

Volvo Car Corporation Customer Case Study



More efficient document handling with group standard

Documentation for all equipment on the production lines at the four Volvo Car Corporation factories will now be stored in a common document handling system with a common standard for the appearance of documentation. Consultant and EMC partner Consignit has assisted Volvo in building advanced functionality that is just right for the company in the EMC® Documentum®-based VEDOC system. The result was commissioned without a hitch in late August 2008 after a year of development activity.

“The handling of the documentation for the equipment in our production lines was not coordinated at our different factories. Although Torslanda and Gent purchased completely identical robot cells, they worked differently and had different requirements regarding supplier documentation for the equipment. This resulted in high IT costs, and we accumulated a backlog of documents that had not been entered into the document handling systems, and the company was unable to benefit fully from the information since it was not complete and searchable. We recognised the need to streamline and introduce common work routines,” says Stefan Gitye, Project Manager, Volvo Car Corporation.

There is a strong cooperative culture in Beredning (Equipment), the department that provides technical equipment for the various production plants. That culture has pervaded the project and is an important success factor.

Volvo worked rapidly, delivering the project on time and on budget. One of the prerequisites for this was the orchestration of the project with a steering group of representatives from all factories and central functions and a project group possessing all relevant competences. Within the project group was a smaller group with just a handful of members meeting frequently and continuously asking themselves if there was a better, quicker, and cheaper way of achieving the intended results.

The smaller group consisted of consultants from supplier Consignit, Volvo Car Corporation’s own document expert, a business analyst and method experts, with Stefan Gitye as project manager and as a representative of the important user group in Beredning.

Without Volvo’s documentation expert and Consignit’s Documentum knowledge, the project would not have been as successful. The team specified functions based on the needs of the company, and Consignit often returned with suggestions for small changes that made it possible to use standard functions rather than develop new ones. This method not only saved time and money, but also showed that involving Consignit in the process one or two months earlier could have produced results even more quickly.

The team surprised many by completing the project on time and to budget with the documentation handling system VEDOC. What made this possible was close collaboration among users, Volvo experts, and consultants with in-depth knowledge from Consignit.

Challenge

The Project Group was asked to look for a common documentation system for all production units and central functions working with documents describing equipment in production lines. It was a boundary condition that the system must be based on software already established within the Ford group. The overall goals were reduced costs, more efficient work flows with a common system, and quicker storing of various documents.

Solution

VEDOC, Volvo Equipment Documentation, is a system based on Core Solutions, the documentation-handling system common to the Volvo Car Corporation group, which is in turn based on Documentum. The work was carried out in collaboration with consultant Consignit, intra-company document and Documentum experts, representatives from all the factories, and centrally placed people from Beredning. Fully commissioned, VEDOC will have more than 1,000 users with Beredning and Underhåll as its two largest user categories, followed by Inköp.

No problems were encountered during the trial run in August 2008.

Benefits

IT savings:

- Four different systems are replaced by one common to all factories and based on existing licenses
- System maintenance costs will be reduced
- Storage costs will be reduced since many of the roughly one million documents stored in the old systems can be discarded in connection with the migration

Savings in the company:

- Document handling will be more efficient and require fewer resources
- Transition to a VCC standard for the appearance of documents, which will in addition match the international standard. Having had to pay suppliers to convert their documentation for its equipment to four different formats, the company can now receive the supplier's standard documentation
- The documents can be retrieved when needed
- Documents will not need to be re-created in connection with modifications
- Maintenance work benefits from documents being stored directly in the system and available to those who do the maintenance work

Consignit

Consignit is a leading European IT consultant with a focus on research- and information-intensive enterprises. As its core competence it offers specialist knowledge for solutions within Enterprise Content Management (ECM), where Consignit has a long experience within leading technical platforms. IT know-how is combined with business and industry experience, ECM strategy development, and adaptation of systems to business processes.

With 200 employees, the company has a strong foothold in the Scandinavian market and also participates in a network of IT experts within the Altran group. To Consignit clients, this means access to global expertise. To Consignit consultants, that they can discuss ideas with their 17,000 technical colleagues.



EMC Corporation
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com