

## DEALER INFRASTRUCTURE SOLUTION

# VOLVO TRUCKS

## REFERENCE CASE

Connecting a widespread network of dealers and workshops to central Volvo applications and shared resources

Volvo Trucks turned to Volvo IT to create an efficient IT infrastructure for its retail partners at global level. The answer was a modular solution, allowing dealers and partners smoothly to access Volvo business applications without compromising security.

“We got a really good product to roll out,” says Tina Bender, CIO, Volvo Trucks Deutschland GmbH.

### Customer overview

Volvo Truck Corporation is the third largest heavy-duty truck manufacturer in the world. Volvo trucks are sold and serviced in more than 130 countries, through over 700 dealerships and 1,500 workshops.

### Background

Volvo Trucks' new retail strategy resulted in the need to integrate its wholly owned dealers and establish a standardised IT environment for sharing data and information.

Volvo Trucks had two strong reasons for establishing a common IT infrastructure on a regional basis:

“Each dealer and importer used to have its own LANs. We couldn't share data or communicate effectively and so the conditions for us to work together with our dealers were really poor,” says Tina Bender.

“The other reason was the cost situation. We

could have the importer, dealer and workshop in the same building and yet they all had their own servers, networks and back-up systems,” explains Tina Bender.

### Challenges

Volvo Trucks wanted to be able to connect the entire retail structure to its central business applications. However, the access had to be structured and managed in a secure way – quite a challenge, considering the diverse client environments among retailers.

Another challenge was the requirements relating to mobility.

“We have people running around at the Volvo Truck Centers who need to stay connected no matter where they happen to be at the time,” explains Tina Bender.

Finally, there was the aspect of cost efficiency: the new set-up had to add value to the region's business operations, while reducing for the cost of support and maintenance.

### Volvo IT's approach

Volvo IT's answer was the solution known as Retailer Infrastructure for Trucks (RIT). The RIT's core environment is made up of two separate yet interoperable components: connectivity services and a standardised PC/LAN environment.

Put simply, the connectivity services provide access to relevant business services according to

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the level of trust that exists between Volvo Trucks and the dealer. The higher the level of trust, the more facilities that can be delivered.

The standardised client environment – BlueLANe – is a perfect fit for large-scale networks. Through a central Active Directory, a range of remote operations, such as client installation, patching and security updates, can be carried out. The desktop environment supports a wide variety of client types from open and flexible to locked-down versions.

Complementary services, such as support, collaboration tools, e-mail services and software licence management, were included in the RIT concept.

The solution is based on standard, out-of-the-box products, making it both cost efficient and easy to manage and maintain.

## Project key result

The Retailer Infrastructure for Trucks was launched in Germany, Austria and Switzerland, connecting more than 700 end users at 36 sites.

## Benefits

According to Tina Bender, both the connectivity services and the client environment work well.

“Today, we are able to share data much better than ever before,” says Tina Bender.

The network is scalable and designed for maximised flexibility, which means that it is easy to adapt to sites of different size and structure.

Security and compatibility issues no longer cause any major problems, since the central Active Directory ensures that all the necessary patches and updates are distributed to every single user’s client.

“As soon as they log on, they get the updates no matter whether they are at home or in the office,” says Tina Bender.

What about the end users’ reactions?

“In Austria, one site has everything included in one company: people working for Volvo Buses, Volvo Penta, Volvo Financial Services and Volvo Trucks. We have received extremely positive reactions to RIT, even from those people who do not work for Volvo Trucks,” says Tina Bender.

### Words from the customer:

“We had a great project leader and extremely good technicians from Volvo IT”.

**Tina Bender, CIO,  
Volvo Trucks Deutschland GmbH**

## The RIT bundle of managed services

### Connectivity services

- Remote connections to trusted multi-company networks
- Remote connections to the Volvo Corporate Network
- Wide Area Network connections

### Client environment

- Windows XP and Active Directory for desktops, laptops and servers
- Large number of verified, packaged applications available

### Complementary services

- e-mail
- Collaborative tools

### Support

- Single point of contact flexible for all needs, from first line to field support

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