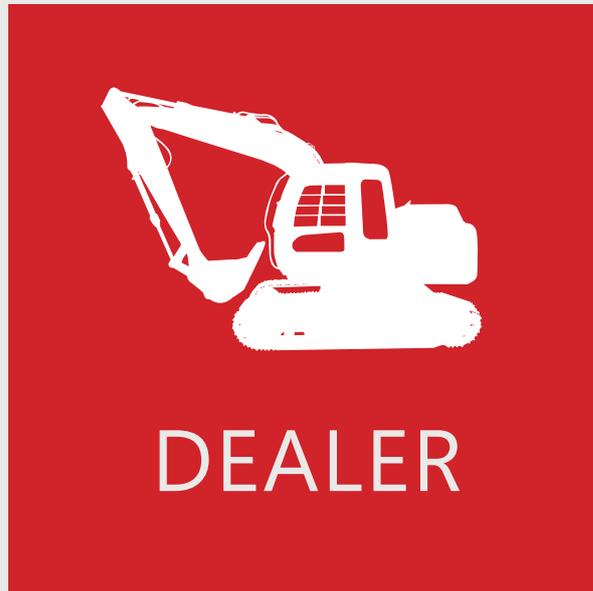
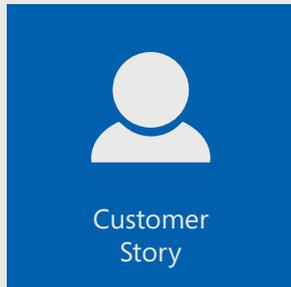




Annata

Dynamics IDMS

Dealer Management Solution for Dynamics AX



Volvo Construction Equipment (Volvo CE), sales region EMEA, was looking for a dealer management system that would increase the effectiveness and efficiency of their operations in Europe. They had been using a custom made suite of systems developed internally for around 20 years and wanted to move to a system that they could use without major modifications and that was running on a modern, connective architecture.

CUSTOMER PROFILE

Volvo Construction Equipment is the oldest industrial company in the world still active in the construction machinery. It started in 1832 in a machine shop in Eskilstuna, Sweden.

Volvo CE's products and services are offered in more than 125 countries through proprietary or independent dealerships. Customers are using Volvo machines in quarries & aggregates, energy related industries (oil & gas), heavy infrastructure, utilities, road construction, building, demolition, recycling industry, industrial material handling, and forestry industry.

Manufacturing facilities are located in Sweden, Germany, France, Poland, Russia, the US, Brazil, Korea, China and India.

SITUATION

The European operation, spanning originally 15 countries, was running on an in-house developed suite of systems running on an AS/400 platform and had been doing so for around two decades. These systems are commonly referred to as MAS, SAS and MOPS and along with SAP for finance operations, formed the backbone for Volvo CE's DMS operations.

Volvo CE were becoming increasingly conscious about the risks of depending on a suite of systems running on an old technical platform, that had been heavily modified through the years and was reliant on a small core team of specialists for support and development. They decided to go for a new DMS system that would be built on a modern platform that was already available in the market.

One of the key objectives for Volvo CE was to implement an operational system that was as close to the standard as possible. Since this was intended as a rollout in their European markets, the idea was to have templates created that would serve for rolling out similar functionality in all of the 15 countries. Too much custom development could jeopardize the efforts of rolling out the system smoothly and seamlessly and result in higher upgrade costs in the future.

SOLUTION

Volvo CE embarked on a detailed analysis of their current procedures and began by identifying changes that could be made to improve their operations. They sought a solution that would match up to their current operational needs, as well as a solution that they felt they could utilise to their advantage without too much custom development and one that could support growth and future success in the market.

After a careful and detailed selection process, Volvo CE chose Annata and their **Annata Dynamics DMS** solution that's built on Microsoft's Dynamics AX platform.

IMPLEMENTATION

Norway was chosen as the pilot market for implementing Annata Dynamics DMS and Dynamics AX. Work started on the implementation in 2009. Volvo CE decided that the team responsible for developing and servicing the systems about to be replaced, would play a pivotal role in the rollout and therefore bringing knowledge of business processes and the current systems to the table, while at the same time acquiring knowledge of the functioning of the new system. The role of Annata was to collaborate closely with Volvo CE and provide development resources and consultants as needed to assist in the successful rollout to the different markets.

In the spring of 2011 Norway went live, followed by Denmark in 2012 and then Finland and Great Britain in 2013. The rollout plan is aimed at being completed in late 2015.

Some process diversity between the markets has raised the need for additional development. At the same time, emphasis has been placed on ensuring that the developments benefit all markets and that the standard processes and functionality remain intact. It still remains one of the chief objectives of the project to reduce the need for custom development for the three remaining markets.

The rollout includes full time project managers from both Volvo CE and Annata. The two project managers have built a solid relationship and worked closely together to ensure that any issues were fully investigated and quickly resolved to minimize delays in the overall project timetable. The team also include a select number of experts that participate in certain areas of the project, which include implementing a company-wide printing solution, integration/interfaces with third party systems, Mobile mechanic solutions, Business Intelligence and various technical and system considerations.

Involvement by these key decision makers is essential to the success of the overall implementation.

“ *When we searched the market, across all platforms, for a good DMS for our dealers we were very impressed with the industry functionality of the **IDMS** product and the business knowledge from Annata's consultants. They stood out from the rest. Since starting the implementations at our dealers the involvement of Annata and the functionality of **IDMS** has proven our choice was the correct one and they have been a key part of the success.”*

Ray Baker,
Chief Project Manager, Volvo Construction Equipment **”**

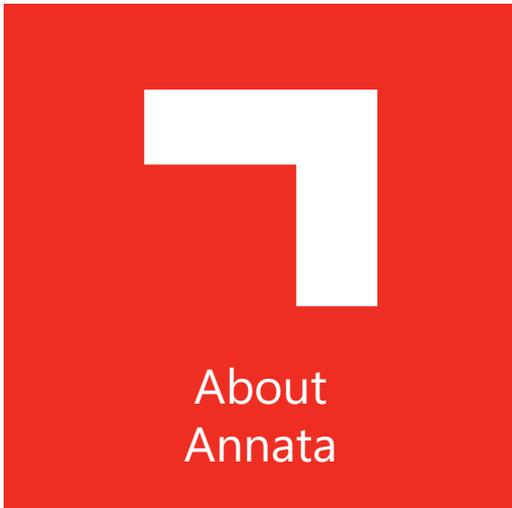
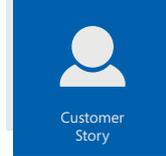
SYSTEM SETUP

A detailed analysis of each of the key business processes was carried out. These reviews took place with members of the project team and also included the key users for each of the process areas. This ensured that everyone was fully aware of any potential impact on both the business and the endcustomer.

All the system infrastructure is based in Gothenburg, Sweden and is maintained by the IT services arm of the Volvo Group. Operating on three Application object servers, the setup of the system encompasses multiple environments to ensure that testing and quality assurance can take place before new developments are placed into the production environment. Additionally, data migration, testing and user training during individual rollouts take place in the quality assurance environment along with various setup activities.

INDEPENDENT MARKETS:

The **Annata Dynamics DMS** solution and Dynamics AX has also been implemented at various independent Volvo dealers. Amongst the companies using the system are Brimborg in Iceland, Saracakis in Greece and Bulgaria, Robert Aebi in Germany and Switzerland, and Transdiesel in New Zealand.



Annata Dynamics DMS is proud of being always certified for Microsoft Dynamics AX on all new releases.

The certification program ensures that **DMS** is tested to work seamlessly with Microsoft Dynamics AX. It also certifies that the overall user experience is consistent and in line with Microsoft user experience guidelines, that the solution is fully documented and is accessible directly from the users working processes.



ABOUT Annata Dynamics DMS

Annata Dynamics DMS is a modern, fully integrated solution for the automotive, construction, material handling, agriculture, and forestry equipment dealers.

It is built as an add-on to the Microsoft Dynamics AX ERP system and uses the standard features of Microsoft Dynamics AX, as well as extensive additional features specifically designed to support the automotive, construction and agriculture equipment business. It handles all key business processes during the entire vehicle's/equipment's lifecycle and allows to analyze it in a simple and readable way using Annata Analytics tools.

ABOUT ANNATA

Annata group consists of highly motivated professionals, who through creativity, collaboration and commitment, help customers excel in their business. **Annata** group has offices across the globe and an extensive distribution network on all continents.

CONTACT US

Learn more about making **Annata** your trusted advisor and business management systems partner. Contact us today.

Please find further information on our website;
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