

# Scania Elevates Customer Experience with Intalio|bpms

*Leading Transportation Manufacturer Cuts Process Times and Errors  
While Improving Organizational Maturity and Agility*



<b>Customer</b>	: Scania
<b>Industry</b>	: Transportation
<b>Product</b>	: Intalio bpms
<b>Application</b>	: Process automation of Production Facility

Scania is one of the world's leading manufacturers of trucks and buses for heavy transport and industrial and marine engines. Product-centric services have increased participation in the company's business, ensuring customers economical transportation solutions and high operational

availability. With 41,000 employees, Scania operates in more than 100 countries. It has production lines in Europe and South America with global interchange of both components and complete vehicles. In 2013, Scania's total revenues reached SEK 86.8 billion.

**intalio|bpms**

*The Modern Way to  
Optimize Business Processes*

## The Business Challenge

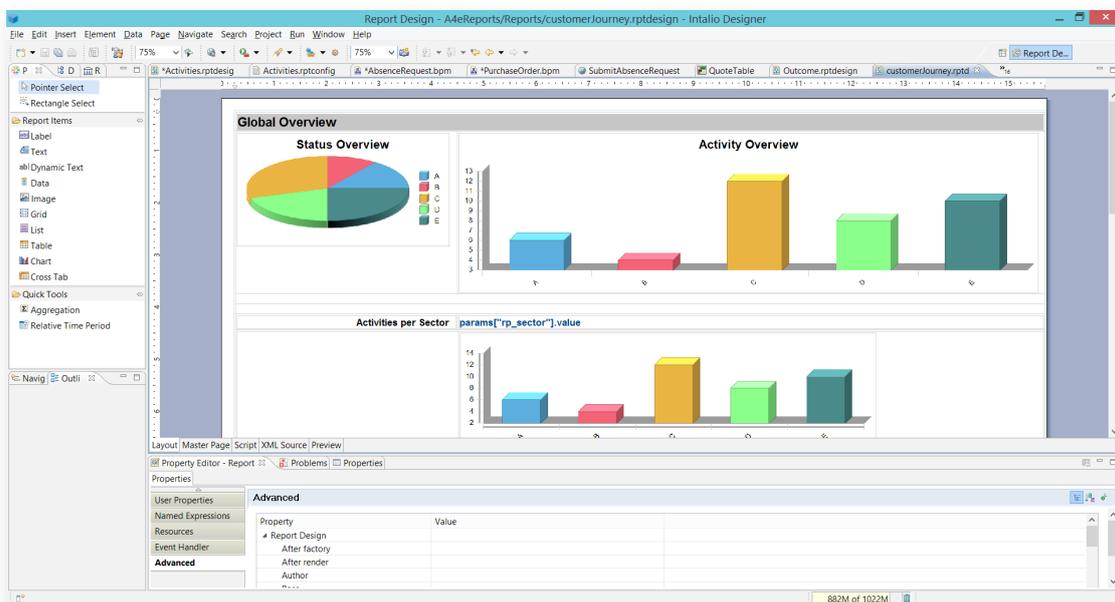
Scania was looking to maintain its tradition of excellence in service by improving its business agility and responding faster to customer requests. This meant evaluating current processes and finding areas that could be better optimized and implemented taking advantage of the current company culture. Scania needed a solution

that would allow its 3000-plus employees in Brazil to be in sync while integrating seamlessly into the existing IT environment. After a rigorous evaluation process featuring multiple vendors, Scania chose to work with Intalio Brazil to implement a solution based on Intalio|bpms.

## The Intalio Solution

Scania identified multiple manual processes that were time-consuming, error-prone and required extensive human intervention. Working with Intalio solutions experts, they implemented an automated solution that could enable business users to

rapidly create and deploy new business workflows while maintaining high uptimes. The solution fit into Scania's existing Service Oriented Architecture (SOA) framework and worked with other systems already in place there.



## Intalio Impact: Better Operations Means Better Delivery and Superior Customer Experience

Scania automated its manual processes on Intalio|bpms resulting in a big win for its operations and its ability to deliver a

superior experience to its customers. Key benefits include:

Increase in organizational maturity as it transformed itself from a human workflow intensive shop to a highly automated and efficient team.

Cost savings due to faster process completion, reduced errors, improved oversight and management.

Reduced dependence on IT and improved agility enabled by the ease of use of Intalio|bpms and reuse of core components developed using the solution.

## Referencest

Rune, Anders (2009). Swedish industry in Brazil - how is production in Sweden affected. Teknikföretagens, Sweden

## About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including

some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google. Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit [www.intalio.com](http://www.intalio.com).

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