PROJECT MANAGEMENT:
CAS Software AG
Wilhelm-Schickard-Str. 10-12
76131 Karlsruhe
Germany
Project management contact person:
Spiros Alexakis
Phone: +49 721 9638-0
Fax: +49 721 9638-299
Internet: www.cas.de

BENEFICIARIES
CAS Software AG Karlsruhe, Germany
Contact person: Spiros Alexakis
www.cas.de

UNINova
UNINOVA – Instituto de
Desenvolvimento de Novas Tecnologias, Portugal
Contact person: Prof. Dr. Luis M. Camarinha-Matos
www.uninova.pt

Scientific-Technical Coordinator:
Prof. Dr. Luis M. Camarinha-Matos
www.uninova.pt/~cam

UNINOVA
Campus de Caparica
2829-516 Monte Caparica
Portugal

www.glonet-fines.eu

GloNet: Glocal enterprise network focusing on customer-centric collaboration

Member of
FiNes
Future Internet Enterprise Systems

Universiteit van Amsterdam, Netherlands
Contact person: Prof. Dr. Hamideh Afsarmanesh
www.uva.nl

iPLOn / INFRANET Partners, Germany
Contact person: Victor Thamburaj
www.iplon.de

Steinbeis, Germany
Contact person: Dr. Günther Würtz
www.stw.de

SKILL Estrategia, Spain
Contact person: Antonio del Cura
www.skill.es

Komix s.r.o., Czech Republic
Contact person: Andrea Vatascinova
www.komix.eu

Prolon, Denmark
Contact person: Thomas Maltesan
www.prolon.dk
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.