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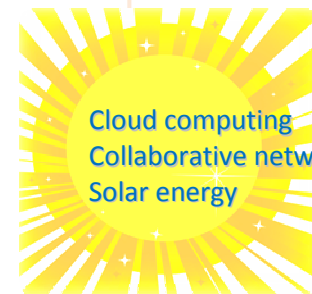


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**GloNet: Glocal enterprise network
focusing on customer-centric collaboration**



Cloud computing
Collaborative networks
Solar energy

GloNet aims at designing, developing, and deploying an agile virtual enterprise environment for networks of SMEs involved in highly customized and service enhanced products through co-creation and end-to-end collaboration with customers and local suppliers.

The notion of *glocal* enterprise is implemented in GloNet with value creation from global networked operations and involving global supply chain management, product-service linkage, and management of distributed production units. Focused issues:

- Information / knowledge representation (product catalogue, processes descriptions, best practices, company profiles, brochures, etc.)
- User-customized interfaces, dynamically adjusted to assist different stakeholders (smart enterprise approach)
- Services provision through cloud
- Broker-customer interaction support: from order to (product/service) design (open innovation approach)
- Negotiation support
- Workflow for negotiated order solution & its monitoring
- Forecast risks & suggest prevention measures

The guiding use case is focused on the production and life cycle support of **solar parks**. The norm of operation in this industry is that of one-of-a-kind production. The results (products and services) are typically delivered through complementary competences shared between different project participants.

A key challenge is the design and delivery of multi-stakeholder complex services along the product life cycle (typically 20 years).

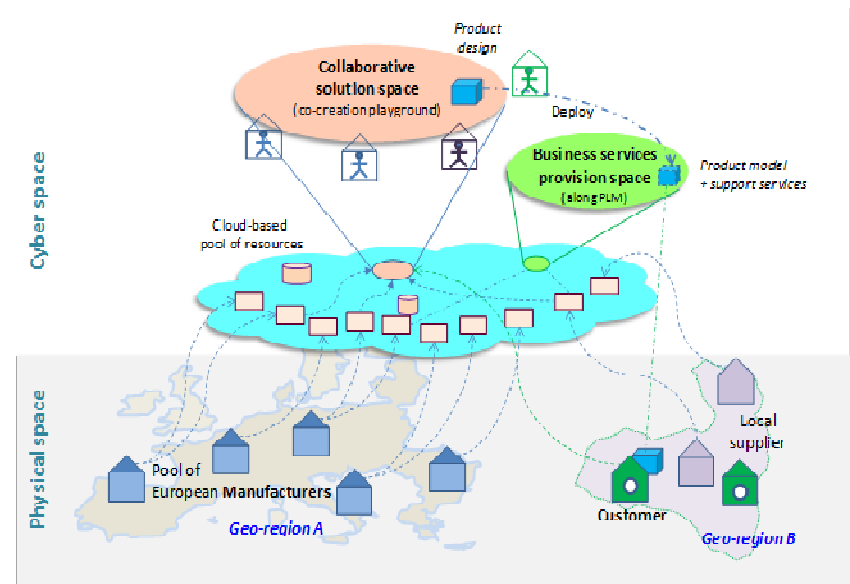
Other business scenarios include smart grid and intelligent buildings.



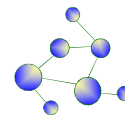
GloNet spaces

GloNet adopts a cloud-based approach for the development of such support environment so that its supporting services can dynamically upgrade without influencing the nodes and stakeholders in the environment. As such the environment stakeholders procure the use of upgraded services, which are always available through the cloud, rather than buying static products which typically need to be installed and maintained by the stakeholders, on adequately supporting computing facilities. Specifically, over the cloud two virtual spaces are considered

- *Collaborative solution space* – where producers of equipments and services, local suppliers and customers meet to co-design the equipment and its associated services.
- *Business services provision space* – a “registry” of the products, along their life-cycle, where the customer can have access to the specific business services associated to the customized product.

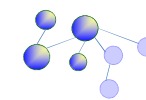


A mix of long-term and goal-oriented collaborative networks is involved.



Manufacturers network

- Small & relatively stable VBE
- Mostly located in Europe
- Little overlapping
- Various membership levels



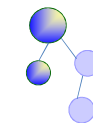
Product development network

- Virtual enterprise (temporary)
- Members from “manufacturers network” & “customer network”



Customer's "network"

- Not clearly organized as a net
- Local suppliers, R&D, regulators, etc



Product servicing network

- Virtual enterprise (long term)
- Members from “manufacturers network” & “customer network”
- Long duration, evolution