

**END USER SERVICES**

**FACTORYPLACE**

Volvo IT desktop service for factory clients – driven by business needs and standardisation

Take control of your clients in the critical production environment that factories represent. The FactoryPlace service offers the complete management of non-personal Microsoft Windows XP clients in a production environment and gives you a high level of availability and reliability.

**A solution suited to your needs**

The solution is driven and supported by the strategy, the needs and the vision of the business. The clients are configured to suit specific business needs and to prevent the unauthorised use of equipment that is crucial in the production environment. FactoryPlace can be implemented on both desktops and laptops.

**Increased control of clients**

Changes, such as the implementation of security patches and adding/removing applications, only occur during agreed maintenance windows. This controlled change management minimises disruption to production.



**No password administration**

The clients are non-personal and are therefore automatically logged on. If the screensaver is activated, it is not password protected - a useful feature when several users share one PC.

**Remote assistance**

Obtain hands-on assistance from Volvo IT remotely. The "Remote Assistance" feature in the FactoryPlace environment allows you to share control of

the computer with Volvo IT technical support staff over the network. Support staff can access the desktop remotely and take control of the mouse and keyboard in order to solve your technical problem. This enables Volvo IT to provide more efficient, faster support.

### **A secure solution**

The service is aligned with AB Volvo's IT directive for factory clients. FactoryPlace includes features such as anti-virus and security patch management to ensure that the environment is protected.

### **Stability and quality**

Implement FactoryPlace to support and control functions in your production line and enjoy the benefits of a high-quality, stable solution. Best practice experience from global deployments has been incorporated into the solution to ensure that Volvo IT delivers a factory client with the highest level of availability and reliability.

### **Fact Box**

#### **Standard features**

- Microsoft Windows operating system
- Security and virus protection

# **VOLVO**

**Volvo Information Technology AB**

[www.volvoit.com](http://www.volvoit.com)

Volvo IT provides specialist skills and cost-effective solutions for all areas of industrial IT, from product development to sales and the aftermarket. Volvo IT's range includes superior data centre operations and IT infrastructure. Volvo IT is a global organization and part of the Volvo Group.