



VE Commercial Vehicles drives peak performance with comprehensive support

A joint venture between the Volvo Group and Eicher Motors Ltd., VECV formed in 2008 to manufacture and distribute commercial vehicles in India and other developing markets. The company is headquartered in New Delhi and comprises four business verticals: Eicher Trucks and Buses, Volvo Trucks India, Eicher Engineering Components and VE Powertrain. A leader in modernizing India's commercial transportation industry, VECV employs over 11,000 people and maintains 94 locations.

Business benefits

Reduced IT downtime

with multifaceted support

Gain visibility

of more than 8,000 assets across company locations

Simplifies support

with infrastructure and enhanced end user experience from IBM

Boosts availability

and business continuity for its IT operations



Business challenge

With more than 11,000 employees at 94 locations across India, leading commercial vehicle manufacturer VECV needs seamless, responsive technical support to ensure high-availability IT operations. To ensure high-availability IT operations and drive user productivity across its locations throughout India, VECV sought comprehensive support from one trusted IT provider.



Transformation

IBM created an integrated Infrastructure Services support contract that includes IBM® Hardware Warranty and Maintenance Services to keep VECV's multi-vendor IT infrastructure operating at peak levels. IBM developed a governance structure to help VECV manage vendors more effectively. Finally, the IBM Digital Workplace Services solution empowers VECV employees to use the mobile devices of their choice in the workplace, provides centralized help desk support and offers time-saving self-service capabilities.

"IBM gives us confidence in the availability and reliability of our IT environment, and we know that our users have the support they need at all times."

Rajesh Mishra, Senior Vice President of Corporate Processes and IT, VE Commercial Vehicles Ltd.(VECV)