



Volvo decided to move with Interact ES in February 2008, a rapid internal survey is showing the outstanding ROI after 8 months, Serge POINAS, CIO at Volvo, explains:

In such difficult economic times, thanks to Interact ES, we have been able to improve our IT service to our business, in lowering the IT budget... This is the first time in my carrier... that is why I am happy to share our experience...

Talking strong dollars savings and improvement, Interact ES allowed us to

- Control the investment in hardware and software renewal, in extending their lifecycle. This has represented around 15% of the overall capex budget.
- Monitor and control printers for switching into network printers with a real understanding of the workload and usage by the end user. This allowed us to reallocate the right machine to the people who really need it. We saved 25% on our leasing plan (opex budget).

Switch from traditional software licenses purchase to a scalable rental based on real usage. We save 11% of the former budget. Control the legal side of software usage, as also helped us in our IT compliancy.

- Activate a real remote helpdesk with the feature IA Advanced Helpdesk, to have support people really understand the end user context at the time of the problem. We also activated the IA Real-time for allowing our online support to be proactive. Last but not least we reduced our internal MTTR cross-index of 2% (which means a huge reduction of the business discontinuity)
- To really improve our Quality of service to the end User with a real application performance measurement

We are actually considering Interact ES as the corner stone for all of our IT service improvement.

Serge POINAS, DSI de Volvo France