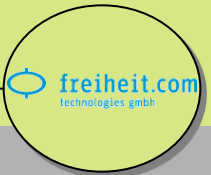




WEB 2.0 Driven Service Builder for
Product Extension in Globally Acting SMEs
WEB-2-SME Project – No. 232521

Project Description





Main Figures

- **Title:** WEB2SME—WEB 2.0 Driven Service-Builder for Product Extension in Globally Acting SMEs
- **Project number:** 232125
- **Call:** FP7-SME-2008-1
- **Duration:** 24 months
- **Consortium:** 6 SMEs + 2 RTD partners. 3 Countries involved
- **Contract Signature:** December 2009
- **Starting date:** January 2010
- **Budget:** 1.244.669€
- **Funding:** 762.888€



General Objective

- Creation of a Web 2.0 solution that will help manufacturing SMEs to **extend their products** with new innovative customer and product **support services and functions**: condition based maintenance, problem solving, diagnosis services...
- The solution will allow **involving all the actors** placed in both sides of the supply chain: manufacturer, providers, distributors, sales forces and customers.
- Web 2.0 solution **affordable** to SMEs that will combine **Collaborative Working Environments and Knowledge Management Technologies** to help non-expert IT users to create, manage and configure new extended services.



RTD objectives

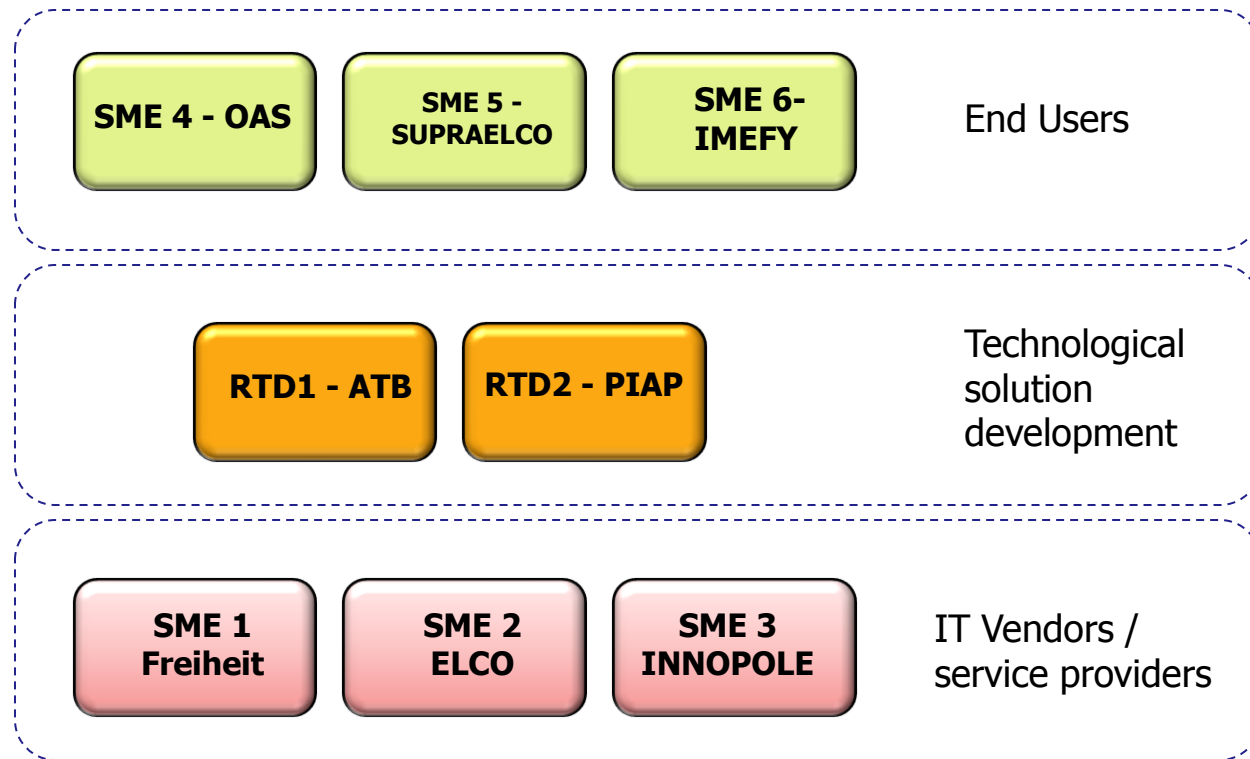
- Obtaining a Web2.0 tool for service composition at group/SME level (not at individual level).
- Combination of existing diagnosis and maintenance SW with collaborative work and KM services (work traceability, expertise search, etc).
- Allow collaborative and knowledge sharing among the different actors: technology providers, customers, manufacturers...



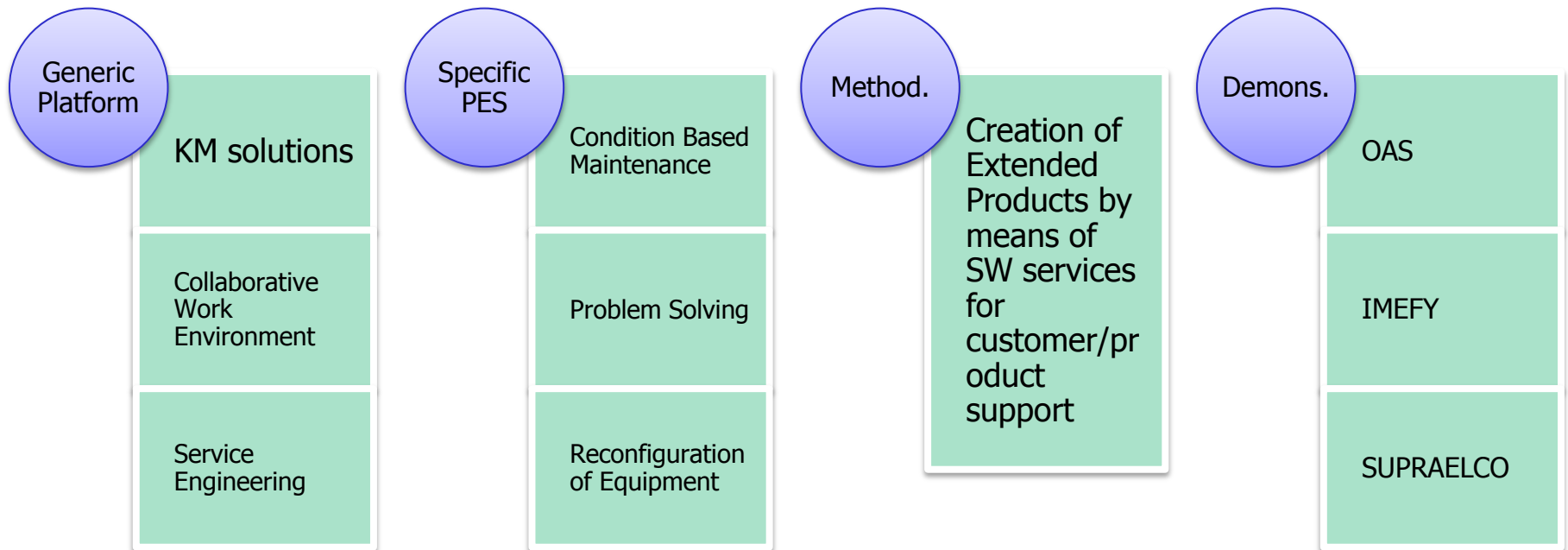
RTD results

- Adaptive and reconfigurable SOA based platform to create and manage product /customer support services including:
 - Collaborative work and KM functionalities.
 - A predefined Set of Core Collaborative Services (CCS).
 - Interfaces to the target equipment and to previously existing information systems.
 - Service Engineering Tools to create new services or maintain existing ones.
- Methodology to create new collaborative services in customer and product support, analyzing new ways of collaboration among manufacturers, suppliers...
- 3 demonstrators at 3 different SMEs

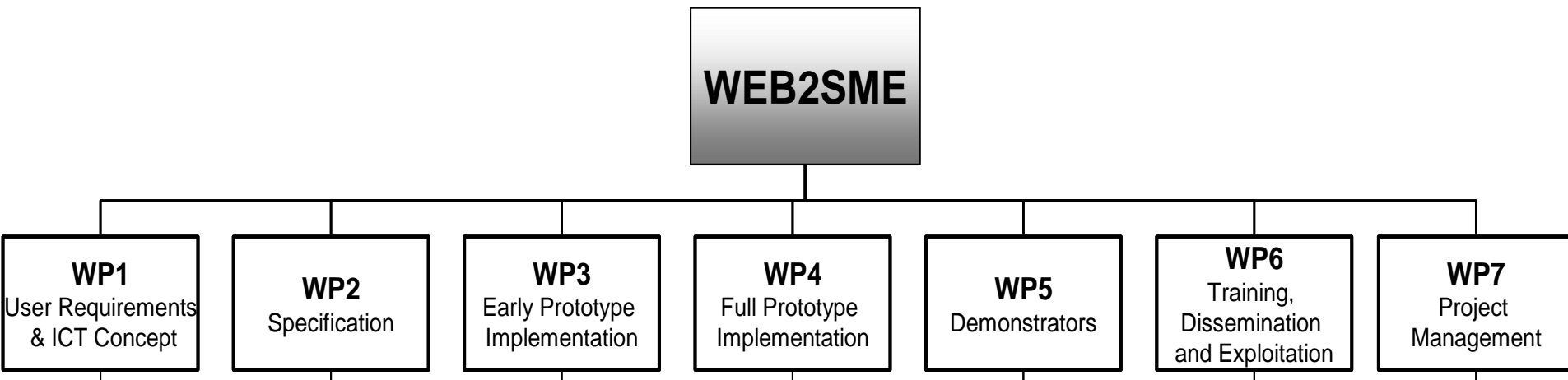
Structure. Consortium



Structure. Concept.



Structure. Workplan.



Contact details



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