



Network of ICT
experienced organisations,
sharing experiences, knowledge
and supporting SMEs
Grant Agreement No.225004



Join The Network

> eServices

- a. Audio Guide
- b. DOIP eGovernment to eBusiness
- c. Intellectual Property Search
- d. PROMIS
- e. Lexelerator
- f. Government Tenders
- g. Management of Multi-departmental projects
- h. Press4All
- i. Telehelp
- j. The case of Jobical
- k. Tilde-Eurotermbank

4



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: VENTSPILS DIGITALAIS CENTRS

CONTACT PERSON: VITA VITOLA

GOOD PRACTICE NAME: AUDIO GUIDE LTD.

SOURCE OF THE GOOD PRACTICE: Ventspils high technology park

TARGET GROUP: CITY COUNCILS, MUSEUMS, TOURISM ATTRACTIONS OBJECTS, CRUISES

DATE: NOVEMBER 2008

Grant Agreement: 225984



WELCOME TO NEXT – GEN !



AudioGids Ltd.



Audioguide Ltd. – Welcome to the next generation.

Grant Agreement: 225984



Audio
Guide

“AudioGids” Ltd.

Year of foundation: 2006

Business profile: **Development, implementation and maintenance of different audio guide solutions for indoor and outdoor objects, movable excursions etc.**

Company was founded in 2006 in the city of Ventspils. The company started its work in business incubator of Ventspils high technology park.

Business profile: Development, implementation and maintenance of different audio guide solutions for indoor and outdoor objects, movable excursions etc.



... We are young, flexible, and we're all about creating inspiring audio and video tours...

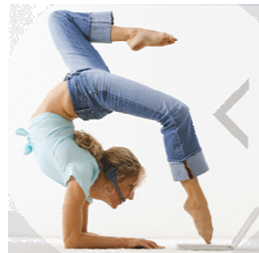
✓ Innovative audio guide solutions:

- ✓ Exciting info-tainment
- ✓ Technical solutions

✓ Creative and individual approach

✓ Industry experts

✓ Major in Baltic states



Basic activities of company are focused on distribution, introduction and management of different audio guide software. Company offers opportunity to expand range of services for Tour operators, introducing up-to-date solutions of audio guide systems, but tourists has the opportunity to find out some information over certain objects distributed in the city, using their mobile phone.

KEY ELEMENTS OF SUCCESSFUL AUDIO GUIDE SOLUTION



Company is combining exciting story in an audio file put together with suitable up to date technology. That is the basic thing that makes audio guide systems attractive for tourists and tourism operators. This system is easy to manage and easy to use it costs low for tourism operators, but it is simple and exciting for tourists.

Grant Agreement: 225984



PRODUCTS & SERVICES

1. **Content development**
Preparation of exciting stories content
2. **mTour-MUSEUM**
Audio guide solution for indoor exhibition premises
3. **mTour-PHONE**
Audio guide solution in mobile phone for outdoor objects
4. **mTour-GPS**
Audio guide solution for moving vehicles
5. **mTour-BIKE**
Electronic guide solution for bike tours

The main product company is providing audio solutions for tourism. Using one's phone or GPS, or special headphones with blue tooth system in museums or exhibitions tourists are provided with exciting stories and guided tours indoors, outdoors and on moving vehicles.

Products can be grouped in 5 groups – Content development, mTour – MUSEUM, mTour – PHONE, mTour - GPS, mTour – BIKE.

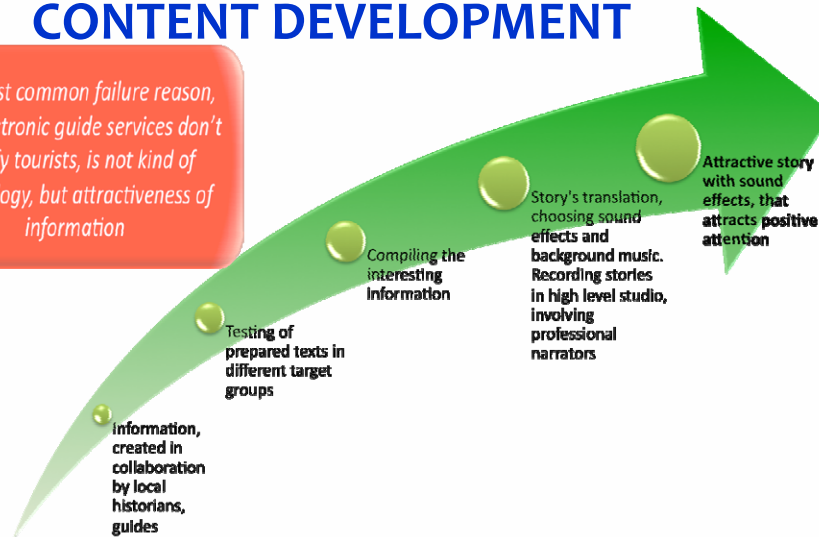


Grant Agreement: 225884



CONTENT DEVELOPMENT

The most common failure reason, why electronic guide services don't satisfy tourists, is not kind of technology, but attractiveness of information



Company is looking for solutions from A – Z, so they are also working on content development.

The most common failure reason, why electronic guide services don't satisfy tourists, is not kind of technology, but attractiveness of information, so on slide you can see main steps on content development that company is offering and providing – starting from information gathering and creating to audio guide creating, translating and testing.



CONTENT DEVELOPMENT

Reason, why electronic guide services don't satisfy tourists, is not kind of technology, but attractiveness of

Information, created in collaboration by local historians, guides

Testing of prepared texts in different target groups

Compiling the interesting information

Story's translation, choosing sound effects and background music. Recording stories in high level studio, involving professional narrators

Attractive story with sound effects, that attracts positive attention

LET'S LISTEN FOR SOME EXAMPLES!

Poor quality story and narration

High quality story and narration



mTour-MUSEUM

Audio guide solution for indoor exhibition premises – exposition halls, museums and galleries...



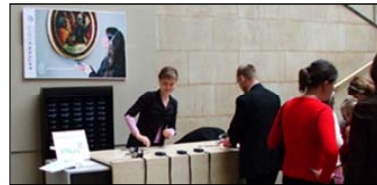
... Suitable also for city excursions and walks ...

mTour - MUSEUM is an audio guide solution for indoor exhibition premises – exposition halls, museums and galleries. It is an audio solution for panhandle. Tourist is given headphones with Bluetooth and when one is close enough to an object, headphones are receiving a signal and starting to play back information about it.

The main properties

To receive the service, a tourist has to rent the audio guide player for a certain cost at the entrance of the museum...

- ✓ Individual route
- ✓ Exciting info-tainment
- ✓ Costs less then services of an individual tour guide
- ✓ Different languages
- ✓ Collection of statistics
- ✓ MP4 player



The main advantages using audio guide is that tourist do not have to follow a certain route, they are not dependent on guide, so they can choose their own speed and route. It costs less then services of an individual tour guide. Tourists can choose one of the offered languages and enjoy the exciting infotainment.

Company has successfully implemented mTour – PHONE solutions in Ventspils. System works for 2 years now and it has gained popularity from tourists.

mTour-PHONE

Audio guide solution in mobile phone for outdoor objects...



The main properties

To receive the service, tourists have to dial a certain phone number and enter the code of the object...

- ✓ Exciting info-tainment
- ✓ Available 24/7
- ✓ Different languages
- ✓ Costs less than services of an individual tour guide
- ✓ No worry about hygiene issues
- ✓ Statistics collection



How does it work?

When tourist see an attractive object, historical site, landmark or something else with audio guide sign – one can follow the instruction and call to a specific number, enter a code to choose language and just listen. It's easy for tourists because it's available 24/7, one can choose which information one want to hear and pay for, so that means – lower costs than individual tour guide. For city it's easy to collect statistic.

mTour-GPS

**Audio guide solution for excursion boats,
trams, buses, trains...**

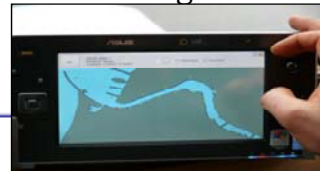


**... gives tourists the opportunity to get
familiar with the surrounding objects**

A successful project in Ventspils is mTour – GPS, audio guide solution for a excursion with a small excursion ship – “Hercogs Jekabs” Audio record is giving tourists the opportunity to get familiar with surrounding objects.

The main properties

- ✓ Exciting story accordingly to location - the device „comprehends and automatically plays back” the corresponding audio file when reaching its location area (it is GPS automated);
- ✓ Public audio guide in loudspeakers;
- ✓ Private audio guide in headphones available in different languages
- ✓ Free movement
- ✓ Costs less than services of an individual tour guide



The system is based on GPS. Accordingly to location – the device comprehends and automatically plays back the corresponding audio file when reaching its location area – it's GPS automated. There are 2 possibilities – public and private audio guides, guide can be translated in loudspeakers or in headphones and it's bases on radio frequency. It lessen human factor, no guide is needed system understands and does every thing itself.

Company is providing electronic guide solutions for bike tours.

mTour-BIKE

Electronic guide solution for bike tours ...



The main properties

To receive the service, the tourist has to rent an audio guide – an itinerary device with GPS, screen and loudspeakers or headphones...

- ✓ Individual route
- ✓ Exciting story accordingly to location
- ✓ Different languages
- ✓ Information about cycling route
- ✓ Costs less than services of an individual tour guide
- ✓ Full enjoy of excursion



For audio guided bike tour one needs to rent an audio guide – itinerary device with GPS, screen and loudspeakers or headphones. Bonuses are similar to other guided tours – tourist can choose an individual route, choose from different languages, save on costs - it costs less than services of an individual tour guide and of course fully enjoy the excursion hearing exciting stories accordingly to location.

A SHORT HISTORY & NEAR FUTURE PLANS

- ✓ “mTour-PHONE” in Ventspils
- ✓ “mTour GPS” installation on the tour boat “Hercogs Jēkabs” in Ventspils;
- ✓ Electronic guide’s services analysis in Germany, Netherlands, Czech Republic etc.
- ✓ “mTour-GPS” technological export to Netherlands in cooperation with Zernike Group;
- ✓ “mTour MUSEUM” product development and testing in Ventspils;
- ✓ Implementation of “mTour-MUSEUM” in The Castle of Rundāle;
- ✓ Implementation of audio guide solutions in Sigulda, Liepāja, Ogre;
- ✓ Implementation of audio guide solutions in Jūrmala, Limbaži and Kuresaare on Saaremaa island (2009,2010).

Audio Guide is working only 2 years but already has successful projects in Ventspils and also international projects with Netherlands, Germany and Czech Republic. Future plans include partnerships with Estonia and Lithuania and also projects with biggest museums and cities in Latvia. Company has partnership with local University Collage which students are trying to help with export opportunities as part of their studies.



Grant Agreement: 225984

TARGET PARTNERS



The company is targeting future partners within European Union.

No	Product/ services	Target market
1	Content development	
2	„mTour-MUSEUM”	National and private museums, galleries, expositions halls, Zoos, aquariums etc. Private legal entities like hotels, bicycle rental stores and other organizations, where target customers are tourists
3	„mTour-PHONE”	Owners of historical and other sightseeing objects (including local governments, private entrepreneurs, which could rent from “AudioGids” Ltd. an access to object’s codes)
4	„mTour-GPS”	Operators of excursions tour boats/ buses/ trams or other moving vehicles
5	„mTour-BIKE”	hotels, bicycle rental stores and other organizations, where target customers are tourists



Grant Agreement: 225984



Feel free to contact company for any more questions.

WELCOME to next - gen AudioGuide world!

www.audiogids.com



Contacts:

Diana Skudra

Chairmen of the board

diana.skudra@audiogids.lv

Ph.: +371 2838 1277

Andis Dembovskis

Technology specialist

andis.dembovskis@audiogids.lv

Ph.: +371 2878 5798

OUR COLLABORATION PARTNERS:





PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: INNOVA SPA

CONTACT PERSON: FRANCESCO NIGLIA

GOOD PRACTICE NAME: DOIP

SOURCE OF THE GOOD PRACTICE: TRANSFER EAST, EUROPEAN COMMISSION. SUPPORT TO PUBLIC ADMINISTRATIONS

TARGET GROUP: E-PROCUREMENT IN POLAND, CZECH REPUBLIC, HUNGARY, SLOVENIA

DATE: 02/04/2009

The context of T.T. Actions in DOIP

Transfer-East →

e-Government to Business

*Transferring Government to Business IST Good Practices
to Eastern European New Member States*



FP6 – SSA [2006:2008] Technology transfer to P.A.'s

Project Scheme: Support Action

- The main objectives of Transfer-East project consisted in the investigation on G2B good practices matching the needs identified by five New Member States (PL, CZ, SK, HU, SL).
- This investigation had its results in the selection of 25 cases fulfilling requirements.
- Out of the 25, a final selection of 10 good practice cases will be carried out by partners in liaison with relevant Public Administrations.
- 2 GP have been transferred to selected PAs in NMS partner, though specific training activities.

Methodology of the T.T.

- investigation on G2B good practices matching the needs identified by five New Member States (PL, CZ, SK, HU, SL).
- selection of 25 cases fulfilling requirements.
- 10 good practice cases carried out by partners in liaison with relevant Public Administrations.
- 2 GP transferred to selected PAs in NMS partner, through specific training activities

Here is listed the methodology followed for achieve and complete the transfer of technology, from the TOP level (identification of the good practices) to the DOWN level (transfer to selected P.A.s).

This figures give also the idea of the ratio of the actual feasibility of the processes to be replied in other environments. The success was 2 out of 25 (about 15%)

Methodology: the Quality Assessment of a good practice:



- 1- use of ICT
- 2- innovativeness
- 3- managing eGovernment implementation
- 4- real practical results and impact
- 5- functionality
(both for users and for Government agency)
- 6- visibility
- 7- valuable learning points and transferability

Best practice or good practice?

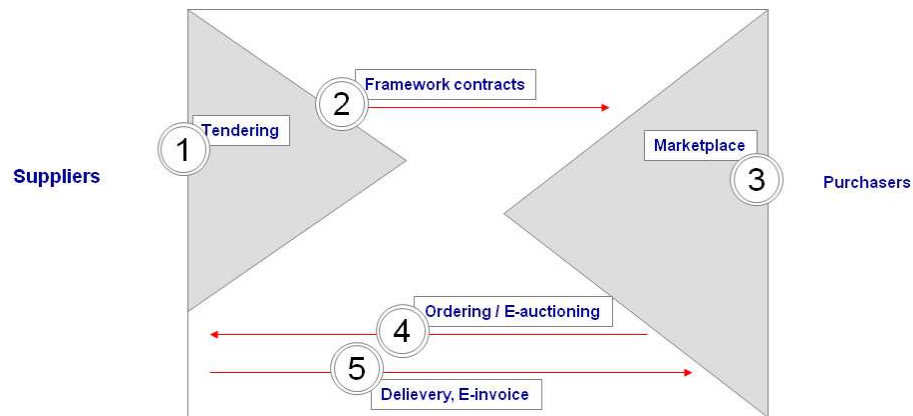
The DOIP is a good practice

What is a good practice?

It is a practice which fully or substantially achieves its own objectives:

- has a beneficial impact on its environment;
- provides useful learning points and lessons, acting as a reservoir of ideas, guides, checklists of good practices others can use as input to their own learning and implementation processes.

e-procurement scheme



The scheme to achieve the delivering is very light. Consisting in only five steps.

To be remarked: **E-auctions are only open to vendors already on the framework contracts**

The selected good practice: DOIP

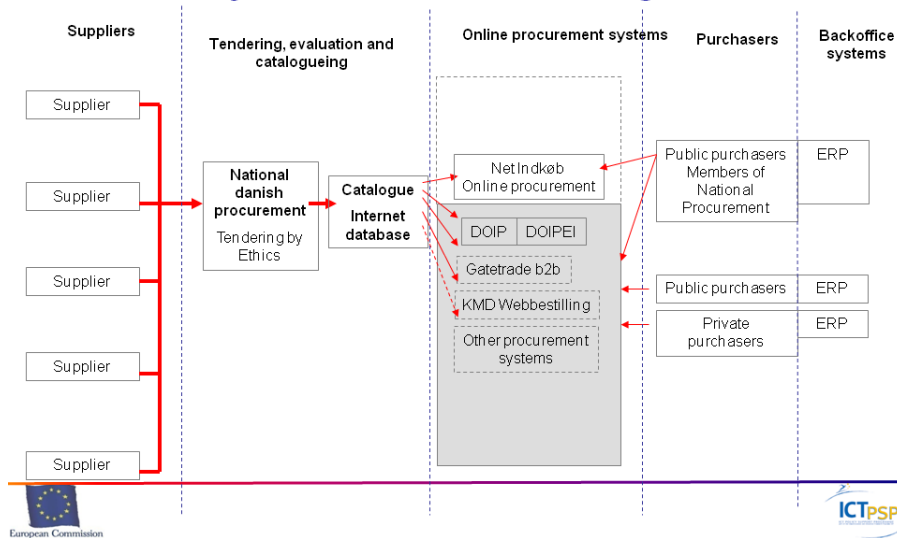
The Public Procurement Portal www.doip.dk

- DOIP is an electronic **marketsquare** with an overview of the goods on the framework contracts.
- Like any other web-shop purchasers can place an electronic order with a supplier.
- The workflow is controlled by doip
- The DOIPEI is an extension, which integrates the DOIP into the ERP systems of the purchaser
- E-auction

www.doip.dk is operated by "gatetrade.net", which is established and owned by the private companies Maersk Data, Danske Bank, Post Denmark and the telecom TDC.

The Public Procurement Portal is based on a framework agreement with Gatetrade. This agreement implies that the public sector defines their demands to the system/portal and that Gatetrade provides a system/portal based on these demands. Gatetrade already hosts the procurement portal www.gatetrade.net - a market place for private companies.

The System with DOIP at a glance



Using e-Auctioning on the DOIP is relevant in relation to

- Procurement of all goods and service (excluding building and construction)
- Tendering of framework contracts
- Mini-tender on existing framework contracts
- Public and limited tendering as an extension of framework contracts.

E-Auctions

- Increase competition among vendors
- Better prices and quality for the public purchasers
- Optimize price negotiations with the vendors
- Insures transparency and equal access among vendors
- are in line with recommendations from the EU Commission.



The list of POTENTIALITIES

DOIP Benefits

- Reduced procurement costs is obtained by better utilisation of framework agreements and by ensuring simple access to qualified information about suppliers and their products.
- Reduced transaction costs for suppliers and purchasers can be obtained by complete or partial automation of the information flow between procurement/financial systems and the suppliers' order and payment systems.
- Simpler access routes, as both purchasers and suppliers only have to integrate with one portal. A supplier can reach the whole public sector by presenting his product catalogues on the portal, and the purchaser can access the suppliers on the same portal. Everybody shares the catalogue this way, but they only has access to their own agreements.

The list of BENEFITS

Development cost

0,-€

The DOIP is an on-line service and it does not need to be installed and / or to comply with P.A.'s informatics system.

The service is ready to be used after the only registration of the party.

Cost of using doip

Payment per transaction

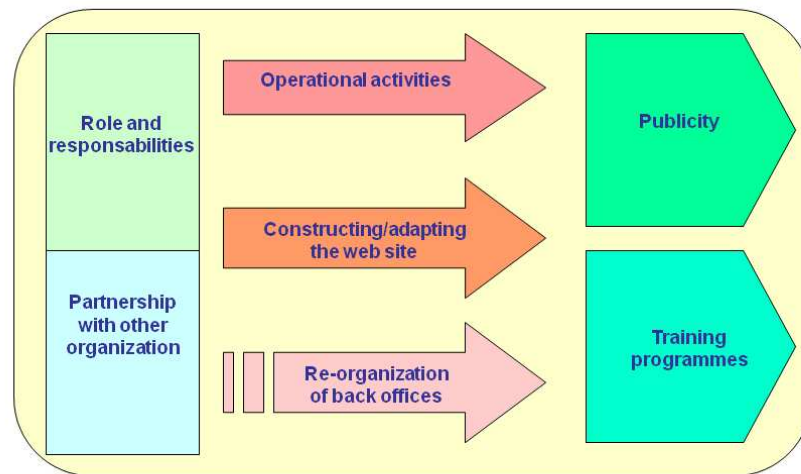
The cost of using DOIP is a percentage of the yearly turnover of the framework contracts (100 Euro = 740 kroner)

Yearly turnover (DDK)	Percentage	Reduced price
< 1 mio.	2,0 %	1,9 %
1 mio. – 4,99 mio.	1,9 %	1,8 %
5 mio. – 9,99 mio.	1,6 %	1,5 %
10 mio. – 24,99 mio.	1,2 %	1,1 %
25 mio. – 49,99 mio.	0,8 %	0,7 %
> 50 mio.	0,4 %	0,3 %

E-auctions on DOIP

- E-Auctions is a novelty in public purchasing offered on DOIP. Public purchasers with a single order of 500.000 Dkr (aprox. 67.000 €) are advised by SKI to make a “mini-tender” among the suppliers already on the framework contract at SKI. This allows the suppliers to offer prices even lower than the prices in the framework contract.
- If the purchase criteria is “lowest price” the tender can be made a an e-auction where the lowest price win. Public purchasers can even pool their procurement with other public purchasers. A coordinated procurement can result in better prices.

The process of adaptation in Slovenia, Czech Republic



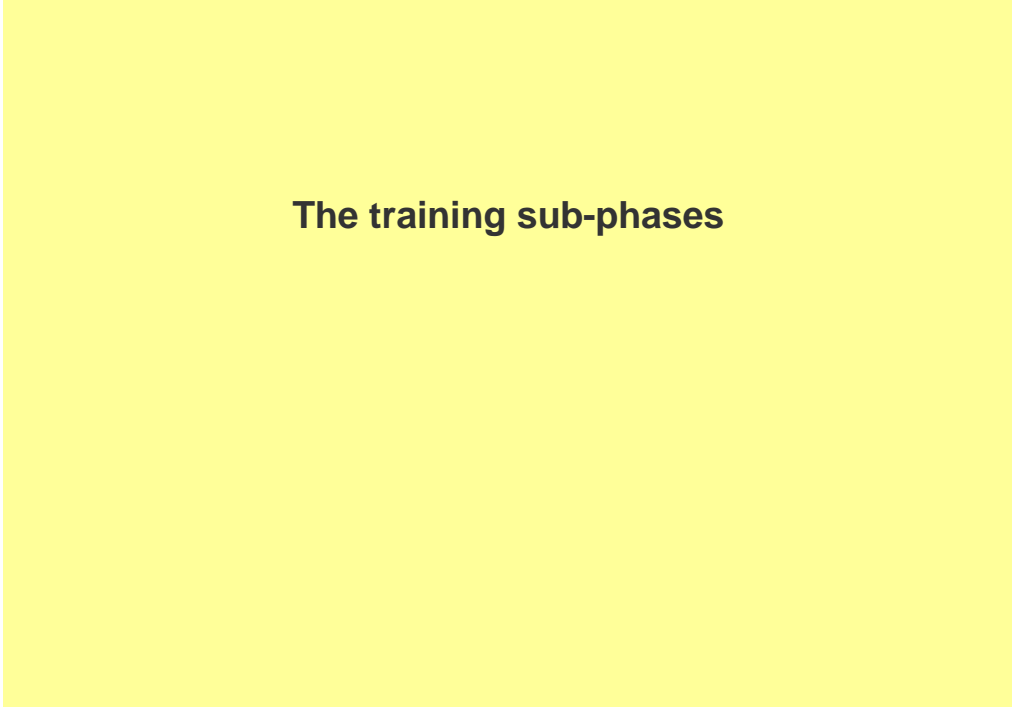
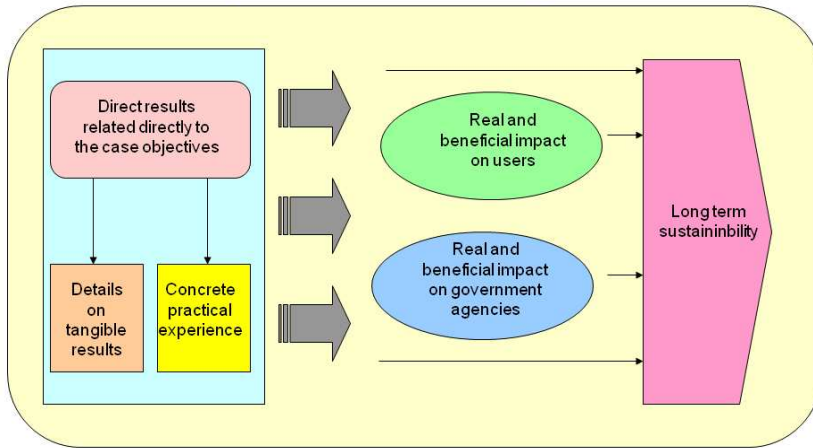
The steps followed to transfer the DOIP good practices into the two selected cases.

There have been three main phases:

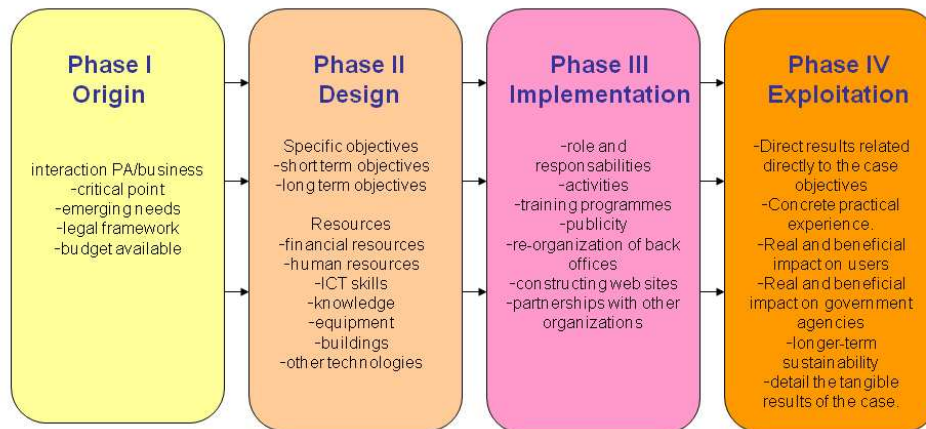
- Analysis
- Business development / costumers
- Actuation and training

It must be remarked that the DOIP experience has been replicated to another place, this is why we list the phase 2 “development”

Aspects of the training 1/2



Aspects of the training 2/2



The training sub-phases



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: INOVA+

CONTACT PERSON: ALFREDO SILVA (ALFREDO.SILVA@INOVAMAI.PT)

GOOD PRACTICE NAME: INTELLECTUAL PROPERTY SEARCH

SOURCE OF THE GOOD PRACTICE: PROJECT INNOVALL (GRANT NUMBER C046223)

TARGET GROUP: SMALL AND MEDIUM COMPANIES (SMEs)

DATE: 15/11/2008

Good Practice: Intellectual Property Search

Source: project Innovall

15/11/2008



- This presentation describes the good practice “Intellectual Property Search”, which demonstrates how the research of Intellectual Property information can increase an organization’s efficiency and innovation;
- The practice is based on the eTen project “Innovall”, whose goal is to create an Intellectual Property service based on a patent-search platform.

INNOVAL

➤ In an increasingly knowledge-based economy it is vital for companies to be able to quickly research patents, trademarks, and design rights (collectively known as **Industrial Property - IP**).

➤ Researching **IP** can be useful in many ways by allowing:

- to investigate what solutions exist for a technical problem;
- to obtain information on the activities of rivals (Business Intelligence);
- to learn who are the major players in a specific business area;
- to keep-up with new technical developments.

➤ In a constantly changing market, often with an high level of competition, companies in any area can only survive by being innovative and aware of what others are doing. The advantages they gain from researching **IP** information cannot be overstated.



- Most modern companies' business model is dependent to some degree on the manipulation of information, the so called "knowledge-based economy";
- An increasingly important part of that process is being able to research Industrial Property information, which can yield data important to an organization;
- The analysis of patent information can, among other advantages, enable to find existing processes or products that improve an organization's work, determine on what are its rivals working, learn who are the stakeholders in a certain business area, etc.
- This information can drastically impact the work efficiency and future planning of an organization, as well as foster innovation, all of which will give it an edge in the market.

INNOVAL

➤ However investigating **Industrial Property** is not an easy task:

- There is no central repository of patent information, instead there are several individual databases spread around the World;
- Patent information does not have a standard format across the different databases;
- Many patents (an estimated 30%) are not written in English.

➤ For these reasons and others the current tools to research **IP** information are very limited, so organizations are forced to either have departments dedicated to this activity (something that usually only large companies can afford) or use the (typically very expensive) services of specialized companies.

These difficulties put **IP** research and its advantages outside the reach of many low-resource organizations, particularly Small and Medium Companies (SMEs).



- Researching industrial property brings many advantages, but unfortunately is not an easy thing to do. There is no uniform, global patent law or repository, and each country of economic block has its own system;
- As such researching industrial property is an arduous task, requiring individually searching each database, harmonizing the retrieved data, and then crossing it;
- All of this can only be done by specialized services, which are expensive, therefore effectively barring smaller organizations (such as SMEs) from benefiting from the advantages of patent research.

INNOVALL

The **Innovall** project aims at bridging this gap by creating a new, Web-based service that enables individuals to directly search and analyze Industrial Property databases via powerful, efficient, and easy-to-use information-retrieval tools;

- The service is inexpensive, putting within reach of low-resource organizations the advantages of **IP** research;
- The search engine offers (at the moment) three different ways to retrieve **IP** information, each of which geared toward different research needs:
 - ❑ **Function:** returns all the ways to perform a certain task (e.g. “reduce drag”);
 - ❑ **Company:** returns the departments a company has around the world, where it is filling patents, who are the inventors filling them, etc.;
 - ❑ **Product:** returns which companies work on a type of product, what patents are involved in its creation, and which innovations it introduces;



- The Innovall project is an attempt to create a platform that not only retrieves information from several patent databases, but that also harmonizes and crosses it, and then finally displays it in a number of different ways according to need;
- A service is being developed around the platform that commercializes its capabilities at a low price, thus putting affordable intellectual property research within reach of SMEs and other low-resource organizations;
- The most important feature of the Innovall tool is its ability to allow searching the patent data in several ways. One can search by Function, Company, or Product, each of which organizes the data in a way that best fits the particular needs of the inserted query.

INNOVAL

➤ The **Function** search option uses an advanced analysis method that looks for concepts (rather than just for words like other engines), and then groups the results by area; this allows to search for patented solutions for technical problems, even if they are in different areas.

Screenshot of the engine's answer to a "reduce friction" search; all patented ways to do so are depicted grouped by area and selectable via a "fish-eye" layout.

What are different ways to reduce friction?

```

00.adherent chemical
01.air
02.annular flange
03.annular recesses
04.antifriction drive chain
05.arrangement
06.ball
07.band
08.bearing
09.bezels structure
10.ball
11.ball
12.ball
13.ball
14.ball
15.ball
16.ball
17.ball
18.ball
19.ball
20.ball
21.ball
22.ball
23.ball
24.ball
25.ball
26.ball
27.ball
28.ball
29.ball
30.ball
31.ball
32.ball
33.ball
34.ball
35.ball
36.ball
37.ball
38.ball
39.ball
40.ball
41.ball
42.ball
43.ball
44.ball
45.ball
46.ball
47.ball
48.ball
49.ball
50.ball
51.ball
52.ball
53.ball
54.ball
55.ball
56.ball
57.ball
58.ball
59.ball
60.ball
61.ball
62.ball
63.ball
64.ball
65.ball
66.ball
67.ball
68.ball
69.ball
70.ball
71.ball
72.ball
73.ball
74.ball
75.ball
76.ball
77.ball
78.ball
79.ball
80.ball
81.ball
82.ball
83.ball
84.ball
85.ball
86.ball
87.ball
88.ball
89.ball
90.ball
91.ball
92.ball
93.ball
94.ball
95.ball
96.ball
97.ball
98.ball
99.ball

```

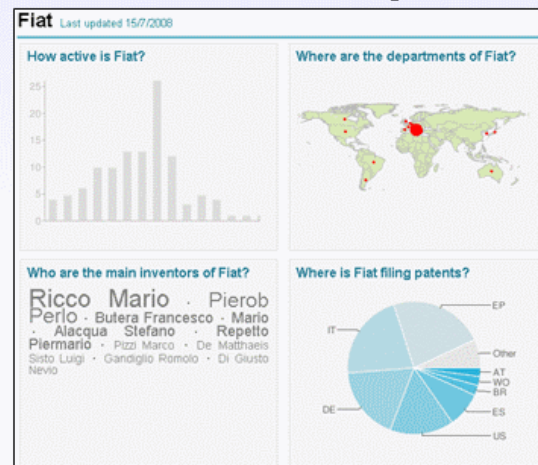


- The Function option is the most linear as it searches for all patents that solve a particular technical problem (for example “reduce friction”) and presents a list of results grouped by area;
- The search is done by concept rather than by word. In order to do so the tool adds synonyms to the text inserted by the user, and then searches them all (so not only “reduce friction” will be searched, but also “decrease friction”, “reduce drag”, etc.);
- By searching by concept in all technological areas one maximizes the chances to find a patented process or product that best solves a technical problem, as well as giving an overview of all the different solutions that exist.

INNOVAL

➤ The **Company** search allows to research an organization's **IP** activities on several ways. For example: what's the distribution of their departments? Where is it filling patents? Who are its main inventors? This allows to investigate what other organizations are doing.

Screenshot of a search for company "Fiat", which presents in several ways all the patent information the former has filled:




- The Company option is best used as a source of Business Intelligence, as it presents in different ways all the patent data related to a specific company;
- The company's patent data is presented in several ways, each of which offers a different view of the organization's activities. Some of them are:
 - Number of patents by year, which is useful to determine the evolution of the company's patent activity;
 - Distribution of the companies departments around the world, good to deduce the company's internal organization;
 - Who are the main patent holders within the organization;
 - Distribution of patent submission across the world, useful to determine its international business plans.

INNOVAL

➤ The **Product** search allows to search for **IP** related to a specific product or a class of products. For example: what companies work on it? What innovations it brought? This is helpful both for Business Intelligence and to keep-up with new innovations in an area.

Screenshot of a search for product "car", showing what companies are specialized on this type of product, as well as what innovations it has and what parts it is made of.

car Last updated 15/7/2009

<p>Which companies work on car?</p> <p>Daewoo Motor - Daimlerchrysler - Volkswagen - Honda Motor - Hyundai Motor - KIA Motors - Mazda Motor - Nissan Motor - Toyota Motor - Volkswagen</p>	<p>Innovations on car</p>  <p>Properties: field, different components, partially asymmetric, ...</p> <p>Functions: make it portable, make it appeal to more senses, increase cleaning power, ...</p>
<p>What parts does car consist of?</p> <p>car + range of block pinion roller first</p>	



- The Product option is useful as both a source of Business Intelligence, and to learn more about a type of product or who works on it;
- A product's information is presented in (at the moment) three different ways, each of which showing a different take on the product's patent data:
 - Which companies work on this type of product, allows to learn who are the main stakeholders in that particular field;
 - Innovations present on the manufacturing of that type of product;
 - Of what parts that type of product is made of, can be used both to gather business intelligence and to learn more about it or the technological field it belongs to.

INNOVALL

- Using the Innovall search engine allows to research Intellectual Property information in many ways, which brings several advantages to its users:
 - Quickly find what solutions exist to a specific problem (for example “reduce friction”), even if they are in different technological areas;
 - Investigate what rival organizations are doing by analyzing the patents they have filled, and where in the world they have done so;
 - Learn what patents are involved in the creation of a specific type of product, as well as which companies are specialized in developing such products;
 - Keep-up with new developments on any technological area.

➤ Effective Intellectual Property research is a vital activity for any modern organization as it allows for great savings in both time and money, giving it an edge over rivals in a competitive market.



- The Innovall service allows to harvest the advantages of intellectual property search in an affordable way, thus being a useful resource for smaller organizations;
- The options available in the tool were designed to match the most frequent intellectual property research needs, and the search results made to cover the different ways a user will need to analyze the information;

INNOVALL

➤ Innovall is a currently running eTen project that started in 01/10/2007 and will end in 31/03/2009, after which date it will become a commercial service. It is being developed by a consortium of six companies:

- Inova+ (Portugal)
- Infobalt (Lithuania)
- Cybion (Italy)
- IPN (Portugal)
- CREAX (Belgium)
- Universidad Alicante (Spain)

➤ To know more about Innovall please contact us:

- Project's webpage: www.innovall.eu
- Project coordinator:
 - Name: Alfredo Silva
 - E-mail: alfredo.silva@inovamais.pt
 - Telephone: +351 22 939 63 50



- The Innovall project has already deployed the search platform to the general public and it is currently testing it under real-life conditions in a number of organizations that volunteered to participate in the test phase;
- Organizations that wish to test the platform can volunteer to participate in the test phase (schedule to run until the end of February 2009), being given full access to the platform for free. If you are interested please contact us.



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: FUTURETEC – GESELLSCHAFT FÜR ANGEWANDTE INFORMATIK MBH

CONTACT PERSON: DIPL. INF. WOLF REHM

GOOD PRACTICE NAME: PROMIS - PROCESS ORIENTED INTEGRATED QUALITY MANAGEMENT INTERACTIVE SERVICES AND eTRAINING FOR SMEs AND THEIR CONSULTANTS

SOURCE OF THE GOOD PRACTICE: FUTURETEC – GESELLSCHAFT FÜR ANGEWANDTE INFORMATIK MBH

TARGET GROUP: EUROPEAN SMEs, CONSULTANTS, ASSOCIATIONS OF SMEs AND ASSOCIATIONS OF SME

DATE: OCTOBER 2008



PROMIS[®]

**Process Oriented Integrated Quality Management
Interactive Services and eTraining for
SMEs and their Consultants**

Caterina Berbenni-Rehm, CEO
PROMIS@Service Sarl
4, Rue Tony Neumann, L- 2241 Luxembourg
Email: crehm@promisatservice.eu
Tel: 00352 621 257 358
Former CEO of FUTUREtec – Gesellschaft für angewandte Informatik mbH

www.promis.eu

PROMIS is a Single Point Performance, Compliance and Improvement for European SMEs

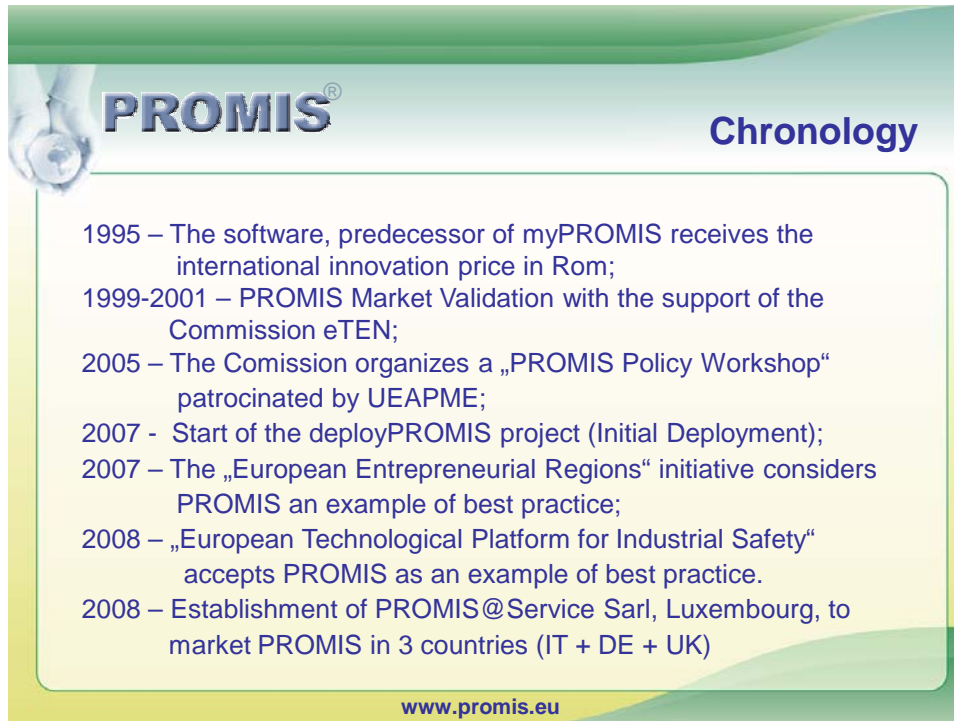
The PROBLEM:

Increasing difficulty for SMEs to master the complexity of regulations in environment, health and safety, and quality (SHEQ)

SMEs very often lack the time and manpower to implement these safety requirements themselves and therefore use the support of SHEQ consultants. These consultants in turn need knowledge about updated laws and safety requirements.

The SOLUTION:

Empowering SMEs to deal with a complex regulatory environment, to control the totality of their organization's performance, transparently demonstrate compliance, and support continual improvement



PROMIS[®] **Chronology**

1995 – The software, predecessor of myPROMIS receives the international innovation price in Rom;

1999-2001 – PROMIS Market Validation with the support of the Commission eTEN;

2005 – The Commission organizes a „PROMIS Policy Workshop“ patrocinated by UEAPME;

2007 - Start of the deployPROMIS project (Initial Deployment);

2007 – The „European Entrepreneurial Regions“ initiative considers PROMIS an example of best practice;

2008 – „European Technological Platform for Industrial Safety“ accepts PROMIS as an example of best practice.

2008 – Establishment of PROMIS@Service Sarl, Luxembourg, to market PROMIS in 3 countries (IT + DE + UK)

www.promis.eu

PROMIS@Service Sarl, as result of the deployPROMIS project.

Incorporated May 2008 in Luxembourg with the sole objective to market the PROMIS service at European level.

- 10 employees (7 ICT) (2008)→ 20 (2009)
- Operational in Luxembourg since Nov. 2008

The core business of PROMIS@Service is to offer European SMEs multilingual and multicountry interactive services, eLearning, eTraining and high quality content.

It is also to offer an electronic handbook following ISO, EMAS and OHS requirements which helps SMEs to reach de facto compliance.



PROMIS[®] deployPROMIS Consortium

ENE A FUTUR Etec CEPAS ISPESL

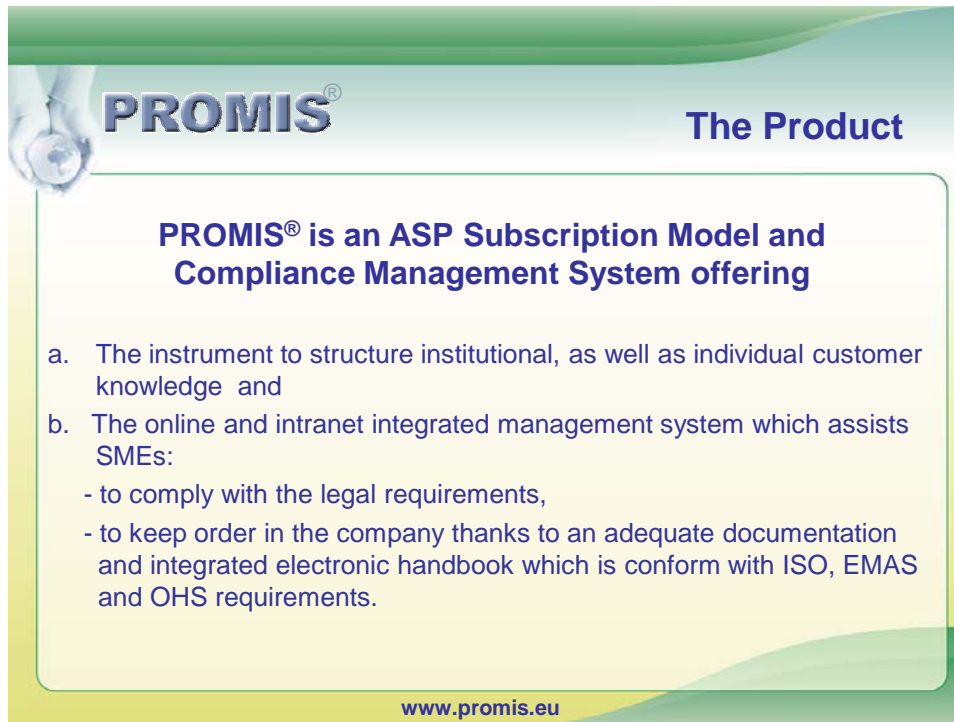
CNA cen Envirolink Northwest FSO

ZEUS Middlesex University Kooperationsstelle Hamburg

www.promis.eu

The consortium partners have the opportunity to enter in the new company PROMIS@Service Sarl with either assets (e.g. technology, content, methodology, market) or with cash participation.

A first round of investors support the new company.



PROMIS[®] **The Product**

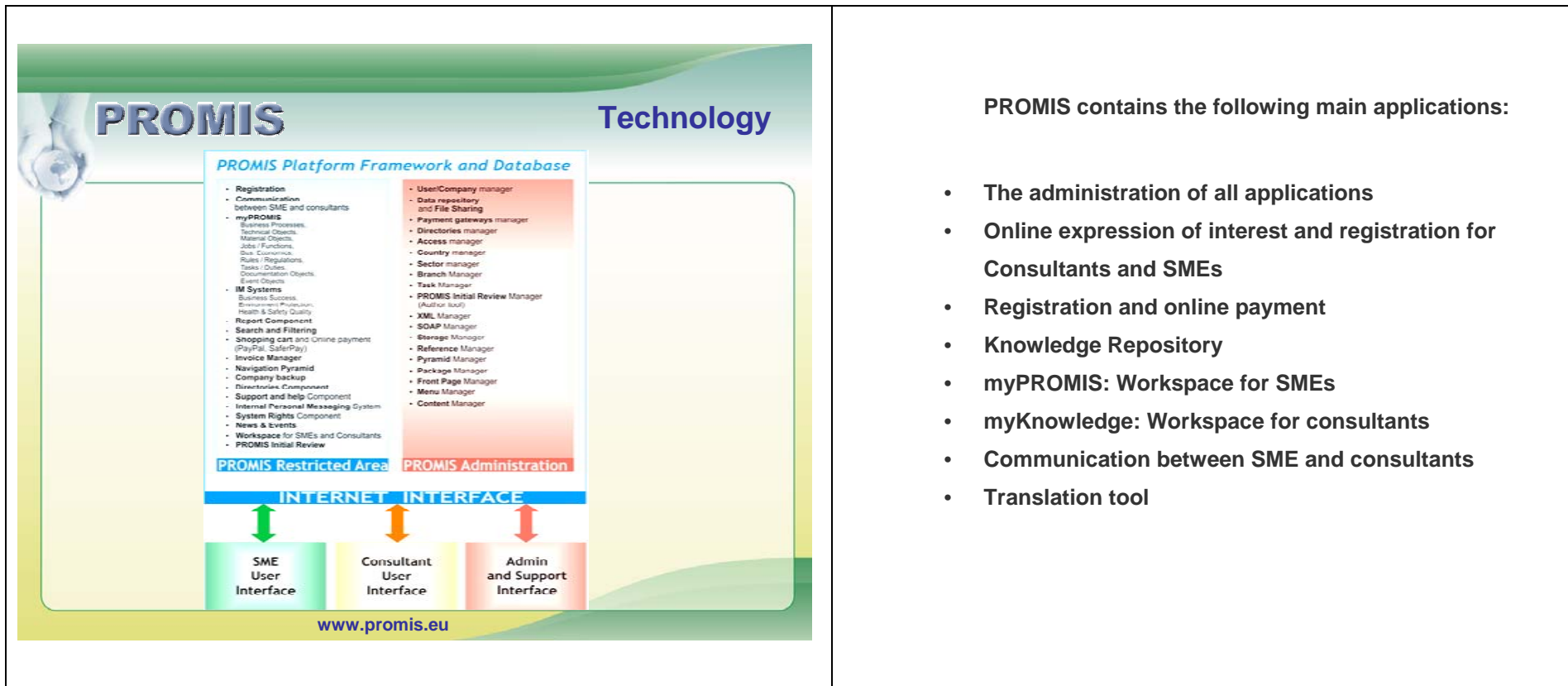
PROMIS[®] is an ASP Subscription Model and Compliance Management System offering

- The instrument to structure institutional, as well as individual customer knowledge and
- The online and intranet integrated management system which assists SMEs:
 - to comply with the legal requirements,
 - to keep order in the company thanks to an adequate documentation and integrated electronic handbook which is conform with ISO, EMAS and OHS requirements.

www.promis.eu

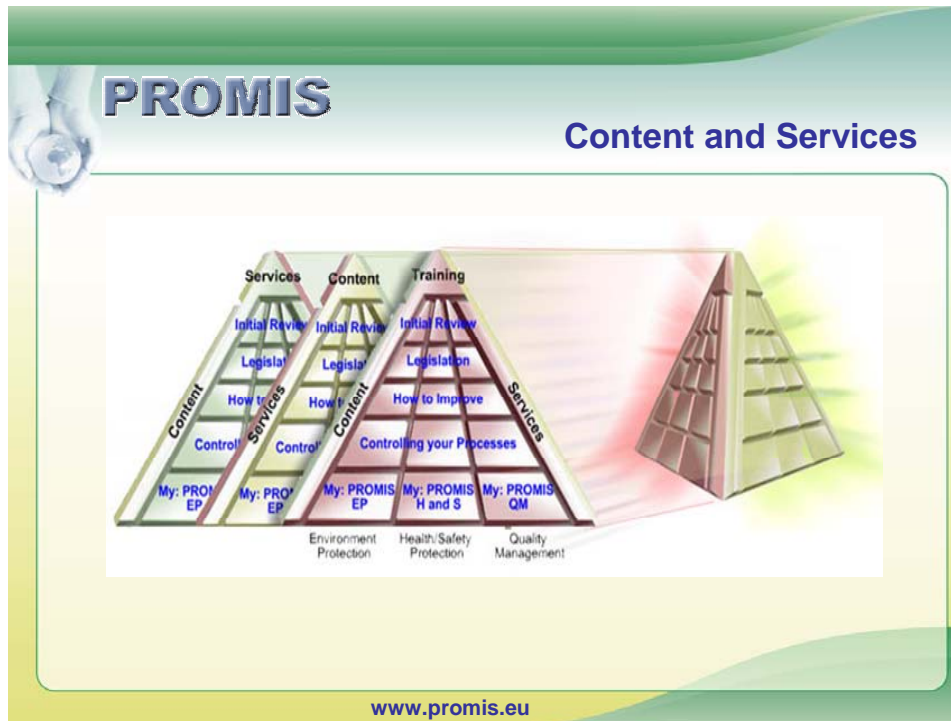
Product Characteristics

- **Multinational and multilingual**
- **Online interactive collaboration between SMEs and their consultants**
- **Supporting a de-facto certification and compliance for SMEs**
- **In 2009, Europe-wide recognized qualification for the PROMIS Consultants through CEN (CWA 41)**
- **Outgrowth of 3 EU funded projects**
- **More than 12 years product development**



PROMIS contains the following main applications:

- The administration of all applications
- Online expression of interest and registration for Consultants and SMEs
- Registration and online payment
- Knowledge Repository
- myPROMIS: Workspace for SMEs
- myKnowledge: Workspace for consultants
- Communication between SME and consultants
- Translation tool



PROMIS is represented as a 3-dimensional pyramid.

Each face of the pyramid gives access to one of the main areas:

(1) Services (2) Content (3) Training

Each of these faces is sub-divided into 3 main areas/sections:

- Environmental Management
- Health & Safety Management
- Quality Management

and each sector is divided into several levels:

- ⇒ **Initial review** – allows to assess your current performance in environmental, health and safety and quality management
- ⇒ **Legislation** – helps build up a register of relevant legislation
- ⇒ **How to improve** – guides through an improvement programme
- ⇒ **Controlling your processes** – provides management system controls
- ⇒ **myPROMIS**, the core of the PROMIS service, is the internet based integrated management solution.

This application supports and integrates compliance with legislation and management systems in a user-friendly format that accommodates organisations of all sizes and sectors. myPROMIS supports in all the stages of implementation, automatically documenting the outcome in an electronic handbook which follows ISO, EMAS and OHSAS requirements.



PROMIS[®] Market Size and Approach

Potential Market: 12,3 Mio European SMEs
Italy (4.1), Germany (3.5), UK (3.5)
Rumania (0.4), Greece, (0.8)
Target Market: 2,9 Mio SMEs

Marketing Approach: wide reach, low-cost, high-volume service

Indirect:
Associations of Consultants + SMEs,
Direct:
SMEs and consultants in all sectors
Facilitated by
ChCo, national Certification bodies

Source: European Commission, Observatory of EU SMEs 2002 / Nr. 2: SMEs in Europe, including a first glance at EU candidate countries

www.promis.eu

The market introduction of PROMIS started with 3 countries:

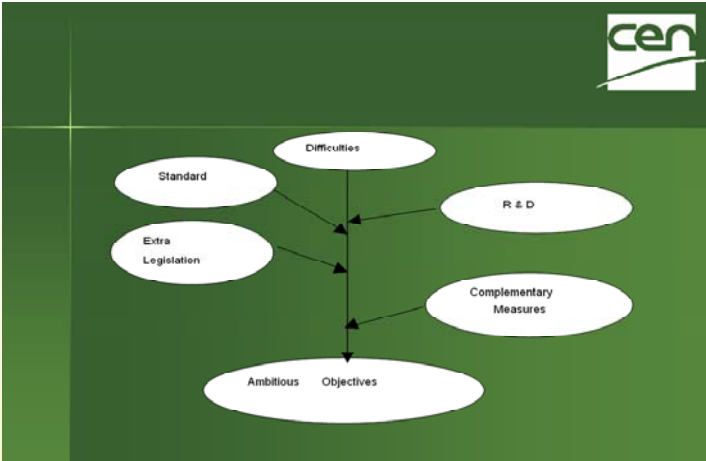
- 1 Italy
- 2 Germany and German speaking countries:
 - Austria
 - Switzerland
- 3 United Kingdom and English speaking countries:
 - Ireland
 - Malta
 - Etc.

Subsequently other countries will be addressed like


Rumania, Greece, France, Spain, etc

PROMIS[®] **CEN WS 41**

Qualification of SHEQ Consultants



www.promis.eu



CEN is supporting PROMIS as facilitator

The CEN Workshop (CWA 41) - Competence of specialists advising SMEs concerning integrated quality, environment, health and safety, aims at setting rules and guidelines for the qualification of consultants at European level



PROMIS[®] Gone Online

www.promis.eu

Visit us in the SME Village

Booth C 17

www.promis.eu

First phase online GO has started with:

- 1) **For SMEs: A promotional action consisting of 1 hour online demo-training if they register until the 31st December 2008**
- 2) **For Consultants: Registration of the Expression of Interest to start with the qualification process.**



PROMIS[®]

Conclusion

Thank you for your kind attention !

Caterina Berbenni-Rehm
PROMIS@Service Sarl
4, Rue Tony Neumann, L- 2241
Luxembourg
Email: crehm@promisatservice.eu
Tel: 00352 621 257 358

www.promis.eu





PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: INMARK

CONTACT PERSON: YOLANDA URSA

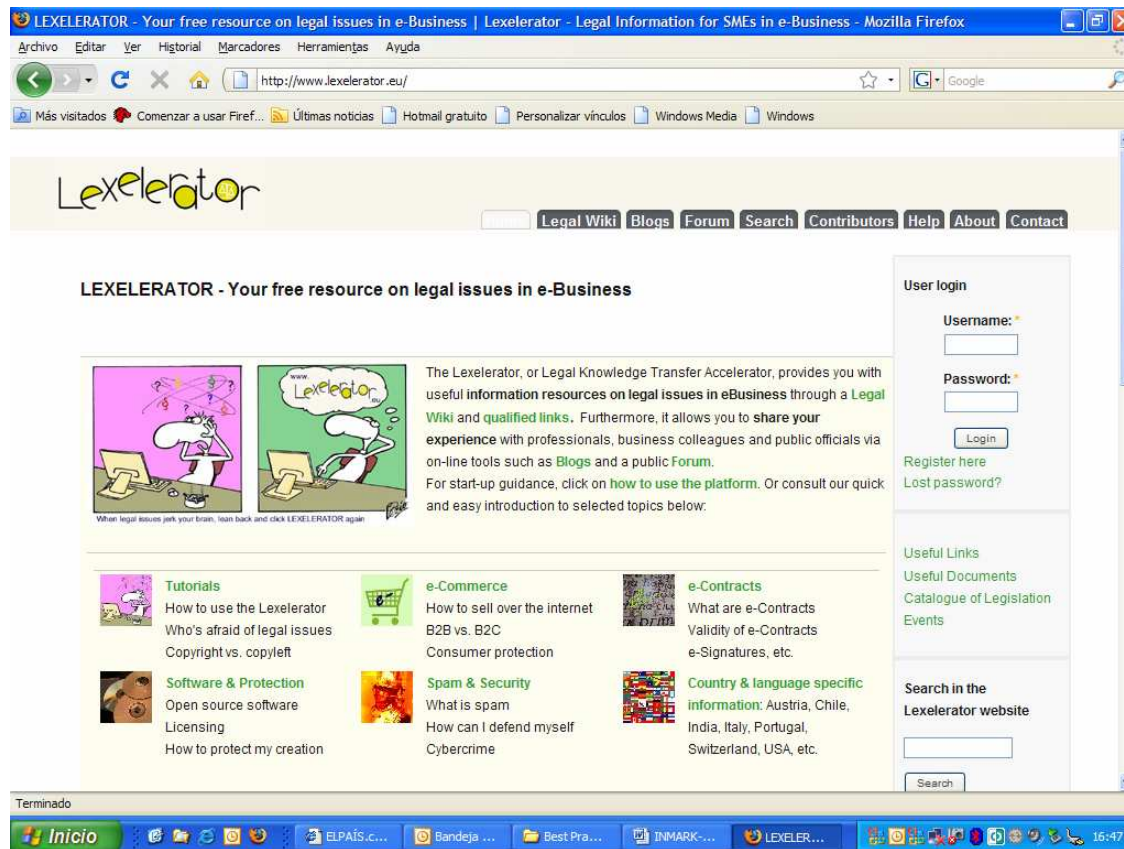
GOOD PRACTICE NAME: LEXELERATOR

SOURCE OF THE GOOD PRACTICE: LEKTOR PROJECT

TARGET GROUP: SMES IN E-BUSINESS

DATE: 4 NOVEMBER 2008

What is LEXELERATOR? www.lexelerator.eu



Lexelerator www.lexelerator.eu is a Web 2.0 platform, (based on OSS) that provides information resources on legal issues in e-business and facilitates experience sharing between legal professionals, business executives and public officials.

It stems from the IST project LEKTOR (Nr. 034932), a support action to raise awareness of potential legal obstacles in the context of e-business and to provide solutions by creating a platform for autonomous legal knowledge exchange among the target groups, particularly SMEs. Details about the project itself can be found at: www.ubique.org/lektor

The Lexelerator platform was publicly launched on 15 October 2007. Since then, the Lexelerator platform is accessible and easy to use for those people looking for legal information about e-business issues.

The partnership:

- INMARK, Spain (Project Co-ordinator)
- EMF- European Multimedia Forum, UK
- Firenzy Tecnologia, Italy
- Prologue International, San Francisco, USA
- ITSMA – Bangalore, India
- ADI Chile

LEXELERATOR platform features

- Legal Wiki:
 - Catalogue of legal issues in e-business
- Blogs:
 - Electronic journals
- Forum:
 - On-line Q and A on legal issues
- Information Resources:
 - Useful links
 - Useful documents
 - Catalogue of legislation (EU Directives)
 - Events
 - Geographic highlights (South America, USA, India)
 - Topical highlights (eTourism, ...)
 - News

Search engine
(free text &
Advanced search
criteria)

The Lexelerator provides users with useful **information resources on legal issues in e-business** through a [Legal Wiki](#) and [qualified links](#). Furthermore, it allows to **share experience** with professionals, business colleagues and public officials via on-line tools such as [Blogs](#) and a public [Forum](#).

Legal Wiki: alphabetical keywords give basic info and explain the impact on e-business

Forum: for users to exchange experience, Discuss problems etc

Blogs provide in-depth knowledge on specific topics; they can be run in any language

Contributors: those that share their expert knowledge with YOU

The level of acceptance is high and about 100 contributors from 15 countries collaborate with content in different sections of Lexelerator. The number of registered users reached 1.100.

LEXELERATOR benefits

Lexelerator helps overcome main legal barriers to e-business:

- Lack of awareness of the legal framework (94%)
- Lack of trust and security (of SMEs & consumers) in e-commerce (e.g. digital payments, privacy and data protection)
- Difficult access to legal and regulatory information >> insecurity
- Lack of standards for e-commerce and electronic signature
- Differences in legislation implementation among EU countries
 - Contracts enforcement, Copyright, e-invoicing, VAT...

If you want to become interactive, please register at www.lexelerator.eu and use the Lexelerator as a free service to reach and interact with all stakeholders in e-business.

Main perceived legal barriers are not the legal provisions as such, but the lack of awareness of existing e-business legislation
Perception of insecurity of e-transactions by SMEs and consumers is a major barrier to cross-border trade.
Cultural barriers: language and cultural differences between suppliers and demanders are a restriction for e-business

Originally geared at SMEs and SME clusters, Lexelerator's usefulness has been acknowledged by intermediary organizations, academia, consumers as well as EU project participants.

As an open platform, it offers all means for expansion, e.g. through links with other platforms, the creation of national mirror sites, etc. In short, it is a tool that bridges the information gaps and facilitates the emergence of adequate, well-balanced hard & soft law based on global consensus.

The Lexelerator is already linking up with international organizations such as CEN/ISSS, WIPO and Global SME (European Parliament).

The Lexelerator (www.lexelerator.eu) pioneers a Web 2.0 platform that allows all parties interested in legal issues in e-business to access & share information, contribute, discuss and exchange experiences through a legal Wiki, Blogs, Fora, as well as information repositories fed by "contributors" (persons who have a confirmed knowledge and want to share their expertise with platform users in non-legal language).



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: ACENO

CONTACT PERSON: SINEAD QUEALY

GOOD PRACTICE NAME: GOVERNMENT TENDERS – GUIDES TO BEST PRACTICE

SOURCE OF THE GOOD PRACTICE: IMENABLED

TARGET GROUP: Marketing and Dissemination Strategies

DATE: 31/10/08

NET-SHARE

Our presentation outlines best practices to be considered when applying for Government Tenders.

The first slides introduce the TSSG and the eTen project – IM Enabled. The project worked towards deploying an Instant Messaging service for Government agencies.

We outline the lessons learned in the following five key areas:

- Offering
- Permissions
- Tendering Process
- Commercial Element
- Security

The presentation continues by taking each heading and describing what was learned through IM Enabled's journey through a Tendering Process for a technical product.

IM Enabled has created a valuable bank of knowledge and experience through applying for such tenders and has helped other projects and companies to deal with certain obstacles.

Grant Agreement: 225004

TSSG



- The Telecommunications, Software and Systems Group is based in Waterford, Ireland
- The TSSG is one of Ireland's leading research facilities in the field of computer communications and associated software



Waterford Institute of Technology
INSTITIÚID TEICNEOLAÍOCHTA PHORT LAIRGE

Based in Waterford, the TSSG strives to achieve excellence in its research into and commercialisation of innovative technologies and products.

We are a leader in ICT research in Ireland, currently employing over 150 dedicated researchers and developers.

Founded in 1996 we have won over €40 million of funding for a variety of projects and enterprises.

The Project



- The TSSG worked on an e-Ten project - IM Enabled
- IM Enabled's remit was to create an instant messaging service for government agencies and departments

IM Enabled discovered a number of important and practical tips when working on Government Tenders.

The IM Enabled project was established to undertake a Trans European market validation of a service called Zimbie, an extensible service framework to facilitate the IM Enabling of eGovernment services.

- The best practices recommended by IM Enabled fall under the following headings:
 - Offering
 - Permissions
 - Tendering Process
 - Commercial Element
 - Security

The main categories that the advice falls into deal with:

- the preparation of a proposal
- considerations to be taken into account for deployment
- the tenders process itself and the importance of getting the basics right
- commercial track record of a company
- protection of information

Offering



- Offer the complete service
- The company must be able to provide all of the required work
- Do not depend on the agency or department for any element
- Price the work accordingly

When creating a proposal for a Government body or agency, always include a complete end to end package.

All of the work necessary should be under the control of your company and project. While this may result in a cost for outsourcing, include the cost in the proposal and take the responsibility for the outsourcing. An end to end solution has to be submitted – do not rely on any department to outsource on your behalf.

Permissions



- Governments differ
- Departments within Governments differ
- Countries differ
- Regions within countries differ

Always clarify exactly what your company will be allowed to change and expected to work with with regard to infrastructure and technology.

Bear in mind that changes to Government infrastructure can take time, and in worst case scenarios, can take a change in Government legislation.

Research into permissions you may require and technologies and systems you may have to work with is crucial.

Permissions



- Where possible, ensure that your project does not change the existing infrastructure
- If the project requires changes, these changes need to be explained fully and in huge detail
- Each jurisdiction will need to approve each change to the infrastructure
- Some may require Government Legislation
- This can be an unnecessary and costly delay and may ultimately kill the project

Where possible, ensure that your project does not change the existing infrastructure

If the project requires changes, these changes need to be explained fully and in huge detail

Each jurisdiction will need to approve each change to the infrastructure

Some may require Government Legislation

This can be an unnecessary and costly delay and may ultimately kill the project

Tendering Process



- Lowest Common Denominator
- All tenders are measured against standard requirements
- Extra functionality is not considered
- If basics are not good enough, extras will not secure a tender
- Get the basics right

Get the basics right. No matter how good the more difficult and complex parts of your product are, a contract will only be awarded based on the quality of the basics. There is an effort to make the tenders pitch as level as possible and so a company with a more basic product, but where the simple things are done correctly could win over a complex and highly innovative product where some simple tasks are overlooked.

Tendering Process...example



Company	<i>Innovative Ltd</i>	<i>Ordinary Ltd</i>
Product Features in Common	Stores Information (Non Secure Storage)	Stores Information (Secure Storage)
	Reports available as graphs	Reports available as graphs
	Sends Text Alerts	Sends Text Alerts
Additional Features	Optional E-mail alerts	None
	Bluetooth enabled	None
Tender awarded	No	Yes

This table illustrates how two products are judged in the tendering process. The product from Innovative Ltd had some very clever add ons, for example e-mail alerts and was blue tooth enabled. However it fell down on some of the basics. The Ordinary Ltd product had the basics correct with no add ons, and it won the contract.

Commercial Element



- It is an advantage if the product has a proven track record in the market place
- Some agencies and departments may require three years of accounts from a company before they can award a tender
- As the tendering process can be time consuming, finding out exact criteria before applying would be advisable

Sometimes a contract may only be awarded to a company with a minimum of three years of accounts – always read the tender document carefully to avoid wasting time applying for a contract you simply cannot win.

It is an advantage if the product has a proven track record in the market place. Some agencies and departments may require three years of accounts from a company before they can award a tender. As the tendering process can be time consuming, finding out exact criteria before applying would be advisable

Security



- Government bodies insist on hacker proof communications methods
- Have a built in authentication process
- Ensure a message cannot be tampered with
- Prove that the sender is who they say they are

Government bodies are, rightly, very concerned about the security and reliability of communications software and devices. Your company must also treat these as a priority.

Conclusion



- Offer and price a complete package
- Work with existing infrastructures
- Get the basics right
- Have a commercial track record
- Secure communications

To conclude – do your research thoroughly and prepare every aspect of your tender to the best of your ability.



Grant Agreement: 225004

Good Luck!



Thank you!

Wishing you the best of luck with your projects!





PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: ASCAMM

CONTACT PERSON: MANUEL LEON

GOOD PRACTICE NAME:

SOURCE OF THE GOOD PRACTICE:

TARGET GROUP:

DATE:



Grant Agreement: 225004



NET-SHARE



Grant Agreement: 225004



Best practices on management of multi-departmental projects and geographically disperse teams.



This presentation targets SMEs with structured departments that are involved in multi-departmental projects and SMEs with geographically disperse teams.

Target Audience

- SMEs structured in departments
 - SMEs with multi-departmental projects
- SMEs with geographically disperse teams.
 - Multiple offices in distant locations.
 - Collaborations with other companies

Problems with the traditional Approach

- Decentralised project management activities.
- Complex projects usually treated as a compilation of small subprojects.
- Limited communication between partners
 - Inefficient flow of important information.
 - Limited access to project's documents
 - Fragile global planning
 - Slow reaction time to problems.

Using a traditional project management to address collaborative projects have the following shortcomings:

1.- All project management activities are decentralised and global policies are difficult to enforce.

2.- Communication is usually an issue for this projects, which induces

2.1 tessellation of the global project into independent subprojects.

2.2 Inefficient flow of information between subprojects

2.3 Poor access to the documentation generated throughout the project lifecycle

3.- All these shortcomings clearly show how using a traditional approach provides

3.1 weak and fragile global planning --> Subprojects become blackboxes with input and outputs well defined but with no control over processes and status.

3.2 Slow reaction time --> Problems can only be spotted by subproject managers and global contingent plans are difficult to implement.

3.3 Inefficient global management--> While subproject management is well covered, the inner relations between different subprojects is not well covered which might easily induce longer process cycles and poor resolution of subprojects interdependencies.

Grant Agreement: 225004

Project Management Processes need to be active throughout all the project life time.

Project Management must ensure the achieve of all the project activities, as they are defined by the project life cycle, managing all the aspects related with it: milestones, deliverables,...

Project Management

Phase 1

Phase 2

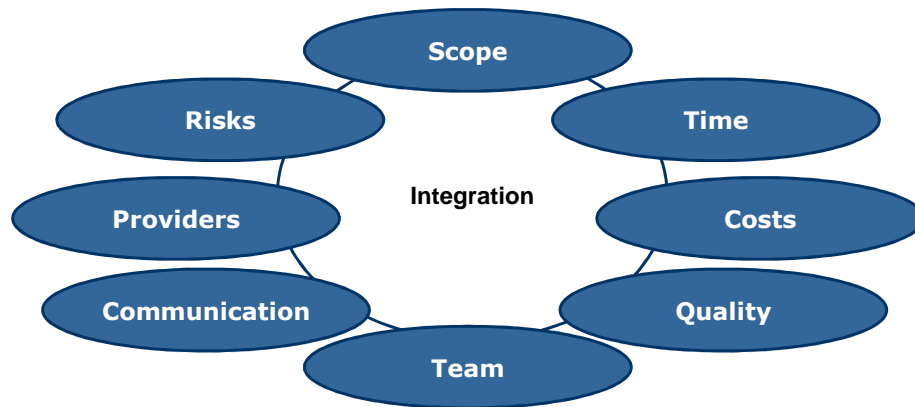
Phase 3

.....

Phase N

**Independently of the project lifecycle
we must apply some management processes
to ensure the successful execution of project.**

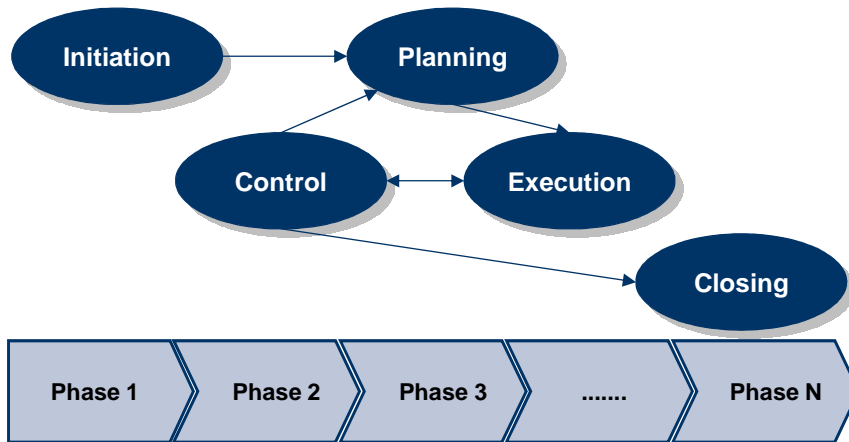
The management of a project implies the management of eight different aspects / areas and the integration between them.



The management of a project implies the management of eight different aspects / areas and the integration between them.

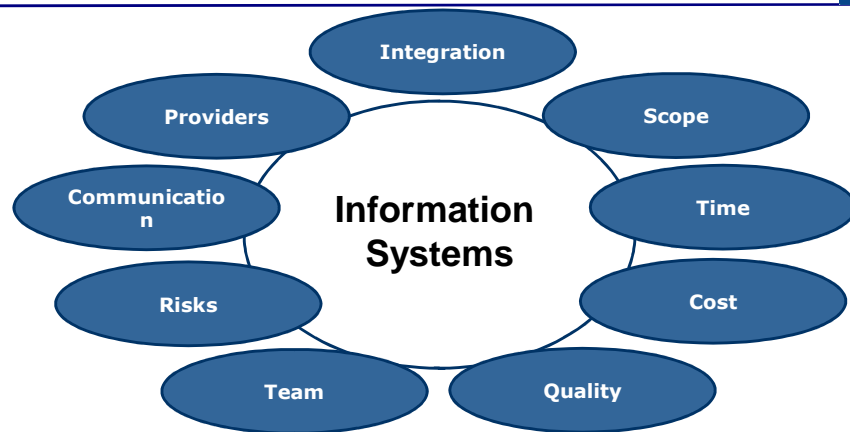
Grant Agreement: 225004

The 5 key moments in every project life.



**All project have 5 'moments',
from start to close.**

Grant Agreement: 225004



Information Systems must offer to the project manager different tools and functionalities to support the management all the project aspects.

Information Systems must offer to the project manager different tools and functionalities to support the management all the project aspects.

Grant Agreement: 225004



- Custom-IMD is an integrated project funded by the European Framework Programme 6.
- 23 companies from 7 different countries collaborate.
- ASCAMM is the project coordinator.
- Procemm is ASCAMM's own collaborative project management platform which is being successfully used for CustomIMD and many other projects.

A successful application of an ICT aided collaborative project management is the European funded project Custom-IMD. The project focuses on the creation of customised human implants within a 48 hours time limit.

The global project is divided into subprojects, most of them heavily interconnected and sharing a significant amount of information.

The consortium comprises 23 companies from 7 different countries with Fundación ASCAMM as the project coordinator.

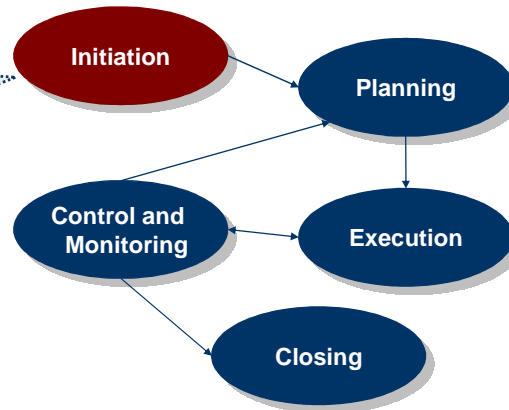
The ICT collaborative project management tool used, PROCEMM, has been built in-house following the specification of our experienced Project Management Department.

PROCEMM is actively used by several organisations.

The following slides provide a description on how to manage a project using PROCEMM.

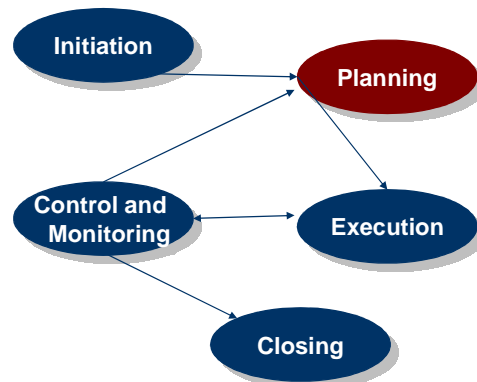
Grant Agreement: 225004

- P1. Project Charter and preliminary project scope definition



At the start of project we must define the scope of it, its restrictions and assumptions, assign the project manager and write the “Project Charter”.

Grant Agreement: 225004

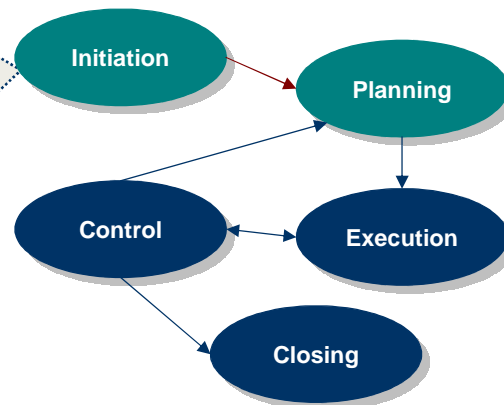


- P2. Scope Definition and Planning (WBS)
- P3. Activities definition, sequence, resources, duration and schedule
- P4. Team and acquisitions definition and procurement planning
- P5. Communications Plan
- P6. Cost estimation and budget elaboration
- P7. Quality Planning
- P8. Risk Assessment
- P9. Project Plan Management Definition

Project planning must be done at the start of project, in every project phase and when some variation occurs during execution (replanning), and covers all the aspects.

Grant Agreement: 225004

- Project definition: description, organization,...
- Project Work Breakdown Structure: Workpackages
- Activities: Tasks and subtasks
- Schedule: Gantt Diagram
- Work: Deliverables
- Responsibilities: WP, tasks and subtasks Leaders



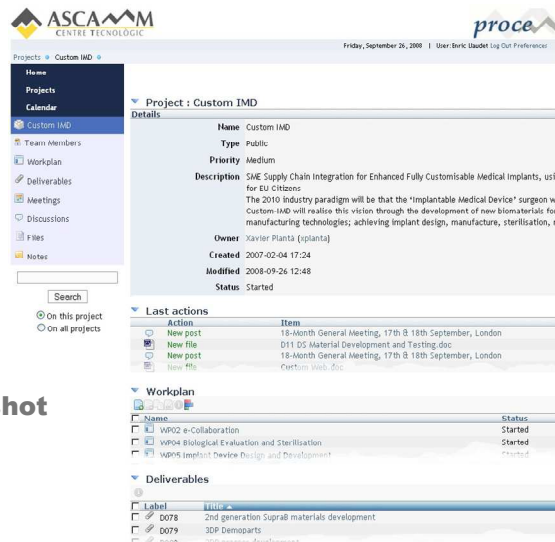
PROCEMM lets define the detailed scope and schedule the planning with the responsible assigned to.

Grant Agreement: 225004



The first step in PROCEMM is to create a new project. The process of creating a project covers:

- Brief description of the project
- Setting start and end dates.
- Defining the workplan (Work Packages)
- Defining the projects milestones and deliverables
- Assign responsibilities



The screenshot shows the PROCEMM web application interface. The main content area displays the details for a project named 'Custom IMD'. The details include:

- Name:** Custom IMD
- Type:** Public
- Priority:** Medium
- Description:** SAE Supply Chain integration for Enhanced Fully Customisable Medical Implants, using for EU Citizens. The 2010 industry paradigm will be that the 'implantable Medical Device' surgeon will Custom-IMD will realise this vision through the development of new biomaterials for manufacturing technologies; achieving implant design, manufacture, sterilisation, etc.
- Owner:** Xavier Planas (xplanas)
- Created:** 2007-02-04 17:24
- Modified:** 2008-09-26 12:48
- Status:** Started

Below the details, there are sections for 'Last actions', 'Workplan', and 'Deliverables'.

Action	Item
New post	18-Month General Meeting, 17th & 18th September, London
New file	D11 D5 Material Development and Testing.doc
New post	18-Month General Meeting, 17th & 18th September, London
New file	Custom Web.doc

Name	Status
WPO2 e-Collaboration	Started
WPO4 Biological Evaluation and Sterilisation	Started
WPO5 Implant Device Design and Development	Not started

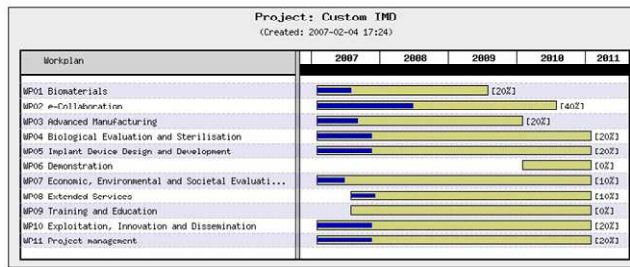
Label	Value
D078	2nd generation SupraB materials development
D079	3DP Demoparts

Screenshot

Grant Agreement: 225004

Workplan

Task	Priority	Status	Completion	Due Date	Assigned to
WP01 Biomaterials	Very high	Started	20 %	2009-07-31	rhuzzard
WP02 e-Collaboration	Very high	Started	40 %	2010-07-31	apallares
WP03 Advanced Manufacturing	Very high	Started	20 %	2010-01-29	ffeenstra
WP04 Biological Evaluation and Sterilisation	Very high	Started	20 %	2011-01-31	rwach
WP05 Implant Device Design and Development	Very high	Started	20 %	2011-01-31	ehurtos
WP06 Demonstration	Very high	Not Started	0 %	2011-01-31	dierkes
WP07 Economic, Environmental and Societal Evaluation	Very high	Started	10 %	2011-01-31	hboersma
WP08 Extended Services	Very high	Started	10 %	2011-01-31	Janwllkes
WP09 Training and Education	Very high	Not Started	0 %	2011-01-31	rhuzzard
WP10 Exploitation, Innovation and Dissemination	Very high	Started	20 %	2011-01-31	rcharles
WP11 Project management	Very high	Started	20 %	2011-01-31	ehurtos

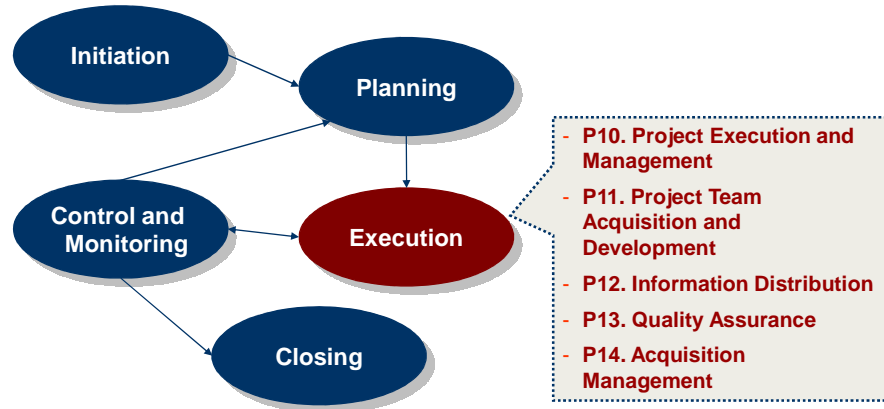


The project is divided into workpackages, each one being a subproject that will interact with other workpackages.

Each work package (WP) must be defined to the same extent as the global project, this is, each WP will have an start and end date, WP Leader, Deliverables associated and Milestones.

With all this information, PROCEMM will automatically generate a Gantt chart to monitor WPs overall progress.

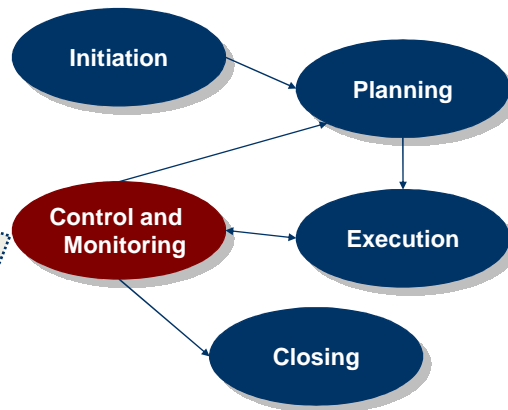
Notice the blue line inside the yellow one that indicates the percentage of the task completed.



During the project we need to check the execution of the planned activities, manage the project team and distribute the information.

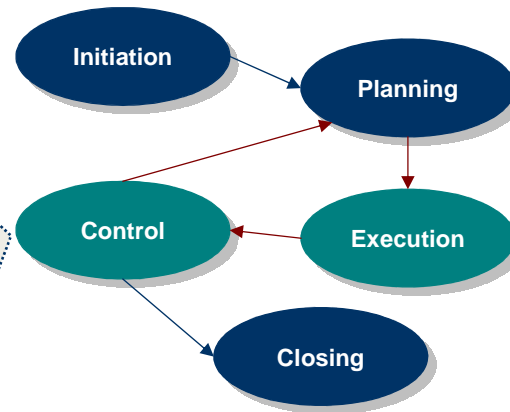
Grant Agreement: 225004

- P15. Performance reporting and Stakeholders Management
- P16. Risk monitoring and control
- P17. Project Team Management
- P18. Verification and Changes Control (scope, schedule, costs, quality)
- P19. Third-Part Contracts Administration
- P20. Project and Integrated Changes Control



The main focus must be on scope and scheduled changes, monitoring the team and project performance.

- **Monitoring of status:** progress of each tasks, history of assignments,...
- **Documental Repository:** Working files, deliverables,...
- **Communication between stakeholders:** access to work documents, spaces for meetings, discussions areas, alerts on actions,...



During the project, PROCEMM lets monitor the status and progress of the planning and supports the communication.

Grant Agreement: 225004

Task : WP08 Extended Services

Info

Project Custom IMD
 Type Public
 Created 2007-02-04 17:33
 Assigned On 2008-09-24 13:33
 Modified 2008-04-10 17:48

Details

Name WP08 Extended Services
 Description

Subtasks

Subtask	Priority	Status	Completion	Due Date	Assigned to
Task 0 Reporting	Medium	Started	0 %	2011-01-31	janwilkes
Task 1 Extended Services Platform	Medium	Started	10 %	2011-01-31	apallares
Task 2 Infrastructure and Logistical Protocol and Support	Medium	Started	0 %	2011-01-31	rhuzzard
Task 3 Regulatory Support	Medium	Started	0 %	2011-01-31	rhuzzard
Task 4 Integration of European Investment	Medium	Started	10 %	2011-01-31	splanta
Task 5 Foresight Studies	Medium	Started	10 %	2011-01-31	lfeenstra

Task: WP08 Extended Services
 (Created: 2007-02-04 17:33)

Subtasks	2007	2008	2009	2010	2011
Task 0 Reporting	[Gantt bar]				
Task 1 Extended Services Platform	[Gantt bar]				
Task 2 Infrastructure and Logistical Protocol and ...	[Gantt bar]				
Task 3 Regulatory Support	[Gantt bar]				
Task 4 Integration of European Investment	[Gantt bar]				
Task 5 Foresight Studies	[Gantt bar]				

During Execution and Control, it is important to know how each WorkPackage (WP) is doing.

In Procemm, each WP is defined to task level and a Gantt chart is provided to monitor WP progress.

Grant Agreement: 225004



We can also monitor the state of the deliverables, its deadlines and the responsible. Notice the red date indicating a delay in the submission of a couple of deliverables.

Deliverables

Label	title	Assigned to	Delivery	Nature	Dissemination	Document
D078	2nd generation Supra8 materials development	bosman	2009-07-31	R	CO	No
D079	3DP Demoparts	ffeenstra	2009-01-30	RO	CO	No
D080	3DP process development	ffeenstra	2009-07-31	R	CO	No
D063	Administrative database and templates for reporting	ahurtos	2007-04-30	R	PP	Yes
D089	Animal study cranio-facial case	jpoukens	2009-07-31	R	CO	No
D090	Animal study spinal case	catienza	2009-07-31	R	CO	No
D037	Best Practice for Indirect Rapid Manufacture via injection moulding	rglner	2009-04-30	R	RE	No
D008	Ceramic powders development report	hulpin	2007-10-31	O	CO	Yes
D035	Ceramic samples made by DLF for analysis and mechanical testing;	janwilkes	2008-04-30	O	CO	Yes
D016	CFM material testing and biological evaluation report	rostakjm	2009-07-31	RE	CO	No
D094	Characterization of the DLF dental parts	dierkes	2009-07-31	R	CO	No
D057	Completion of Training Matrix	rhuzzard	2008-01-31	R	CO	Yes
D011	Compound and material development and testing report and samples (month 18) ...	ruffieux	2008-07-31	O	CO	Yes
D084	Compounding and prototype production of optimized resorbable composites	ruffieux	2009-07-31	RO	CO	No
D040	Conceptual designs report	jpoukens	2007-07-31	R	CO	Yes
D041	Craniofacial Bone Plate conceptual designs development report and samples	jpoukens	2008-11-28	O	CO	No
D039	Craniofacial bone plate requirements report	jpoukens	2007-04-30	R	CO	Yes
D042	Craniofacial Implant Animal Studies Protocol Report	jpoukens	2008-07-31	R	CO	No
D096	Customisation of lumbar spine model	catienza	2009-07-31	RD	CO	No
D087	Customised mould designs and fabrication of moulds by Rapid Tooling	jardany	2009-01-30	RO	CO	No
D036	Customised mould / test inserts	lpujadas	2007-10-31	O	CO	Yes
D019	Data Acquisition, Flow and Sharing Requirements and Strategies Report	rjimenez	2008-01-31	R	CO	Yes
D020	Data Protection systems and strategies report	lsobczyk	2008-01-31	O	CO	Yes
D044	Dental DLF Manufacturing system progress report	dierkes	2008-07-31	R	CO	No
D043	Dental restoration requirements and strategy report	dierkes	2008-01-31	R	CO	Yes
D075	Detailed experimental plan for PU Formulation	rhuzzard	2009-01-30	R	CO	No
D041	Dissemination and Exploitation Activities Report and Materials	meharac	2008-07-31	O	CO	Yes

Grant Agreement: 225004



Custom IMD Files

Filter by file name : Search Show All

Type Name	Size	Container	Owner	Organization	DDL#
custom-IMD_DOW01.doc	3.8 MB	Custom IMD	xplanta	ASCAAM	2007-02-04
CustomIMD_OpeningSession8Feb07.pdf	211.05 KB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-06
CUSTOM IMD_KOM_FinalAgenda.pdf	103.42 KB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-06
CA_Custom IMD-06 set 06 v1-5.doc	1.19 MB	Custom IMD	xplanta	ASCAAM	2007-02-07
CustomIMD presentations template.ppt	1.31 MB	Custom IMD	xplanta	ASCAAM	2007-02-08
Case1_cranio Poukens.pdf	30.76 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-12
Case2_study_dental_restoration_Jan_Wilkes.pdf	3.72 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-12
Case3_spinal_NEOS.pdf	6.7 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
Minutes_built_rev01.doc	231 KB	Custom IMD	customimd	ASCAAM	2007-02-13
Case4_collaboration.pdf	3.53 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
CUSTOM IMD Contract-CA.pdf	2.81 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
CUSTOM IMD_RM_TP_RMmedical.pdf	2.5 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
CUSTOM IMD_Companies01.pdf	8.43 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
CUSTOM IMD_Companies2.pdf	7.19 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
CUSTOM IMD_Companies03.pdf	5.11 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13
WP10_Exploitation_dissemination.pdf	2.67 MB	CustomIMD KOM 08-09/21/2007 Barcelona	xplanta	ASCAAM	2007-02-13

We have also access to all the documents generated throughout the project life cycle.

According to our experience, one of the most common problems in this kind of project is accessing past information that could be vital for the final justification of a task.

Grant Agreement: 225004





Meetings : 18-Month General Meeting, 17th & 18th September, London

Info

Project	Custom IMD
Owner	Sarah Turner (sturner)
Retired	No
Posts	10
Last Post	2008-09-26 12:48

Posts

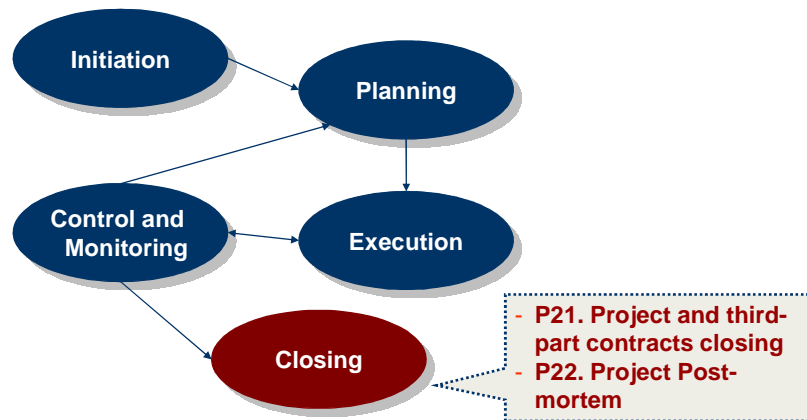
Posted By Jan Wilkac
When 2008-09-26 12:48
This is the document specifying responsible partners for adding content to the Extended Services website. We filled it in together at the meeting on the 18th of September.
Best regards,
Jan
 ES_website_content_responsible_partners_London.doc

Posted By Javier Ardanuy
When 2008-09-24 13:13
ASCAMM presentation in WP1+WP3+WP4 sessions
 Presentacio RTooling_CustomsIMC_London.ppt

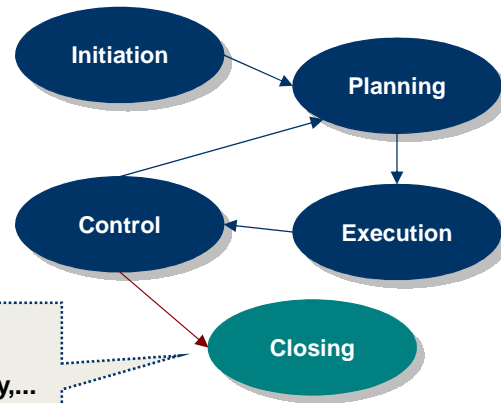
Posted By Katie Zmijewski
When 2008-09-24 12:44
The presentation on financial and administrative issues at the meeting.

Scheduling meetings and keeping track of all related information is also feasible using PROCEMM. Again, this greatly improves the communication between parts and the access to relevant information at any time. You can see here how different users collaborate in the preparation of a meeting and how all the information gathered during the meeting is made available to the rest of the users.

INSERT A DESCRIPTION ACCORDINGLY TO THE SLIDE



At the end of project, we must do the administrative closing, achieve the client acceptance and compile all the project documentation.



At the end of project, PROCEMM facilitates the post-mortem activities.

At the end of project, PROCEMM facilitates the post-mortem activities.



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: CYBION

CONTACT PERSON: RINA ANGELITI

GOOD PRACTICE NAME: PRESS4ALL

SOURCE OF THE GOOD PRACTICE: E-TEN

TARGET GROUP: SMALL AND MEDIUM SIZED ENTERPRISES

DATE: 31/10/2008

Grant Agreement: 517374

INTRODUCTION

List of Partners:

- Cybion Srl (project coordinator);
- CCIE – Chambre de Commerce Essonne
- Promoroma – Chamber of Commerce of Rome
- EVEA – Estonian Industrial Association
- ID KOMM – Swedish communication company
- Contesto Editore – Italian media relations company

INTRODUCTION

About Press4All

Press4all is an electronic editing and revision virtual press office service, connecting SMEs and press & communication agencies, allowing companies without the financial and human resources to dedicate to external relations and communication to enhance the company marketing tools, overall visibility and competitiveness through the media.

The service provides SMEs with an easy to access tool that guides them step-by-step through the realization of press releases in a professional format with the help of professional journalists, providing at the same time a constant control on the final output of what successively will be sent to the media.

Professional journalists, supporting the management of Press4all, serve the emerging SMEs needs to acquire a channel with a critical mass necessary to influence and gain visibility for them on local, national, international general and specialized press.

The project serves also the overall goal of raising awareness in the media environment on products, services and innovations realized by SMEs, which though they represent the core of the European economy, are too often ignored by the communication industry.

The virtual press office offers thus the mainstream and specialized press a critical mass of news coming from SMEs that currently doesn't reach them, by introducing a new channel able to collect, sort and prepare information in a professional "ready to use" format.

Grant Agreement: 517374

DESCRIPTION OF THE GOOD PRACTICE

- The project lasted 1 year and a half
- Press4All is a Virtual Press Office dedicated to small and medium enterprises
- Press4all provides a complete set of communication services that are targeted mainly towards SMEs.
- The validation process has seen the involvement of 430 SMEs in the three countries:
 - 232 in Italy,
 - 111 in France,
 - 87 in Estonia
- In parallel, a market analysis has been carried out to analyse in an extended way the relevant market for Press4all in different European countries:
 - Belgium,
 - The Netherlands and
 - Sweden.
- Press4all competitive advantages consist in the varied composition of the service package, the price level adequate to SMEs, the international coverage of its services that allow SMEs to gain international visibility in a fast and efficient way

Grant Agreement: 517374

DESCRIPTION OF THE GOOD PRACTICE

Virtual Press Office dedicated to small and medium enterprises

The project started with an analysis of the needs of targeted users (SMEs); this was aimed at understanding the potential reaction of SMEs in front of an offer of virtual press office services. The analysis was carried out in the three countries by the intermediary organisations involved in the project (CCIE, Promoroma, EVEA) with the support of the other partners.

Once targeted needs have been analysed, the actual validation of the service has started in the three involved countries more or less in parallel.

The validation process has seen the involvement of 430 SMEs in the three countries. (232 in Italy, 111 in France, 87 in Estonia)

Validation process was based on a detailed methodology defined by Promoroma together with Cybion and the contribution of the consortium.

The parameters that have been used were both quantitative and qualitative; indicative values have been also defined for quantitative indicators in order to benchmark results coming from the validation phase with acceptable success rates.

Through the strategy of market validation followed up to now for validating the Press4all service, today we are able to give an answer to all main and important questions regarding the building up of the commercial proposition of Press4all services, such as:

- characteristics of the potential market to be addressed
- market segment (economic sectors) where the companies are most ready to enter the service
- features/content in Press4all offering that the market values the most channels that will most readily reach our target market
- expected pricing structure for Press4all service offering.

In parallel, a market analysis has been carried out to analyse in an

extended way the relevant market for Press4all in different European countries. The countries considered have been not only those directly involved in the project, Italy, France and Estonia, but also more countries have been addressed to pave the way for a future potential replication and offer of the service in other geographical areas.

Other countries involved were Belgium, The Netherlands and Sweden.

The business planning activity has started relatively early in the project in terms of discussions among partners on potential business models to be applied for service distribution and marketing activities in general. But it is only after the first results from the validation activities coming from both SMEs and interviewed stakeholders that the consortium was able to depict the lines along which Press4all commercialisation should take place.

Validation activities have been carried out until the end of the project with press releases being published even after the end date.

Dissemination actions have involved the distribution of press releases about the project both at national and European level, the participation to events and the organisation of a final event in Rome and small parallel events in the other countries involved closing the project

Grant Agreement: 517374

BENEFITS FOR THE USERS

The benefits of services for end users are:

- Offer a media access tool to companies traditionally too small to be able to dedicate resources to communication activities
- Increase company and/or product competitiveness through media exposure
- Enhance, in time, media relation capabilities by SMEs.

BENEFITS FOR THE USERS

The final users of Press4all services are the **SMEs that do not have the financial and/or human resources for an internal Communication and external relation department**, but nonetheless have the need to implement periodic communication actions towards the media with news on their new products, services or R&D activities.

The services offered seen from the users' point of view have the following characteristics:

- Press4all portal comprehends guidelines and a **step by step approach** model to safeguard an easy access also to scarcely Internet literate users.
- The **end user maintains control on the final output** of the communication towards the media through a direct relationship with those who serve as his press office. All outgoing communication has to be **validated** by the client/user.
- The user can control on-line the number of times it has benefited from the services and the number of press-releases he can still benefit from.
- The service offers a **strong added value** covering the media visibility needs of SMEs through the transformation of their needs for communication in a professional format and channelling it directly to the right media target.
- The end user can exercise a **control on the results** of this effort for his company through a press-review on the articles published that periodically (every six months) is sent to him. This allows the user to evaluate the benefits of his communication strategy over time and eventually fine tune it.



PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: DMG , SIA (DATA MEDIA GROUP)

CONTACT PERSON: MARA JAKOBSONE

GOOD PRACTICE NAME: TELEHELP TECHNOLOGY

SOURCE OF THE GOOD PRACTICE: NATIONAL INITIATIVE, DEVELOPED BU LATINSOFT COMPANY

TARGET GROUP: SME'S , MICRO ENTERPRISES

DATE: OCTOBER, 2008.

Grant Agreement: 225004



TeleHelp – Latvian online technical support service



Grant Agreement: 225004



TeleHelp: facts about the company

- **LatInSoft Ltd.** - Latvian company founded in 1991 in Daugavpils
- **Major activities:**
 - Business management and accounting software development, implementation, support
(1200 SME companies run LatInSoft GrinS accounting suite)
 - Computer hardware sales and services, retail stores
 - Professional training and skill improvement
(state-accredited educational institution)
- 65 full-time employees
- Microsoft Gold Certified Partner, HP Preferred Partner
- ISO 9001:2001 certified



Latinsoft Ltd. is the leading IT company in Eastern Latvia (Latgale).

Company is established in 1991.

Company`s major areas of operation are:

Software development, implementation and support;

Computer hardware sales;

Technical services;

End users training

Company`s major markets and clients (by industry and regions) are SMEs and private PC users – Telehelp customers.

Grant Agreement: 225004



TeleHelp: product/technology background

- **Internal factors:**

- Large customer base – companies and private customers
- Experience in remote services for LatInSoft customers
- 70%+ service incidents do not require opening the box

- **External factors**

- Computer as a commodity, many „non-tech” retailers
- Roughly 60% households in Riga and 50% average in Latvia have a PC and Internet



Telehelp <http://www.telehelp.lv/> is the first online PC support service in Latvia.

The idea is based on LatInSoft own tech service experience. Latinsoft Ltd. have large customer base, they provide services to small and medium enterprises, private persons and different IT technical services.

Latinsoft Ltd. client service analysis shows that in 70% of service incidents of PC can be fixed without opening the system unit.

The problem lies in wrong software settings, version incompatibility, end-users skills etc., and not in the hardware.

Grant Agreement: 225004



TeleHelp: product/technology background - 2

- **Customer factors/problems:**

- Sometimes PC works “not properly”
- Sometimes particular tasks can not be performed
- Many common problems (viruses, peripherals, compatibility, etc.)
- Long time to wait for a technician to arrive at customers location
- Professional service is expensive



Users often have problems with daily computing like viruses, adware, wrong drivers, strange messages on screen.

Kids while playing with the PC often breaks software settings.

In most cases with these problems, it takes several hours for a technician to arrive to your request and service is expensive.

It saves customers time and, of course, money.

Grant Agreement: 225004



TeleHelp: product/technology background - 2

- **LatInSoft Ltd. solution:**

Launch an “Online technical support service” product/technology, targeted at SME`s and micro enterprises.

TEHNISKAIS SERVISS NO ATTALUMA



www.telehelp.lv



Taking in account all these factors LatInSoft Ltd. launched the Telehelp product/technology.

TeleHelp project/technology has received an official patent in Latvia (patent Nr. 13639)

Grant Agreement: 225004



TeleHelp: the technology concept

- Quick tech support based on remote services expertise
- Target customers – SME, remote customers in regional cities and rural areas
- Simple to use
- Economically affordable
- Security solution.



The TeleHelp service is very fast, efficient, secure and affordable. There is no need to schedule a visit to a PC repair shop or

wait for a technician to arrive.

The service is fully anonymous, no data on the customer are collected or stored.

Major target audience for the product/technology are:

SME`s and micro enterprises;

PC users in big cities, that suffer from long wait times;

PC users in rural areas, where skilled services is not available;

Customers that are travelling

LatInSoft Ltd. intention is to offer a

quick,

simple to use

and affordable technical support

based on our remote services expertise.

Grant Agreement: 225004



TeleHelp: implementation

- **Simplified access to the service**

- “Just one call” to contact the technician and pay for the service
- Fixed charge does not depend on how much time the service takes
- User-friendly web site to access the service
- Some software to support TeleHelp functionality



TeleHelp implementation issues.

Telehelp customer needs a phone and an access to the Internet to have his/her PC fixed. A customer request assistance calling a pay-per-call phone number, thus paying for the service, and thus, using the Telehelp site, allowing a technician to remotely access the PC that needs to be repaired.

The customer can view all technician actions on screen and can interrupt the session at any moment.

Telehelp needs no preinstalled software and also leaves no software on the PC after the end of a service session.

Typical Telehelp service session lasts 10-15 minutes and costs around 5 EUR.

It can be viewed as an “Off-shore” service, since the technician can work from a remote location.

LatInSoft Ltd. have built a web site and wrote some software to support TeleHelp operations.

The process of getting TeleHelp is quite straightforward:

- open the TeleHelp site,
- dial the number and and tell us what’s the problem
- give us access to your PC

Grant Agreement: 225004



TeleHelp: implementation - 2

- **Security issues**

- Customer explicitly authorizes the access to the PC
- All technician's actions are viewed on the PC screen
- At any moment the customer can interrupt the session
- No preinstalled software, the client part is downloaded at the beginning of a session
- No leftover software, the client part is automatically removed upon completion of the session
- The phone conversation is recorded
- No credit card necessary – no access to customer's money
- Extensive explanations on the site



TeleHelp security and privacy.

Here are the key ideas that Latinsoft Ltd. implemented in TeleHelp:

Explicit authorization

Visible and trackable

No preloaded or leftover software – your PC remains clean

This don't touch your money

Conversation is recorded for auditing and quality assurance purposes

Invested technological knowledge and efforts to generate the safety of the project/technology.

Grant Agreement: 225004



TeleHelp: go to market

- **Marketing issues**

- TeleHelp brand and logo
- Media campaign - inform, explain, convince

- Make a customer recall TeleHelp.lv when a problem appears
- Low risk – just EUR 5 per service session

- Word of mouth
- Viral marketing – tell a friend!



TeleHelp marketing is a challenge.

Company understood it at the very beginning.

First of all, they created TeleHelp brand and designed a logo.

They launched a targeted media campaign to inform the audience about TeleHelp features and advantages.

Actually, the only realistic approach to promote TheleHelp is so-called “viral marketing”. A word of mouth.

This means that the main task of the company is to make TeleHelp customers happy.

Grant Agreement: 225004



TeleHelp: www.telehelp.lv



This is how the starting page of the TeleHelp web site looks like.

The telehelp web site address is <http://www.telehelp.lv>

Grant Agreement: 225004



TeleHelp: results and customer reviews

- **Customer appreciation – they measure it**

Would you recommend TeleHelp services to other people?

- (1). Yes, I have recommended it already.
- (2). Yes, I will recommend it at my earliest convenience.
- (3). Most likely I can recommend it.
- (4). I could recommend it if someone asks me about TeleHelp directly.
- (5). I may think about giving such a recommendation.
- (6). No, I will refrain from recommending TeleHelp to other people.
- (7). Never! I will suggest other people to avoid using TeleHelp.

98% TeleHelp customers gave it 3 highest scores



About 12 months of TeleHelp operations have passed.

What are the first results and impressions?

Currently the major performance indicator is the customer satisfaction level.

TeleHelp measures customer satisfaction level after each service session.

To measure the customer satisfaction level they asked the very simple question: **Would you recommend TeleHelp services to other people?**

Different answers illustrate different attitude to the service that they have actually provided.

So far, around 98 of the customers give 3 highest scores out of 7 possible levels.

Grant Agreement: 225004



TeleHelp: 12 months of service - 2

- **Technology**
 - Proved itself
 - Specialists have been able to help in virtually all incidents
 - Average service session – less than 20 minutes
 - Patented
- **Sample cases**
 - Setting up a TV set connected to the video card
 - inbox.lv access blocked by Google Web Accelerator
 - The most distant customer called TeleHelp from Japan



Some other results of this questionnaire:

The technology works fine. The specialists who works in service center are able to help in virtually all incidents.

An average session lasts less than 20 minutes.

No doubt, LatInSoft Ltd. can tell many stories about TheleHelp experience.

Example of using the product/technology: a visiting teacher from Latvia that faced some e-mail client problem when preparing to a lecture in Japan.

It means, if a technician is fluent in any other language (not just Latvian and Russian), the service could be expanded to EU and world markets as well.

Grant Agreement: 225004



TeleHelp: 12 months of service

Recognition

Annual ICT award in Latvia:

„Platinum Mouse 2007 Diploma of Excellence”



Recognition among colleagues is very important for every company and every product.

LatInSoft Ltd product/technology TeleHelp received an annual ICT award in Latvia – “Platinum Mouse 2007 Diploma of Excellence”

Grant Agreement: 225004



TeleHelp: what's next?

- Creative marketing
- More communication options
- Partnership opportunities
- Think global



TeleHelp basically is in a startup stage.

It's just a beginning of the lifecycle.

Now service is provided in both – Latvian and Russian language.

Company thinks about future steps in TeleHelp development – expansion to markets outside the Latvia:

EU;

Russia;

Other?

Grant Agreement: 225004



NET-SHARE





PROPOSAL/CONTRACT N.: 225004

PROJECT ACRONYM: NET-SHARE

PROJECT FULL TITLE: NETWORK OF ICT EXPERIENCED ORGANIZATIONS, SHARING EXPERIENCES, KNOWLEDGE AND SUPPORTING SME'S.

INSTRUMENT: ICT PSP

DURATION: 36 MONTHS

DISSEMINATION LEVEL: PUBLIC

PROJECT COORDINATOR ORGANISATION NAME: Inovamais, S.A.; www.inovamais.pt

PARTNER NAME: ATLANTIS CONSULTING S.A.

CONTACT PERSON: AGGELOS MANGLIS

GOOD PRACTICE NAME: THE CASE OF JOBICAL.COM

SOURCE OF THE GOOD PRACTICE: E-TEN

TARGET GROUP: SMALL AND MEDIUM SIZED ENTERPRISES

DATE: 31/10/2008



Grant Agreement: 225004



Good Practice Report: The case of Jobical.com



Grant Agreement: 225004



Jobical.com: The Beginning

- ✓ The idea:
“ *to develop an online service that will help bridge the existing ICT skills gap using alternative workforces*”
- ✓ quickly acquired the interest and active support of a number of international organizations.
- ✓ developed with the support of eContent from January 2002 to December 2003.

The initial idea of “developing an online service that will help bridge the existing ICT skills gap using alternative workforces” was developed in July by Mr. Angelos Maglis (CEO of Atlantis Consulting SA), and quickly acquired the interest and active support of a number of international organizations –The University of Twente (NL), the Technical Institute FH Joanneum (A), and the companies Con7 Human Resources Instruments BV (NL), EIDOS Sistemi Formazione Srl (I), and Information Quality Systems SA (GR)-, that participated in its development.

Jobical has been developed with the support of the eContent Programme of the European Union, through MULTITRAIN Project.

The project ran from January 2002 to December 2003, by a consortium comprised of the aforementioned organizations, with its budget standing at €1.4m.

The idea was transformed into a service within its timeframe, and has initially been made available to a limited number of users for evaluation, as planned. Jobical has received great tributes during its EU Project Preview by expert independent reviewers in Luxembourg in 2003.

Grant Agreement: 225004



Jobical.com: The Service

- ✓ an innovative technological solution for online recruitment
- ✓ operating as an e-recruitment website for corporations and candidates
- ✓ also offered as an ASP for corporations and public employment services
- ✓ totally differentiated from existing services
- ✓ designed for the global market

Jobical is an innovative, strongly differentiated e-recruitment and career development service, with a unique global character that can offer significant added value to both employers and candidates.

Jobical targets candidates of all professional areas and companies looking for personnel. Its innovative characteristics and especially its multinational character and unique technology, facilitate the service's global expansion.

Jobical from its initial concept and design, provides a service that differs largely from all existing e-recruitment services, and through the use of innovation.

Grant Agreement: 225004



Jobical.com: Prominent Characteristics

- ✓ Innovative technology: use of an advanced matching mechanism
- ✓ Multinational Character: multilingual capabilities
- ✓ IST Prize Nominee 2005: innovative character and market potential

Jobical, from its initial concept and design, provides a service that differs largely from all existing e-recruitment services, and through the use of series of innovative technology applications that have been successfully tested, it targets the needs of candidates and corporations alike, offering significant added value to both.

There is no online recruitment service globally that can offer a similar service to Jobical. All existing Internet recruitment services operate either as boards of classified advertisements or as tools that enable companies to browse through candidates' CVs and profiles in order to identify those that already possess all the required skills and competencies. No other service offers the advanced matching and ranking capabilities of Jobical.

Grant Agreement: 225004



Innovative technology

- ✓ advanced matching mechanism
- ✓ identification of most suitable candidates for each vacancy
- ✓ over- and under-qualification are taken into account
- ✓ high quality results
- ✓ employers target only the most suitable employees
- ✓ provision of important statistical data.

Jobical.com offers the opportunity to identify the most suitable candidates for each vacancy on the basis of the employers' demands, using an advanced matching mechanism that takes over- and under-qualification into consideration, thus producing higher quality results compared to conventional search engines. Employers can use the system to target only the most suitable candidates, receive applications ranked according to the employees' suitability, and can assess and automatically manage applications, finding a solution to the main problems quoted by corporations in relation to available e-recruitment solutions. Additionally, the service can provide users with important statistical data concerning employment supply and demand, so that both employers and job seekers are informed of the employment market status of each country, as well as further guidelines and creating a profile on the system and being automatically alerted for the most suitable position in relation to their skills, experience and preferences. The advanced matching capability of jobical forms its strongest asset and innovation.

Multinational Character

- ✓ multilingual capabilities
- ✓ opportunity for international recruitment
- ✓ users can view candidates' profiles and job specifications in the language of their choice
- ✓ advanced translation system.

Another significant feature of Jobical.com is its multinational character, promoted its multilingual capabilities. Unlike other existing e-recruitment sites that operate on a local basis, Jobical.com offers the opportunity for international recruitment, where a common database is developed including job opportunities and job seekers across many countries.

Users can view candidates' profiles and job specifications in the language of their choice, regardless of the language used to upload them in the first place. Its multilingual character is supported by an advanced translation management system, enabling its translation to any language easily, without the interference of programmers or designers. Thus, in conjunction with the structure of the matching engine, Jobical can operate as one single site globally, creating an international database that can address the issue of international labour mobility

IST Prize Nominee 2005

Awarded the title of **IST Prize Nominee 2005**

*“The selected technical approach not only makes sense: it is far more sophisticated than anything else we are aware of, and it is extremely effective. **The depth and sophistication of the science behind the matching capability of the service cannot be overstated.**”**

***Official comments from reviewers that have been submitted to the eContent Programme of the EU, following the annual review (January 2003, Luxembourg)**

In September 2004, following a thorough examination by the European Council Of Applied Sciences, Technologies and Engineering (Euro – CASE), Jobical was also awarded the title of IST Prize Nominee 2005 for its innovative character and market potential.

Jobical also underwent a detailed Review by independent reviewers who were specialists in the field of e-business and strategic consultancy from the US and the Netherlands within the cope of eContent programme. As an outcome of the project review, Jobical received the most positive comments, and was overall judged as an “excellent” project with great potential for market success.

Opportunity that led to the creation of Jobical.com

- ✓ The global e-recruitment market is mature yet continuously growing and offers a great potential for advanced services.
- ✓ Up until recently the e-recruitment market was based on the provision of services such as placement of classifieds, and searching on CV databases.
- ✓ Limited use of the capabilities that new technology was offering, while some employers have been expressing the need for more advanced services.

The global e-recruitment market, is mature yet continuously growing and offers a great potential for advanced services. According to Forrester Research, in the US alone, the online recruitment market raised from US\$ 1 billion in 2002 to US\$ 2.6 billion in 2007.

Up until recently, the online recruitment market was based on the provision of services such as placement of classifieds, and searching on CV databases. These models of operation were making limited use of the capabilities that new technology was offering, and for some time employers have been expressing the need for more advanced services. Indicatively, the Workthing e-recruitment study back in 2003 concluded that the vast majority of employers complained of low quality applications in the form of irrelevant CVs, too much time in processing applications.

The trend is starting to change slowly, and recently we have experienced the growth of networking-based recruitment services, such as www.linkedin.com and www.jobster.com , which appear to be able to provide the added quality that was demanded by the employers. Even the large players such as monster are examining this new trend and have started to provide limited networking capabilities.

Grant Agreement: 225004



Jobical.com: The main services offered

The main services offered by Jobical are:

- ✓ Recruitment, Assessment and Selection services for enterprises
- ✓ Customised Solutions for enterprises
- ✓ “White label” service.

1. Recruitment, Assessment and Selection Services for Corporations

Jobical offers organizations an advanced search engine that identifies and alerts only the most appropriate candidates for their positions and scores and ranks all applications according to the candidates' skills, personality characteristics and potential. This assists organizations identify and target the most appropriate people without having to browse through hundreds of CVs, identify candidates' strengths and weaknesses and furthermore, it provides information on the potential of each candidate to be successful on the role, based on the candidate's personality characteristics and how they much the particular role. The benefits to organizations from the use of such an advanced tool for their recruitment can be tremendous, both with regard to the quality of outcome and with regard to savings in the process.

2. Customized solutions for enterprises

Jobical can be customized and sold to SMEs, organizations or institutions to help them in the management of their recruitment needs. It can be used to accept and codify applications either over the web or onsite, to incorporate and take into account the results of assessment tests, rank candidates according to pre-defined criteria and easily identify the most suitable candidates and employees taking advantage of the advanced capabilities of the matching engine.

3. “White label” Service

Jobical.com can form partnerships with other online service providers and provide the entire offering, as a white label service under any website. This service can either operate independently, or –preferably– form a unified database with the main service as well as other white-label services. The last option is mutually beneficial to all parties, as the volume of the jobs and candidates grows increasing value for users.

Grant Agreement: 225004



Jobical.com: Benefits for the users

- ✓ Automatic assessment of candidates
- ✓ Ranking system = qualitative results
- ✓ Alternative workforce assessment
- ✓ Recruitment cost reduction
- ✓ Time saving
- ✓ Identification and assessment of talented career-changers.

- Enterprises using Jobical only target individuals that have a great chance of being suitable for the job, as the service allows them to filter and assess candidates automatically. This saves them a lot of money on placing expensive advertisements in the press and on having to sort out and manage hundreds of irrelevant applications.
- The service provides sorted lists of CVs, ranked according to their suitability for the job and taking both over- and under-qualification into consideration. This allows employers to have a constant overall view of the quality of applicants. Furthermore, the service offers employers the capability to view the strong and weak points of each candidate at the click of a button, without having to look through the candidate's CV. This provides very high added value particularly in large markets.
- Enterprises use Jobical to help them assess alternative workforce and its potential for future success. This cannot be conducted within the enterprise as the investment required to develop the related tools would be too high and would not be worthwhile for a single corporation in the vast majority of cases.
- The benefits to organizations are very significant in terms of recruitment cost reduction.
- Through Jobical, corporations also target talented career-changers who are usually willing to keep their remuneration relatively low and are more motivated for the opportunity to take up a position in their preferred market. By targeting this workforce, employers make great savings on the salaries paid to recruited personnel.

Grant Agreement: 225004



Achievements


- ✓ Jobical is operating on a commercial basis in Greece
- ✓ More than 66,000 candidates registered
- ✓ More than 2,600 employers are actively using Jobical for recruitment
- ✓ Developed a new service for the Greek Fashion Association (www.fashionjobs.gr)
- ✓ Developed a new service for the University of Western Macedonia (www.findwork.gr)

Jobical.com is currently operating on a commercial basis in Greece and has attracted more than 66,000 candidates, while 2,600 enterprises are actively using Jobical.com in order cover their recruitment needs.

Atlantis Consulting S.A. has developed a specialised e-recruitment application for the Greek Fashion Association, that addresses both employees and employers of the Greek knitting and ready-to-wear industry, with the aim to contribute to the increase of productivity as well as employment within this industry (2006).




Atlantis Consulting S.A. has also developed a specialised e-recruitment application for the University of Western Macedonia – Research Comitee, in order to promote workforce mobility between Greece and Albania (2008).




Grant Agreement: 225004 


NET-SHARE

Best practice – Data Media Group (Latvia)




  


The slide content is enclosed in a thin blue border. At the top left, the text 'Grant Agreement: 225004' is followed by the 'net Share' logo. The main title 'NET-SHARE' is centered in a large, blue, serif font. Below it, the subtitle 'Best practice – Data Media Group (Latvia)' is centered in a smaller, blue, sans-serif font. The bottom of the slide features three logos: the European Commission logo on the left, the ICTPSP logo in the center, and the Seventh Framework Programme logo on the right.

Grant Agreement: 225004 







EuroTermBank – Multilingual Terminology portal
for terminology sharing and translation

Grant Agreement: 225004 

- **Tilde Ltd.** - established in 1991.
- **Major product and technology directions:**
 - Language Technologies (Translation tools, Speech Technologies, Information search and retrieval);
 - Digital content;
 - Terminology services;
 - Audiovisual content processing;
 - Localization services


EUROTERM BANK

TILDE Ltd. – established in 1991. TILDE is the Baltic leading-edge IT company specializing in language technologies, multilingual and Internet software, and localization.

Language technologies: TILDE provides intelligent language technologies for the languages of the Baltic countries that are equivalent to the support available for major world's languages, using a combination of statistical and knowledge driven approaches. TILDE's experience resulted in excellence covering three main areas:

- Translation tools
- Speech technologies
- Information search and retrieval

Digital content: TILDE creates new possibilities for the cultural riches and terminology content in the digital world.


TILDE has a working relationship with over 400 public libraries in Latvia that are subscribers to TILDE's content resources and its search system.

Enterprise content management: Tildes Biroja Serveris (TBS) developed by TILDE, provides possibility to organize and manage the most important business components for enterprises and organizations.





Terminology services: As a member of the EuroTermBank Consortium, TILDE develops and hosts the multilingual terminology portal www.eurotermbank.com, providing a consolidated interface to over 1.5 million terms in various European languages.

Audiovisual content processing: TILDE offers multimedia content preparation, processing, storage and delivery, multimedia content search solutions, unique content data base management.

Localization services: TILDE covers localization needs of customers for all three languages of the Baltic countries

Grant Agreement: 225004 


- Number of employees (including researchers) – 69
- Number of researchers – 17
 - Researchers with PhD – 1;
 - PhD students – 6;
 - Master degree researchers - 10





Existing Expertise:

Expertise cover the areas of terminology, language technologies, information retrieval, e-learning, cultural heritage, internet and multimedia.

TILDE's profile in the EU funded projects varies from a content provider **eTEN** (project **eRMIONE** – E-Learning Resource Management Service for Interoperability Networks in the European Cultural Heritage Domain) to a research partner **FP5 (CLARITY -Cross language information retrieval and organisation of text and audio documents)**, **FP6 (MIAUCE - Multi modal Interaction Analysis and exploration of Users within a Controlled Environment and TRIPOD- TRI-Partite multimedia Object Description)** and a project coordinator in **eContent (EuroTermBank – Collection of Pan-European Terminology Resources through Cooperation of Terminology Institutions)**.


Grant Agreement: 225004 

- **Main markets of TILDE production:**
 - Language technologies – Baltic market
 - Digital content – Europe
 - Enterprise content management – Latvia
 - Terminology services – global market
 - Localization services – global market





As a highly innovative SME, TILDE participates in European research projects financed by European Commission. These activities cover the areas of terminology, language technologies, machine translation, information retrieval, e-learning, cultural heritage, internet and multimedia.

TILDE has established successful international cooperation with research institutes and educational organizations around Europe: the Institute for Information Management in Germany, University of Tartu in Estonia, University of Sheffield and University of Glasgow in UK, University of Zurich in Switzerland, and many others

Grant Agreement: 225004 

TILDE-participation in EU projects

- FP5 – CLARITY – 01.02.2001.
- FP6 – MIAUCE – 01.09.2006.
- FP6 – TRIPOD – 01.01.2007.



FP5 – CLARITY – 01.02.2001. - Cross language information retrieval and organisation of text and audio documents.


FP6 – MIAUCE – 01.09.2006. - The MIAUCE project investigates techniques to analyse the multi-modal behaviour of users within the context of real applications. The multi-modal behaviour takes the form of emotion, eye gaze, and body move.

The project investigates techniques that capture and analyse multi-modal behaviour in three controlled environments: Collapsed escalator, Shop window, Interactive web TV. As a result of such analysis, information will be adapted to the user needs and situation.

The key innovation of the project concerns the tracking and analysis of user multi-modal behaviour, mainly emotion (e.g. interactive web TV), eye gaze (e.g. shop window) and uncommon situations (e.g. Collapsing) from low costs and non-intrusive sensors, in a multi-user environment, as well as personal environment.





FP6 – TRIPOD – 01.01.2007. - Tripod's primary objective is to improve access to the enormous body of visual media. Applying an innovative multidisciplinary approach Tripod will utilise largely untapped but vast, accurate and regularly updated sources of semantic information to create innovative intuitive search services, enabling users to effortlessly and accurately gain access to the image they seek from this ever expanding resource.

Any image tagged with a direction and location can be harnessed, either legacy photographs with place name captions or those produced by increasingly prevalent cameras with built in compass and GPS information. Tripod will augment images with *spatial data* to compute contextual information about the location and features of the actual landscape.

Grant Agreement: 225004 

EuroTermBank

- The EuroTermBank - multilingual terminology portal www.eurotermbank.com, a Pan-European term bank providing a consolidated interface to comprehensive terminology resources on the Web.
- Financed in the frame of project “Collection of Pan-European Terminology Resources through Cooperation of Terminology Institutions” under the European Union **eContent** program.
- Project duration – 01.01.2005. – 31.12.2006.

EuroTermBank - enables searching within more than 600,000 terminology entries containing over 1.5 million terms in various languages.

The EuroTermBank project focuses on harmonization and consolidation of terminology work in new EU member states, transferring experience from other European Union terminology networks and accumulating competencies and efforts of the accessed countries. The project will result in a centralized online terminology bank for languages of new EU member countries interlinked to other terminology banks and resources. Although EuroTermBank is addressed directly towards Estonia, Hungary, Latvia, Lithuania, and Poland, the project is open to other new EU member states and interested countries and organizations outside EU. It will also enable exchange of terminology data with existing national and EU terminology databases by establishing cooperative relationships, aligning methodologies and standards, designing and implementing data exchange mechanisms and procedures.


Through harmonization, collection and dissemination of public terminology resources, EuroTermBank will strongly facilitate enhancement of public sector information and strengthen the linguistic infrastructure in the new EU member countries.

To ensure sustainability of project results, project partners have signed the Consortium Agreement, which provides the necessary legal framework for further activities and ensures the sustainability of EuroTermBank beyond the end of eContent financing in 2006.

Grant Agreement: 225004


EuroTermBank: consortium

- **Tilde** (Latvia)
- **Institute for Information Management** (IIM, Germany)
- **Centre for Language Technology** (CST, Denmark)
- **Institute of Lithuanian Language** (LKI, Lithuania)
- **Latvian Academy of Science** (LAS, Latvia)
- **MorphoLogic** (Hungary)
- **Department of Estonian and Finno-Ugric Linguistics at the Faculty of Philosophy of the University of Tartu** (TU, Estonia)
- **The Information Processing Centre** (OPI, Poland)







Partner roles:

- **Tilde** (Latvia): project management and system development and implementation;
- **Institute for Information Management** (IIM, Germany): Networking, development of organizational and legal frameworks;
- **Centre for Language Technology** (CST, Denmark): development of methodology and standards;
- **Institute of Lithuanian Language** (LKI, Lithuania): awareness, dissemination, marketing, exploitation, and collection of Lithuanian resources, national awareness creation ;
- **Latvian Academy of Science** (LAS, Latvia): content selection, acquisition and processing, collection of Latvian resources, national awareness creation.
- **MorphoLogic** (Hungary): user needs assessment, system evaluation and elaboration, national awareness creation
- **Department of Estonian and Finno-Ugric Linguistics at the Faculty of Philosophy of the University of Tartu** (TU, Estonia): system testing and evaluation, collection of Estonian resources, national awareness creation.
- **The Information Processing Centre** (OPI, Poland): collection of Polish resources, national awareness creation.

Grant Agreement: 225004 

EuroTermBank: target audience

- Translators;
- Localizers;
- Terminologists;
- Editors;
- Everyone in the linguistics field;
- General users



Benefits for the users

EuroTermBank portal provides a consolidated search interface to its central database as well as other national and international terminology banks. It can be easily expanded by importing or interlinking new terminology resources. Its unique compounding technology enables the user to compare potentially matching terms across all terminology collections and languages. For registered users, forum features are available. Content providers have the option to add or edit their resources online.

The EuroTermBank terminology portal is particularly useful for translators, localizers, terminologists, editors and everyone in the linguistics field; it is a reliable source of information for researchers, educators, students, and other end-users. As a terminology sharing tool, it can serve organizations wishing to publish its terminology collections, either to the general public or to selected audiences.





As a terminology Web service, it might be of interest to software developers planning to integrate terminology services in their tools.

The ETB major clients are mostly all those who's day to day work is related to language issues like translators, localizers, terminologists, editors and everyone in the linguistics field; it is a reliable source of information for researchers, educators, students, and other end-users. As a terminology sharing tool, it can serve organizations wishing to publish its terminology collections, either to the general public or to selected audiences. As a terminology Web service, it is of interest to software developers planning to integrate terminology services in their tools.

Grant Agreement: 225004

EuroTermBank: external databases

- **TermNet.lv**
- **OSTEN**
- **MoBiDic**
- **IATE**



TermNet.lv The official terminology database of Latvian Academy of Science. It contains more than 145000 entries and three times more terms. Database represents 32 different subject fields. Main languages that are available for translation are Latvian, English and Russian, but there are also terms which are represented in German and even in Latin.

OSTEN The Open Dictionary of Scientific Terminology of the Agricultural Academy in Szczecin. It covers terms in zootechnics, veterinary medicine and biotechnology. Approximate term count in the database is 1852. It is present in two languages - Polish and English. Copyrights of this resource belongs to Piotr Błaszczuk, Akademia Rolnicza w Szczecinie, Wydział Biotechnologii i Hodowli Zwierząt.

MoBiDic MoBiDic is dictionary oriented resource that contains general and subject specific terms that include translations from Hungarian to other languages. Main languages are English, German and Italian.

IATE – EU` multilingual term base.

Grant Agreement: 225004 

EuroTermBank: available collections

- Resources are available in more than 30 languages;
- More than 20 subjects




Resources are available in more than 30 languages: Basque, Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latin, Latvian, Lithuanian, Maltese, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Slovenian, Spanish, Swedish etc.

Subjects available in EuroTermBank: politics, international relations, European communities, law, economics, trade, finance, social questions, education and communications, science, business and competition, employment and working conditions, transport, environment, agriculture, forestry and fisheries, agri-foodstuffs, production, technology and research, energy, industry, geography, international organisation.





The portal uses a comprehensive data structure developed in accordance with ISO 12620 and ISO 16642. To narrow the search, all terms are categorized by subject field according to Eurovoc, the official multilingual thesaurus of the EU. Easy data exchange with content providers and the user community is achieved by use of TBX, the standard LISA terminology data exchange format. EuroTermBank applies Infoterm's methodology known as Code of Good Practice for Copyright in Terminology, to ensure proper treatment of content providers' rights

Grant Agreement: 225004 

EuroTermBank Terminology Add-In for Microsoft Word

EuroTermBank Terminology Add-In for Microsoft Word developed after the end of the project

- Integrated in Microsoft Word 2007
- Accesses the federated terminology of 99 EuroTermBank terminology databases.
- Accesses over 2 million terminology entries in more than 30 European languages.
- Terminology accessible from a single click of a keyboard shortcut.
- Filters terminology by subject.
- Filters terminology by language.
- Auto-detection of source language.
- Identification of terms in a segment in Word.
- Limited version available also for Microsoft Word
- Integration in other platforms available soon.



EuroTermBank Terminology is about terminology and productivity. Until now a terminologist or translator would search for terminology in several printed dictionaries and in several online databases resulting in wasted time and unsatisfactory outcome. With EuroTermBank Add-In your terminology is only a key stroke away. Since the EuroTermBank federates over a hundred terminology dictionaries and is constantly expanding, there is no longer a need to use a browser to search for terminology.

EuroTermBank Add-In, terminology has never before been so close. Now EuroTermBank Add-In, terminology can be integrated into the tools you use in your routine work. When you work in Microsoft Word you will find EuroTermBank Terminology in The task pane of Microsoft Word.

Benefits

Save time – no need to go to numerous places for terminology research.

Boost productivity – federation of terminology databases concentrate terminology in one place.

Increase quality – your terminology results will be more accurate

Grant Agreement: 225004 

www.eurotermbank.com

The logo for 'ETB euro term bank' consists of the letters 'ETB' in a large, bold, blue font. Below 'ETB', the words 'euro term bank' are written in a smaller, blue, lowercase sans-serif font, with each word in its own rectangular block.



Grant Agreement: 225004

net Share

NET-SHARE

European Commission

ICTPSP

7 SEVENTH FRAMEWORK PROGRAMME

A rectangular frame containing the text 'Grant Agreement: 225004' in the top left, 'net Share' in the top right, 'NET-SHARE' in the center, and three logos in the bottom: the European Commission logo, the ICTPSP logo, and the Seventh Framework Programme logo.