

**IP TELEPHONY**

**VOLVO TRUCKS**

**REFERENCE CASE**

IP telephony gives greater flexibility and support for business operations at a reasonable cost.

**Nowadays, there is a great deal of talk about all the advantages of IP telephony. At Volvo Romania, they know it is true. The IP telephony system in operation with consultancy support from Volvo IT provides not only a future-proof base for telephony. It has also proven to be a highly flexible solution, perfectly suited to a fast-growing organisation.**

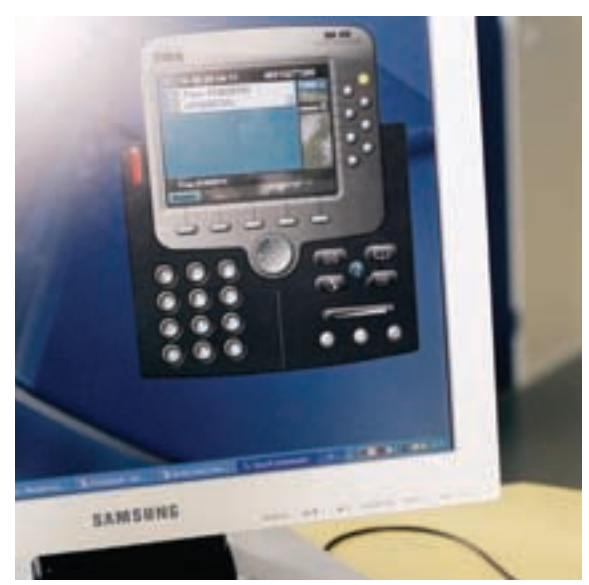
Volvo Romania – a Volvo Truck Corporation market company – is expanding at a rapid pace, with more employees, organisational changes and new locations. Sites and people need to be provided with reliable phone services.

**Expansion calls for flexibility**

The traditional phone system that was previously operated provided poor flexibility and was dependent on several suppliers. This made it difficult to scale up the system at the required pace.

**Internal call traffic free of charge**

The cost of calling is generally higher for local sites, such as Volvo Romania, than for head office. Volvo Romania has to keep in touch with business partners and other employees by phone. Even



though prices are falling long-distance and overseas calls over public networks have, proven costly.

With IP telephony, calls within the Volvo corporate network are made free of charge, with no charges from traditional telecom providers.

**Integrated with the corporate network**

Volvo Romania chose Volvo IT as the consultant for selecting and providing technical support. The equipment and installation were purchased locally in Romania. In the future, Volvo Romania will now be able to integrate communication with

# ATION TECHNOLOGY

application software, located on the Volvo Group corporate network.

Volvo Romania's own IT department took responsibility for the IP telephony service. The installation included connection to the public fixed network and cellular networks.

## A successful IP telephony system

The use of IP telephony has reduced the need for cabling at new sites and eliminated the cost of calls between Volvo Romania premises and headquarters, including premises in Ghent.

Volvo Romania uses short numbers with a unique dialling plan, which means that anyone in the company can be reached by simply dialling a four-digit number— regardless of the person's geographical location.

## Smooth implementation of new features

New features have proven easy to implement. For example, an authentication by caller ID function was implemented in order to prevent unauthorised people making mobile phone calls over the Volvo Group corporate network.

Since the IP telephony solution is based on standard non-proprietary technology and protocols, maintenance and troubleshooting is easy.

## Used by many companies

At the present time, this IP telephony solution is being used by Volvo Trucks, Volvo Buses, Volvo Finance, a Volvo Construction Equipment dealer and a local insurance partner to Volvo Finance. In the future, Volvo Romania will extend the service and make it available to independent dealers and Renault Trucks distributors.

## IP telephony by Volvo IT

- IP telephony allows voice phone calls to be made over data networks (e.g. the internet).
- IP telephony within the Volvo Group is provided over the Volvo Group's corporate network in order to ensure security and stability.

## Advantages of IP telephony

### It simplifies

The self-administration of calls is enabled by a web interface. Voice and data communication can use the same infrastructure. This results in easier network management.

### It enables integration

Communication and application software running in the corporate network can be integrated.

### It is reliable

In countries where the fixed telecom infrastructure is not good enough, IP telephony is often the solution.

### It is flexible

With IP telephony, it is easy to add personnel and sites to the telephone system. It is also possible for different companies in the same building to share infrastructure but remain independent.

### It is cost effective

IP telephony uses the existing infrastructure, like cabling and networks. Local calls within the corporate network, regardless of location, are free.

# VOLVO

**Volvo Information Technology AB**

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