CONTEGA

Customer	Task	Activity
Volvo Cars	Create program for Visitor planning	Solution Architect Programming

About Volvo Cars Visitor Centre

Welcome to one of the most exciting parts of Volvo Cars Visitor Centre: the demo track. Test drive our latest models on a purpose-built track and experience our cars and all their benefits first hand.

Here you can book a whole range of different activities – including a tour of our factory, driving the latest Volvo cars and a guided visit of our Brand Experience Centre where you can learn about our vision in areas such as connectivity, safety, design and the environment. We'll design the day around you and your wishes.

Objective

To create a program that is reliable and easy to use. Capable to handle complex mix of visitor activities and requests from customers.

Solution

A program called KOIOS based on VB6 and Oracle.

KOIOS – Visitor Planning

Project

Volvo Cars Visitor Center had for a long time looked for a booking program that could handle all their activities and requests from customers. They decided to start a project based on the experiences from CSVP, see reference object #1509, a similar project but for Volvo Trucks.

In total the program had to plan for 60 000 visitors a year.

Vision

To support Volvo guides in creating visiting programs together with the customer in real time. A program with fast response that informs the guide about possibilities and opportunities to present for the customer. Also serve loyal customers with repeated programs.

After agreement directly send over committed program to the customer.

Work

To get an effective and efficient program we decided to work close to the users. It is important to create a program that the users like and want to use. To achieve success we choose to work with prototyping and a lot of sketches. The users were very interested and when program was released the users could work effectively direct.

Resultat

The program was a success and the users could work professionally direct.

Vision	Keywords	Offering
Share our experience and knowledge to make things easier for our customers.	Simple and Clear	System Architect Programming Project Management Teaching