

END USER SERVICES

ENTERPRISE INSTANT MESSAGING

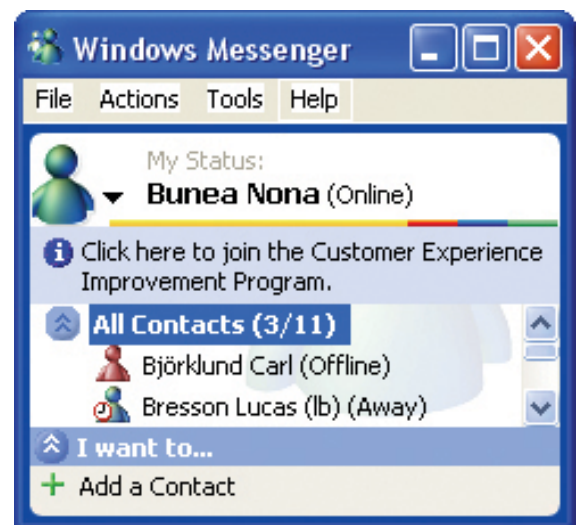
Communicate instantly with colleagues around the world, using Volvo IT's Enterprise Instant Messaging solution. Based on Windows Messenger and Live Communication Server, Volvo IT's instant messaging solution offers a secure way to send quick messages and increase peer-to-peer collaboration within the Volvo Group.

Using instant messaging allows you to save time, while providing the ability to access and confirm information more quickly.

Designed for the enterprise environment, instant messaging connects Volvo users worldwide to colleagues, information, and the business processes they need. This facilitates interaction in real time, resulting in better decisions, faster.

Share presence status with colleagues

Integrated with Microsoft's Active Directory, instant messaging allows you to create a list of your most common contacts, so that you can determine if they are offline, busy, away from the desk, on the phone, or out of the office. This enables you to



decide the best way to communicate, given your colleague's status and the type of information you need to share.

For critical or unplanned situations, you will immediately be able to determine who is available to contact. This functionality is perfect for call center technicians, as it enables them to get quick responses from colleagues while on the phone with customers in distress. Instant messaging is a powerful tool for problem resolution, incident recovery, and information broadcast.

INFORMATION TECHNOLOGY

Enhance team collaboration

Instant messaging can help employees collaborate more effectively and feel closer to one another despite the miles between them. Increasing the speed at which information is delivered, instant messaging allows you to send quick messages and conduct interactive dialogue with one or several other users at the same time. To ensure you keep in touch with critical contacts, instant messaging gives you the option to receive an alert when specific colleagues have signed on to or when messages have been sent.

Volvo IT's offering enhances collaboration for project teams, support teams, remote or home users, and groups that need to constantly exchange information, such as a contact center or management team.

Save time, communicate faster

Let instant messaging reduce the amount of phone calls you make and help to cut down on lengthy email threads. Instant messaging allows you to receive responses faster than sending an email and can be a cost-effective option to making a phone call.

A secure instant messaging solution

Designed for use specifically within an enterprise environment, integration with Volvo's Active Directory provides a fully secured solution. As an added benefit, instant messaging allows for managed user authentication and permissions.

To ensure the security of your interactive communication, messages cannot be sent outside of the Volvo Group. This protects the communication you send from viruses and instant messaging spam.

Requirements

To use enterprise instant messaging, you will need:

- Windows 2000 Service Pack 3, Windows XP or higher
- Volvo's Windows Messenger package loaded directly on the client
- Use of instant messaging with Office 2003 and TeamPlace offers additional features

VOLVO

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