

BUSINESS ADMINISTRATION SOLUTIONS

INTEGRATION OF SAS® WARRANTY ANALYSIS TOOL IN VOLVO ENVIRONMENT

Analyzing Warranty Data on your Terms

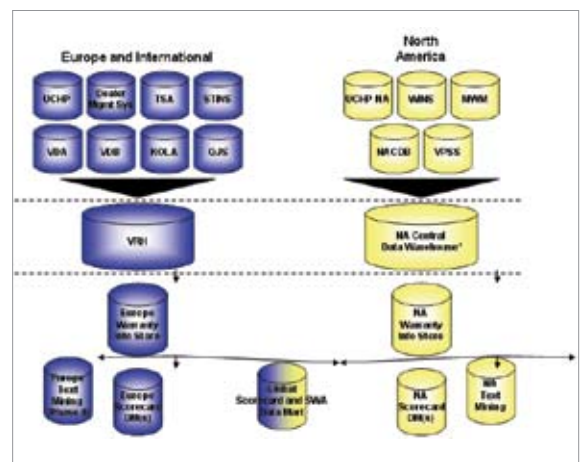
With quality, reliability, and regulatory issues at the forefront of today's marketplace, the importance of analyzing warranty data for early detection and resolution is key to the success of your business.

Utilizing the power of SAS® analytics, you will recognize emerging problems before they escalate to critical issues, as well as have the ability to perform audits to identify fraudulent claims data and forecast warranty running costs for accurate budgeting.

Extracting vehicle and claims data from your warranty transactional systems and core data warehouses, the SAS® Warranty Analysis tool delivers an analysis based on pre-determined variables. This means that you have the power to proactively identify warranty issues with specific vehicle models, part numbers, assembly lines, and core components before they have a significant impact to your customers.

Volvo IT Brings the Power of SAS® to You

As a consulting partner to SAS®, Volvo IT has worked to customize the SAS® Warranty Analysis tool for the Volvo environment. With a working knowledge of the tool and how it integrates with



Volvo solutions, Volvo IT can leverage this expertise to perform implementations of the SAS® Warranty Analysis tool throughout the Volvo Group.

It is essential to ensure the SAS® Warranty Analysis tool utilizes the right data to perform effective data mining, reporting capabilities, and advanced analysis. Volvo IT integrates the SAS® Warranty Analysis Tool with your transactional systems and data warehouses to allow you to extract the data that you need to accurately and proactively predict and detect issues before they take a bite out of your bottom-line.

ATION TECHNOLOGY

Technical Components

- Volvo Warranty System
- Oracle Database
- SAS® Warranty Analysis System
- Licensing is also available for related SAS® tools, including: Enterprise Miner, Text Miner, and Enterprise Guide.

Requirements

- Access to the Internet, as the application is accessible via a web interface.

Potential for Reuse

The Volvo IT and SAS ® Warranty Analysis solution is being implemented in the same fashion at Volvo Trucks NA, Mack Trucks, Volvo Trucks in Sweden, and Volvo Bus in Sweden. This means that Volvo suppliers, such as 3P and Powertrain, will have access to component performance information across vehicle makes and operating geography.

Any Volvo business that manages warranty data can benefit from reuse of the SAS® Warranty

Analysis tool. The solution can be configured to work with your specific warranty systems and reporting requirements. A proof-of-concept can be conducted to determine if the Warranty Analysis tool is right for you and to develop a business case to justify the solution.

Cost

The cost for implementing the SAS® Warranty Analysis Tool is based on the following components:

- SAS® Licensing fees for users
- Development cost for Volvo IT and SAS® to configure the solution to fit your needs and integrate it within your environment.
- Hosting & Maintenance costs

Additional Information

To learn more about the SAS® Warranty Analysis Tool and Volvo IT's integration services, please contact your Volvo IT Account Manager.

VOLVO

Volvo Information Technology AB

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