

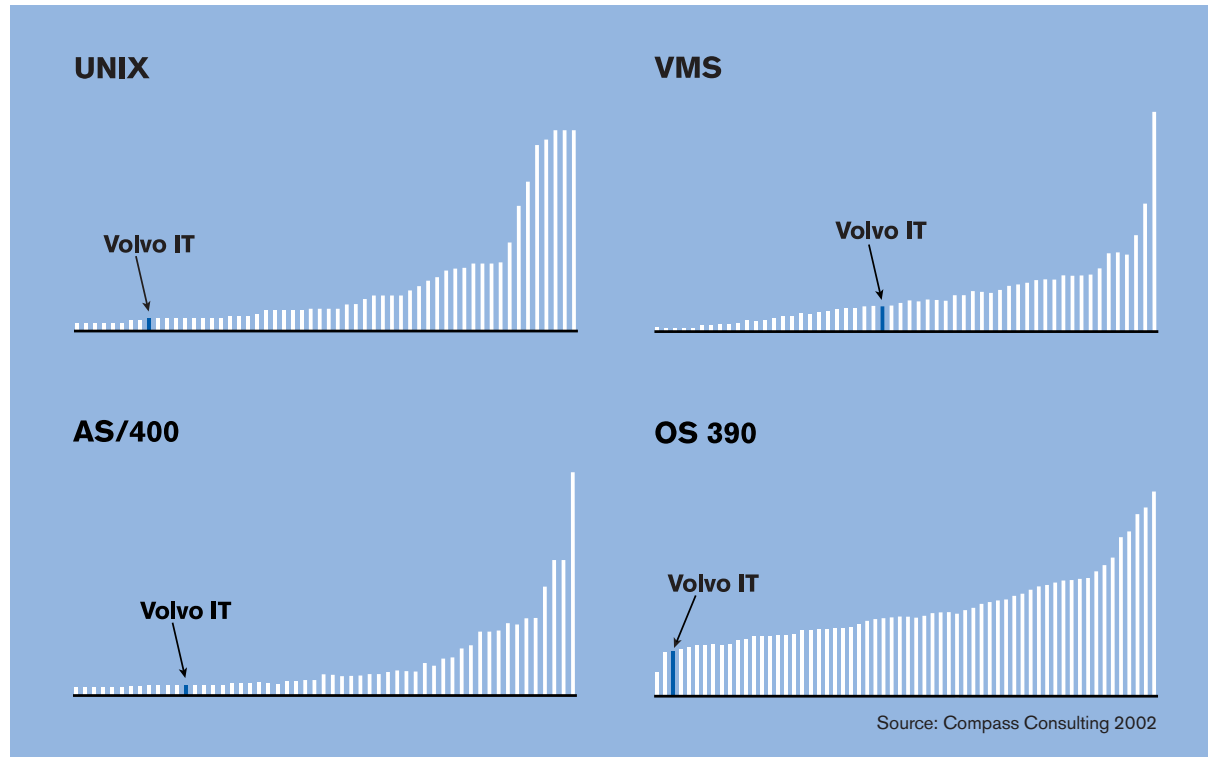
INFORMATION TECHNOLOGY

VOLVO

Volvo IT presented with 2001 Compass Award.

Volvo IT received the Compass Award in 2001. The award is given by the independent company Compass Consulting to the company or organisation in the Nordic region which has achieved the greatest improvements in efficiency and which maintains a

high, even quality level throughout its IT operations. The jury reasoned as follows: "Through determined effort and with motivated and dedicated staff, Volvo Information Technology has performed continuous detailed analysis and improvements that have led to world-beating cost efficiency and quality. The continuing trend is positive."



As shown in these diagrams, Volvo IT operations costs are low in comparison with other global IT companies.

VOLVO

Volvo Information Technology AB

www.volvoit.com

Volvo Information Technology provides the Volvo Group, Volvo Car Corporation and selected customers with specialised skill and cost-effective solutions for all areas of industrial IT, including superior data centre operations and infrastructure.

INFRASTRUCTURE AND OPERATIONS SOLUTIONS

SERVER OPERATIONS SERVICES

Server operations services for business applications.



Volvo IT's operations centre in Göteborg, Sweden.

Volvo IT can handle the operations, support and development of all types of IT systems, regardless of platform.

We can assist you with everything from analyses and research to assuming responsibility for your entire business process.

Our services include networks, as well as server and client environments for specific processes, operations or your entire company.

Server operations services.

Volvo IT provides a wide variety of operations services. We operate and support about 1,000 applications, both standard applications from the leading suppliers and those Volvo IT has developed.

Operated and supported applications.

Volvo IT operates and supports applications for the entire industrial process, including product development, manufacturing, after-market, sales and administration.

Operations services.

One or more of Volvo IT's operations centres operate the applications, which have users all over the world. The operation can be a standardised environment or a customer-specific solution.

Consultants.

As infrastructure and operations consultants, we can help you plan and analyse your existing operations as well as new projects.

Operations processes.

To manage operations, we have processes and tools for support, delivery and operation. As we work with process management, we are able to realize high quality, cost efficiency and global integration.

Quality.

Volvo IT puts a lot of effort into delivering quality in IT services. An example of what this means in practice is that a common support process and a process management tool create a better economy for you through greater accuracy and a higher level of security.

Cost efficiency.

The infrastructure and operations concept and the structure for data operation are based on continuous improvement, benchmarking and best of breed sourcing. This way of working assures an annual price reduction with cost control, low cost of owner-ship, and value for money.

Operations environment.

Volvo IT operates the following platforms:

IBM	AIX OS/390 OS/400 VM VSE
Novell	Netware
Hewlett- Packard	HP-UX
Silicon Graphics	IRIX
Open Source	Linux
Sun Microsystems	Solaris
Compaq	Tru64 UNIX Open VMS VMS
Microsoft	Windows NT Windows 2000

Examples of databases used by the applications include: DB2, DL/1, Oracle, SQL Server, Mimer, Sybase and Informix.

Volvo IT operations services include:

- Operation 365*7*24 Supervision
- Security management
- Fault management
- User administration
- System software maintenance
- Print/plot management
- Storage
- Backup
- Restore
- Facility management
- Disaster recovery planning
- Installation services
- Capacity planning
- System statistics
- Availability services – Stand-alone – High availability cluster
- Follow-up (quality, cost, etc.)
- On-demand distribution of costs

Examples of applications operated and supported by Volvo IT:

<p>Product development PDM (Product Data Management) CAD (Computer Aided Design) CAE (Computer Aided Engineering) Procurement</p> <p>Sales Customer and dealer orders eBusiness Parts logistics</p>	<p>Manufacturing Order handling and logistics Plant control Plant maintenance Quality assurance</p> <p>Administration Financial systems Data warehousing Human resources</p>	<p>After-market Claim handling Service handling Parts handling</p>
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Global integration.

Volvo IT provides common processes for development, roll-out and support, which enable global coverage of IT services. This means that your business has access to fast implementation of business solutions (when time to market is vital) and possibilities for securing global business presence and development.

the need for IT solutions for complex business and can therefore always provide cost effective operations services. We have a state-of-the-art infrastructure with world-class solutions.

We study the trends in infrastructure and operations and develop services when the technology is mature enough for large-scale operations.

When there is a business demand for new IT functionality, we use R&D resources to develop a pilot solution, which, together with the policy for IT infrastructure architecture, leads to the development of new infrastructure components.

After this process, the solution is ready for implementation, in many cases on a global scale. Finally, the support process for the service is set up.

Infrastructure development.

Volvo IT has a strictly applied IT architecture, which allows a fast migration into new technologies with a minimum of changes to the existing components. This means that the operations environment is flexible with low cost for changes. Volvo IT understands



The development process for creating new IT functionality.

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Informix is a trademark of Informix.*