

Volvo: SLA's tailored to the customers need

A fully operational IT infrastructure is crucial for the plant, this is why a lot of redundancy has been built in. Next to this, the support of experience IT specialist was required.

6 "Simac Professional Services" IT specialists are fully dedicated to Volvo. They know the production processes inside out, this allows them to fully assess the implications IT operations might have on the production.



Company profile

- 25.000 FTE's worldwide, 5.000 in Ghent
- Volvo Car Ghent is one of the main car factories together with plants in Sweden, China and the US.
- 95% of the production is destined for export
- Producing more than 250.000 cars per year

Context

Solution



"The people from Simac know the production process very well. In case of trouble we can always count on a quick intervention."

Advantages

- Increased network stability
- Specialised knowledge and experience
- Reliable infrastructure
- More flexible than hiring an FTE
- Clear, pre-determined SLA's
- Open communication and reporting
- Independent advice

