Global Marketing Team, Product and Partners Sales, 2014-05-29

Application & Knowledge Store (AKS)

abb.com/knowledgestore
What is AKS?

- Community platform/MarketPlace
- ABB control systems
- Technical knowledge exchange
- Apps
  - Buy/Sell
- Tips & tricks
- Q&A
  - For channel partners, customers
Why to use AKS?

- Access to a network of highly qualified technical experts worldwide
- Fast response to questions (Avg 1-2 days)
- Runs 24/7; global reach
- Get tested solutions & Sell developed solutions
- Jumpstart your projects

(Average response time is 1-2 days)
Introduction

AKS – Application and Knowledge Store

- Released in Q2 2012, now 3000+ users, 8600+ Question, 13700+ Answer
  100+ Apps, 8900+ downloads

- Q&A based web forum and App marketplace

- Primary audience is channel partners
  - However both ABB people and end customers are participating

- ABB experts involved in the forum

- AKS rewards active participation
AKS – get access
Community, Comments and experts

- Community Experts

AKS Experts

→ Rob Lyon ★
  Rank: 3
  info@lymac.co.nz I'm an independent DCS software and commissioning engineer with extensive experience in 800xA and other ABB products. I've worked in almost every corner of the world and still haven't seen it all.

→ nikismith ★
  Rank: 102
  I have been a part of the Recording & Control Factory team for 17 years in total, having spent a number of years as a repairs technician within the manufacturing department, but being in my current role for 9 years now.

→ Govindaraj ★
  Rank: 6
  Working in ABB India Operation Center. Have Project engineering and commissioning experience in ABB 800xA, Freelance, AC500.

→ MMM ★
  Rank: 8
  PA IS CT Technical Sales Support

→ Stefan Stromqvist ★
  Rank: 2
  I joined ABB in 1994 and have since 1999 been working as a support engineer at Process Automation in Västerås, Sweden. My areas of expertise are 800xA Base, 800xA for Advant Master, Information Management, legacy Advant/Master, RNRP and computer operating systems and networking in general.

- Community Comments on Apps

- Five-star rating for a great app, which is a "must have" for all troubleshooting.
  Posted 1 month ago by → Tajinder

Hi Good app. Do you have same for the Compact Control Builder...
Posted 25 days ago by → Sridhar C

I have been looking for these templates for ages. Good work.
Posted 6 months ago by → SimonC

Thank you good app
Posted 10 months ago by → raudales ★
Features of AKS

- Search and filter for questions, tags, users and Apps
- 10 mb attachment / 200 mb app data upload
- Notifications, tags, subscriptions, RSS feeds, widgets, share threads via email
- Weekly trending topics via Twitter
- Ask users and admin questions directly
- View user profiles
- Reward programs for active participation
- Buy/Sell Apps online
- Point redemption Program
- Referral program
What are Apps?

Benefits of using Apps

- Save engineering time, makes the partner more competent
- Normalizing solutions
- Third-party interfaces
- Adds extra value on top of our products
- Knowledge sharing between ABB and partner
- Adds sales arguments to the partner in front of their customers
- Start earning from your master piece (App) by selling it online.

Graphic/Macro library

- Application
  - Tool to decode error

Full application

- Info Brief
  - Summary for sales person
- Application
  - AC 800M Code
  - Panel 800 Code
- Documentation
  - User Manual
  - Operator Manual
AKS Apps
Examples

Freelance example

Benefits of using Apps

- Save engineering time, makes the partner more competent
- Adds extra value on top of our products
- Adds sales arguments to the partner in front of their customers
- Normalizing solutions
Buy/Sell Apps on AKS
Requirements

- Only users representing a registered company can purchase Apps
- To buy an App – user need to be an corporate customer/partner
  - Verified Email address (to be verified by system)
  - Company Name (to be verified by AKS team)
  - Company registration number (to be verified by AKS team)
  - VAT/GST Number

- To sell an App – user need confirmed valid PayPal Account.
  - Verified Email address
  - PayPal account email address (to be verified by system)
  - User first name in paypal account (to be verified by system)
  - User last name in paypal account (to be verified by system)
Buy/Sell Apps on AKS
Steps how to?

AKS apps webpage

- Login/Register to AKS
- Select Upload New App
- Select PAID App
- Verify required details
  - Submit Paypal Details
  - Fill up required app details
- Add App to STORE
- Approved Or Published?
  - Yes
    - Ready to Purchase/Sell
  - No
    - Edit App Details
    - Check Admin comment
- Buy/Sell App?
  - Buy
    - Login/Register to AKS
    - Select PAID App you want to BUY
    - Sel. BUY this App option
    - Submit Req. details
    - Company name
    - Company reg. no.
    - VAT/GST number
    - First time Only
    - Check Email from aks.app@sg.abb.com
    - Verified?
      - Yes
        - Cont. BUYing App
        - Complete Transaction via PAYPAL
        - App is ready to Download
      - No
        - Want to change Price
  - Sell
    - Provide paypal email id, first & last name in a/c
    - First time only
    - Check Admin comment
Benefits of AKS
Reachable, Responsive, Refined

- **Reachable**
  - Easy access - AKS is available on internet.
  - Ask, answer and share solutions anytime, anywhere.

- **Responsive**
  - Get quick answers from a few minutes up to 1 day.
  - Get notified via email on topics of interest.

- **Refined**
  - Get access to developed solutions - AKS Apps.
  - Save engineering effort, Save cost and Increase quality.
How to Signup?
Follow three easy steps

www.abb.com\knowledgestore

Click on **Register** @ top right hand corner

*Fill* up details like Uid, Credentials, role, Country

press button **Submit**

Done, you are registered on AKS
Update your profile now!
Power and productivity for a better world™