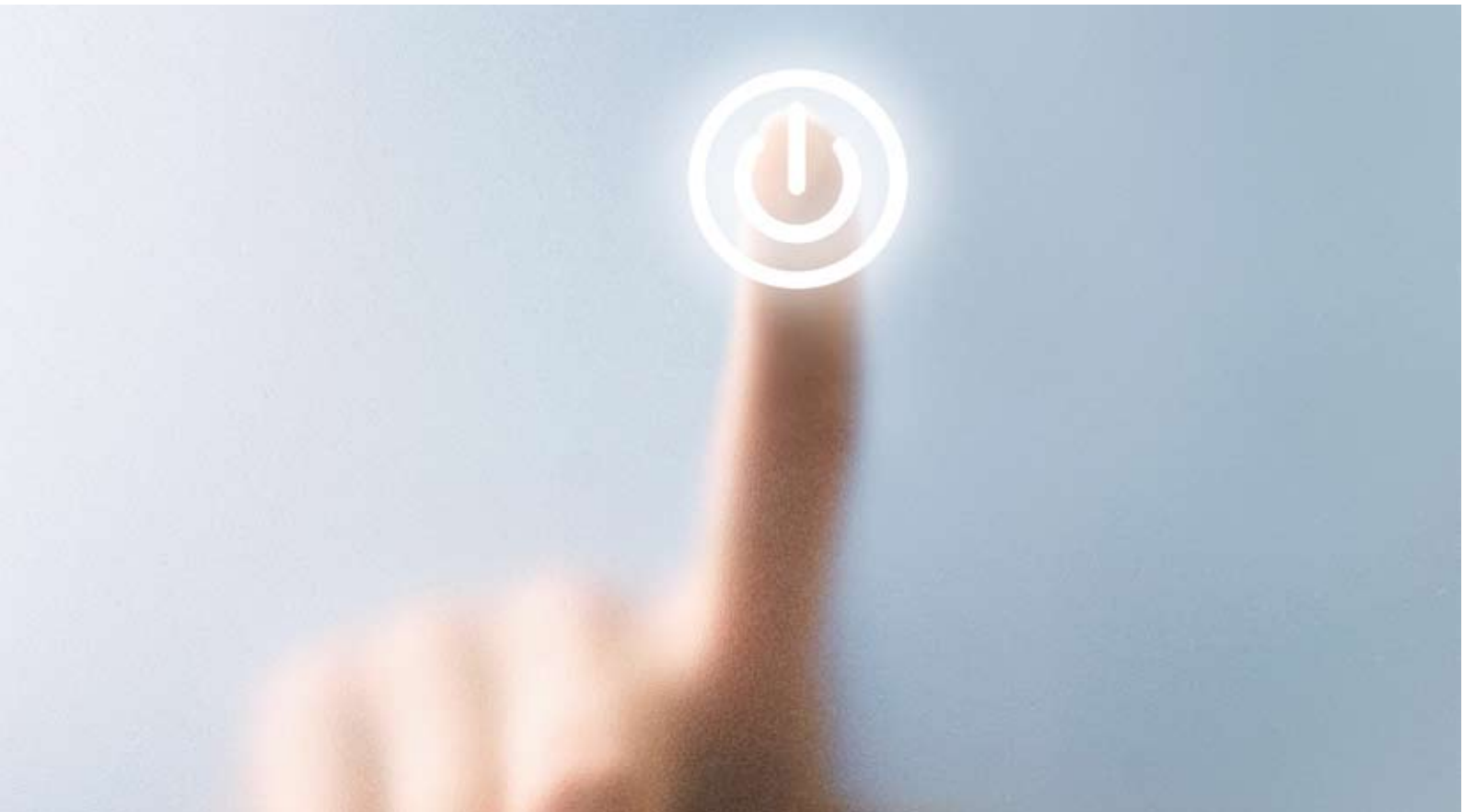


# E-business at KSB: Take off with Innovative Solutions.



## **KSB – your partner in e-business.**

For almost 140 years, we have been offering comprehensive service and cost-effective, all-in solutions from a single source – from pumps, to valves and systems, through to customised offerings. Our customers can rely on products of exceptional quality and in-depth advice from our experts.

This strategy also allows us to set new standards in developing our innovative e-business solutions. As a trusted partner employing highly qualified IT specialists, we combine our detailed know-how of products and extensive knowledge of business processes to create ideal value for our customers.

In 2002, we launched the KSB Web-Shop and became the first provider in the industry to support e-commerce. In 2008, another important step was taken when we introduced the KSB EasySelect selection software. Our customers also profit from the numerous options for interfacing their IT systems to integrate the OCI standard, exchange business documents via EDI and capitalise on our presence in renowned electronic marketplaces.



# Welcome to the KSB Customer Portal.

The systematic approach – discover, choose and order.

KSB's online Customer Portal is now easier to use, thanks to a modern design and innovative structure, while its sophisticated information offering makes it much more than just a comprehensive online shop. Finding and selecting KSB products and gaining an overview of ongoing business processes between customers and KSB (quotations and orders) is now even simpler than before. Your personal dashboard helps you every step of the way by providing you with all the relevant information at a glance.

The screenshot displays the KSB Customer Portal interface. At the top, there is a navigation bar with the KSB logo, the text 'Customer Portal' and 'Spare Parts area', a language selection dropdown, 'WEB SITE', and 'Contact'. A search bar is located on the right. Below the navigation, there are five main sections:

- Our homepage**: A link to the main page.
- Catalogue**: A link to the product catalogue.
- Product configurator**: A link to the product configuration tool.
- Replacement pump**: A link to the replacement pump section.
- More options**: A link to additional options.

The main content area is divided into three columns of widgets:

- KSB orders (18)**: A list of orders with details like order number (e.g., 623125), date (17.02.11), and status icons (7 pending, 11 completed, 0 cancelled).
- KSB quotations (13)**: A list of quotations with details like quotation number (e.g., 23126), date (17.02.2011), and status icons (2 pending, 11 completed).
- Saved shopping carts (10)**: A list of saved shopping carts with details like cart number (e.g., GHI), date (16.02.2011), and status icons.

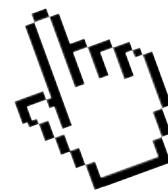
Below these are three featured product sections:

- The new Customer Portal**: A promotional message about the new web-shop.
- Hya-Duo D FL pressure booster system**: A description of the fire-fighting booster system.
- Etaline PumpDrive variable speed in-line pump**: A description of the heating circulator pump.

On the right side, there is a sidebar with a user profile for 'Monika Mustermann' and 'Muster AG', a 'Shopping cart' section, 'Our sales contact' information for Max Muster, and a 'Help on the Customer Portal' section with contact details.

Everything at a glance: Your personal dashboard impresses with its convenient layout.

## More than just purchasing – the benefits of our online portal:



- Track KSB orders.
- View KSB quotations and order.
- Find net prices and delivery times.
- Order new products and spare parts online.
- Access the Product Catalogue with a complete range of available operating instructions, CAD drawings, type series booklets, characteristic curves and typical tenders.
- Configure products using KSB EasySelect (also for saving and ordering). Quickly find the pumps and valves you need – with accessories, drive systems and automation solutions (incl. data sheet, characteristic curves and typical tenders). All documents can also be printed out and downloaded.
- Save products and configurations online.
- Configure products based on a previous delivery: Replace an existing KSB pump or valve or select a different KSB product.
- View spare parts lists for specific serial or work numbers.
- Open and save the technical data sheet for products that have already been commissioned.
- Create quotations: Select the products required and calculate quotation prices for your customers. You can also enter all the texts necessary to provide a quotation. A quotation is then generated, which you can save and print out.

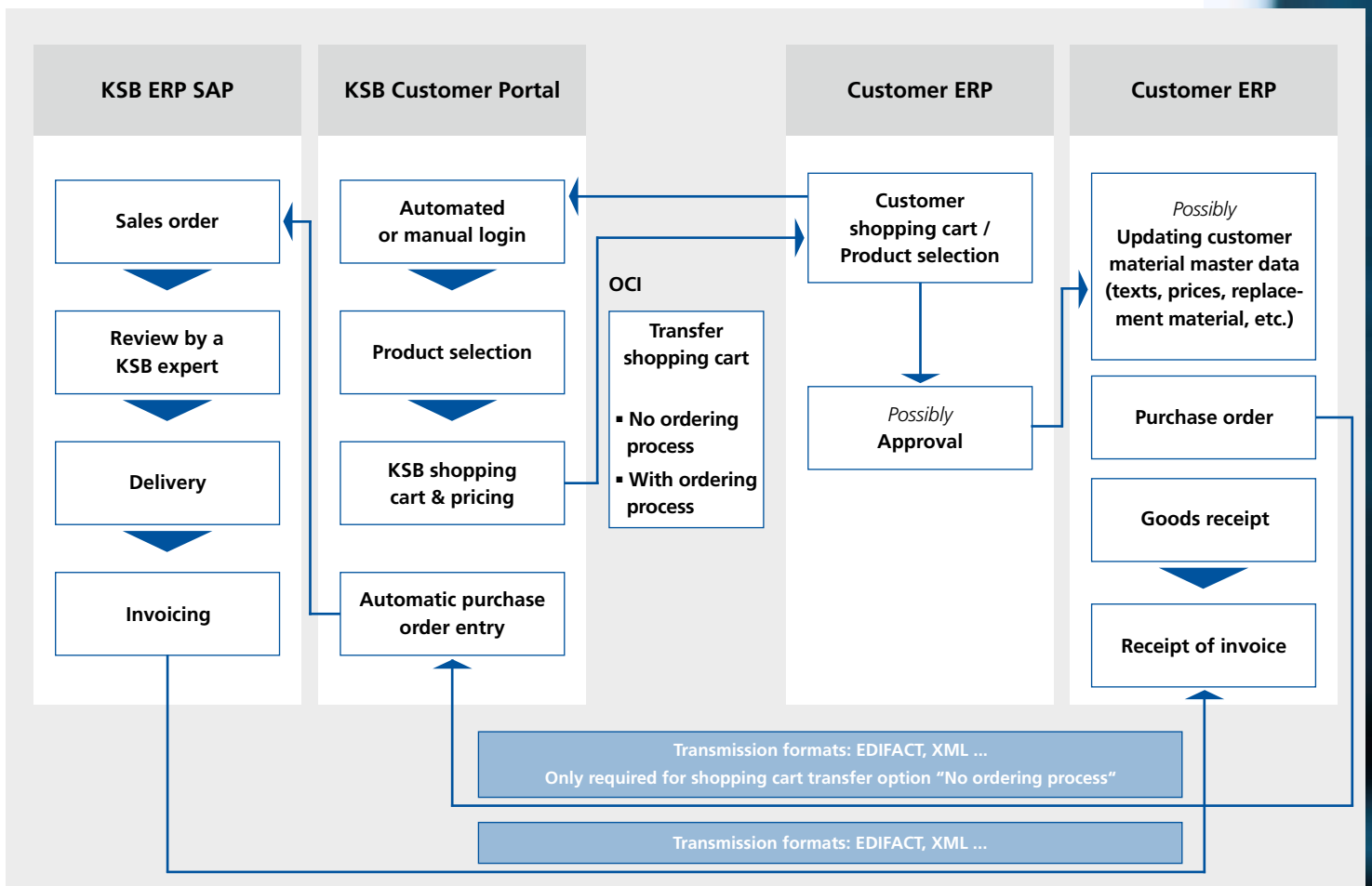
# Optimise business processes in e-procurement by leveraging KSB's know-how.

## Partner for customised, integrated solutions.

We see ourselves as a solution provider not only for pumps, valves and systems, but for e-business in particular – from system integration via OCI (Open Catalog Interface), to electronic marketplaces, through to EDI (Electronic Data Interchange). Our range always includes the most suitable and efficient solution to meet your needs.

### Your benefits:

- Duplicate data entries are avoided.
- Sources of error are eliminated as far as possible.
- Process steps are carried out more quickly.
- Use of paper and e-mail is minimised.
- Costs are reduced thanks to the efficient, standardised exchange of electronic data.



The direct way: customer system integration.

## Reaching your goal quickly and easily – with KSB system integration.

You can integrate the KSB online portal and its full range of functions in your ordering processes via the standardised OCI interface. Simply enter the URL to call the Customer Portal by punchout from within your purchasing system and send the data you select directly to your order transaction. Article master data and net prices are always kept up to date.

## Realising state-of-the-art communication – with know-how from KSB.

Leverage the intelligent IT solutions from KSB to conveniently access products by integrating the KSB product range as an electronic catalogue in your purchasing system. All data is sent to you in standard formats such as, for example, BMEcat.

We also offer an EDI system for exchanging business documents electronically as a clever way to streamline your business processes. EDI minimises manual intervention, avoids duplicate data entry and saves you time and money by relying on standardised process flows.

The following business documents are exchanged via EDI:

- Orders
- Order confirmations
- Invoices
- Delivery notes

EDI data transfer in all standard formats, including:

- Various order formats (ORDERS01, ORDERS05)
- xCBL 3.0
- openTRANS Order

KSB also has a presence in renowned online B2B marketplaces.



## **The KSB Customer Portal: The trendsetting online solution.**

The KSB Customer Portal offers you safe, password-protected access to Web-Shop functions, the KSB EasySelect selection software and other areas. Here you will find the pumps, valves, accessories and spare parts you need. The portal also provides you with all relevant information about products, delivery times, customer net prices, as well as quotations and orders for specific customers in an easy-to-read format. Best of all, this information can be conveniently integrated in your enterprise resource planning system.

### **Making things easier and more efficient with KSB at your side.**

Profit from numerous additional benefits – from fast order processing times and up-to-date information around the clock to image material provided for products and quotations or orders.

## Profit from our e-business solutions.

Do you require additional information about the possibilities of system integration? Are you interested in obtaining detailed information or accessing the KSB online Customer Portal? Our specialists would be happy to meet with you personally to offer comprehensive advice, answer your questions and ultimately find the solution that is right for you.

Contact the KSB e-business team at: [shopmaster@ksb.com](mailto:shopmaster@ksb.com)

You can obtain your personal access data to the KSB Customer Portal:

- Online at [www.ksb.com/customerportal](http://www.ksb.com/customerportal) – register as new customer
- From your KSB sales representative
- From the KSB e-business team: [shopmaster@ksb.com](mailto:shopmaster@ksb.com)

Visit the KSB Customer Portal at: [www.ksb.com/customerportal](http://www.ksb.com/customerportal)

More space for solutions.



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