalent to 90% of all projects. 173 of these 194 were schools, i.e. all schools up to upper secondary level. No schools remain.

It also included the central education administration, 14 city district councils, four trade union councils and three companies. 140,000 offices for users have been created, of which 80,000 for students.

39,000 client computers have been installed. This represents 90% of all computers that the City of Stockholm has estimated to roll-out throughout the entire project, which runs until 2011.

In schools alone, 24,500 computers have been ordered and installed. This means that there are now 17% more computers than at any time in the past.

The procurement process took account of schools' special requirements and needs. We carried out workshops with the principles

and IT staff. We also had lots of meetings with the education administration to capture their requirements. Following the procurement process we systematically carried out follow-up meetings with the education administration to capture further requirements. Following these we took a number of measures.

An extension of the wireless networks in schools is taking place in parallel with the roll-out. These will also be coordinated with GS-IT supplies.

This is a huge project of change that will alter working methods and routines. We need to respect that. We are aware that there have been questions, and from certain quarters still are questions and fears about how the platform will affect activities. Communicating the possibilities of the new platform is of course an on-going process..

*The wireless networks are not part of the contract with Volvo IT.



**Volvo IT's technicians -
- always on-call.**



Photo: Niklas Bernstone

VOLVO IT >>

STANDARDIZED IT SERVICES

Volvo IT's service catalogue consists of four areas:



1 Services aimed at end-users and that improve the productivity of employees and work groups in the company.

- Computer workstations
- Group software/Collaboration
- Email and message management
- Mobile services
- Voice communication
- Training

2 Services used by the IT department to improve quality and cut costs.

- Project work in the field of IT
- Application maintenance
- Application and infrastructure operation
- Service Desk

3 Consultancy services in

- The business area
- IT Management
- Project management and project handling

4 Customized services in the industrial segment: transport, automotive and other industrial production



VOLVO

Volvo Information Technology AB

www.volvoit.com