

INFORMATION TECHNOLOGY

- Maintenance and support tailored to customer needs.
- Operations services: Volvo IT shows you how to run cost-effective data warehousing hosting using shared components and scalable environments

- Data mining – the process of data selection, exploration and building models
- Simulating different scenarios based on advanced models

Strategic decision support

For long-term planning and strategic development of a business based on internal and external information and trends by providing:

- Summarized automated reporting
- Monitoring of balanced scorecard and key performance indicators
- Advanced drill down (OLAP) capabilities
- Analysis tools to support and improve forecasts and trend analysis
- Early warning systems

References

- Volvo Cars, Marketing, Sales and Customer service
- Volvo Trucks Europe Division & Commercial Systems
- Volvo Trucks Global Manufacturing
- Volvo Trucks NA
- 3P, Purchasing
- VCE, Market Research and Planning
- Volvo Financial Services

For more information go to: <http://bit.it.volvo.net>

Operational decision support

For short-term planning and the day-to-day running of a business efficiently by providing:

- Operational automated reporting
- Easy-to-use and quick access to interfaces for ad-hoc queries and reporting
- Drill down (OLAP) capabilities
- Management alerts to potential risk areas

Knowledge discovery

For specialists such as planners and analysts who can discover important new relations, trends and business opportunities through:

Facts about Volvo IT.

Volvo Information Technology AB is a wholly-owned subsidiary of AB Volvo. Volvo IT has annual sales of around SEK 5.9 billion and employs some 4,500 people worldwide.

Volvo IT provides solutions for all areas of the industrial process, and offers unique skills and expertise in Product Lifecycle Management, SAP solutions, and IT operations among other areas. Customers include Volvo Trucks, Renault Trucks, Mack Trucks, Nobel Biocare, ASSA ABLOY, Gambro, Kongsberg Automotive, Segerström Automotive, Atos Origin and the Ford-owned Volvo Car Corporation.

CONSULTING SERVICES

BUSINESS INTELLIGENCE

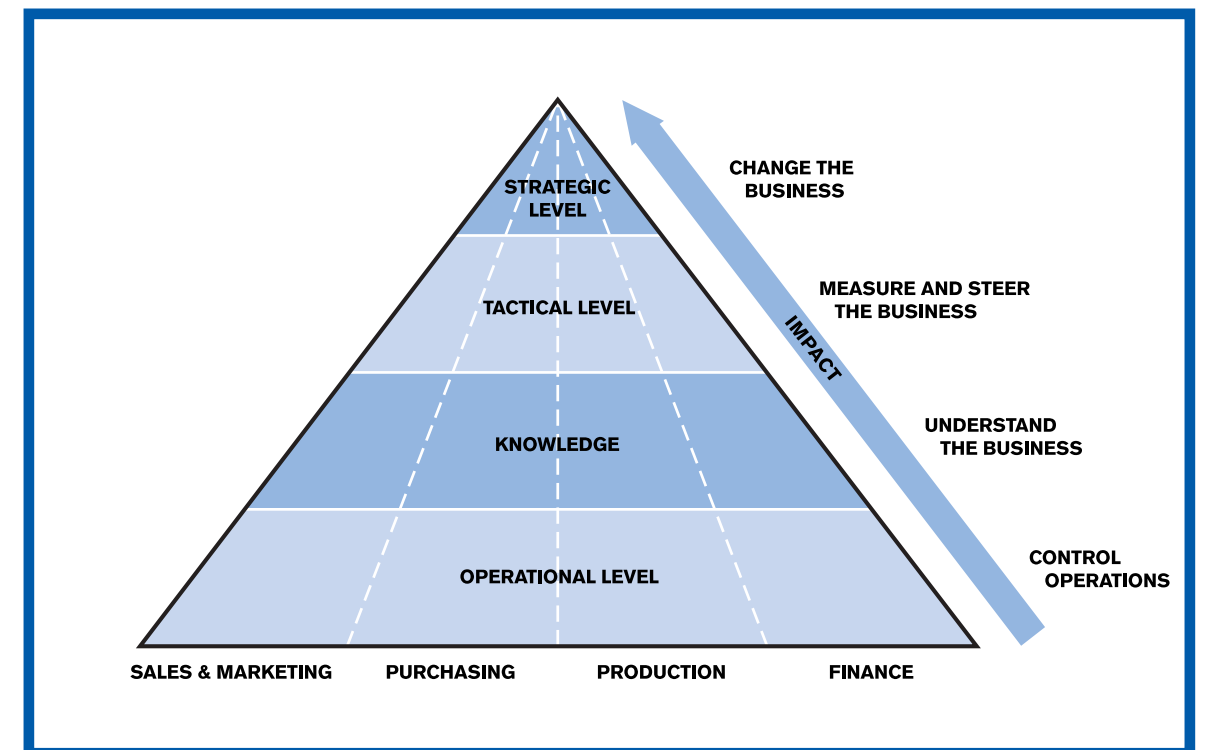
Over the past few years, Volvo Information Technology has designed a wide range of Business Intelligence services and applications. How can these help you?

What is Business Intelligence really? The answer is that every organization is a data-producing machine. Every employee, section, and department, creates and stores data. Business Intelligence (BI) is the process of unlocking the data residing in various databases and making it readily available for everyone who needs to make decisions about business processes, such as product development, planning, production, sales, and the aftermarket. BI is a way of increasing a company's speed for improving its processes.

At Volvo IT we feel that BI should be used to support decision-making across your business at all levels. More importantly, by using BI properly you can turn data into information that supports and creates better decision making, allowing your organization to become a marketplace leader.

Business Intelligence – a key success factor

Every company needs information to run its day-to-day business. Information is critical to make the



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right strategic and tactical decisions, so that a company can expand or maintain its revenue streams and market share.

According to Gartner, over 50% of Global 2000 enterprises will fail to use BI properly and thus lose market share to those that do. Gartner Dataquest predicts an annual growth rate of 8.5% for BI up to 2006. The rapidly changing business landscape with its global customers and competitors will drive this growth.

Technical architecture

Business intelligence is often achieved by using a data warehouse solution. A data warehouse can be seen as a large database that collects, cleans and integrates all the relevant historical data from different systems so that it can answer tactical and strategic questions flexibly, while providing top-quality performance. For end-users, this information is made available through fixed reports received via the intranet, or email on a periodical basis, or via more sophisticated interfaces that allow greater direct access and functionality like root cause analysis, drill down and ad hoc queries.

How does a data warehouse work?

The biggest effort in building a BI solution is compiling the data in the central data warehouse. This is not as simple it may seem at first: it is not just a matter of adding an interface to existing data, there are many complicated aspects to the process.

Each data warehouse needs to have a completely different structure to serve its purpose. Unlike other systems, a data warehouse is structured to answer specific questions, not to just rapidly process transactions. This means that all the data coming into the data warehouse must be restructured and transformed quite significantly.

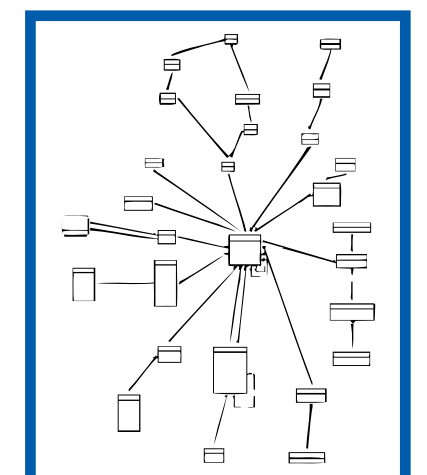
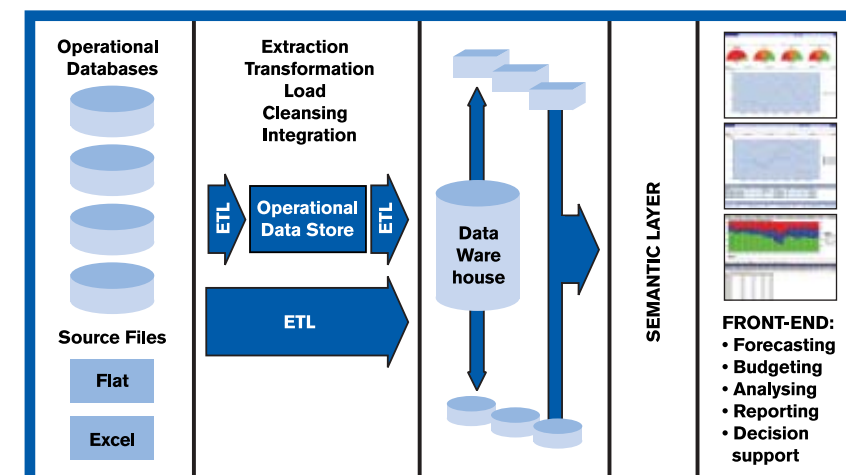
A data warehouse needs to be built to be adaptable. Because of its strategic nature, a BI solution is always changing. The questions that need to be answered will vary over time, together with the evolving market and strategy. The answer to one set of questions may lead to another set of questions, for which other further data may be necessary.

Quality is crucial

Integrating data from different systems means having to solve data quality problems repeatedly.

Volvo IT provides a complete BI service ranging from Business Consulting to Maintenance, including:

- Workshops and pre-studies to assess business opportunities. Guaranteed by experienced business consultants.
- IT implementation services: BIT methodology is used to secure the implementation process and risk assessment. Run by experienced BI project leaders, Volvo IT's BIT Solution Centre secures the realization of commonality and re-use.



A typical BI application architecture: data comes from different sources, is integrated in a data warehouse, and is made available for end-users.

A typical data warehouse scheme.