

OUTPUT FACT SHEET

Pilot actions (including investment, if applicable)

Version 2

Project index number and acronym	CE 1569 ProsperAMnet
Lead partner	FH OÖ Forschungs und Entwicklungs GmbH
Output number and title	O.T1.3 Pilot Actions for implementing the service monitor leading to transregional linkages
Investment number and title (if applicable)	n.a.
Responsible partner (PP name and number)	PP2 University of Passau
Project website	https://www.interreg-central.eu/Content.Node/ProsperAMnet.html
Delivery date	11/2020

Summary description of the pilot action (including investment, if applicable) explaining its experimental nature and demonstration character

As the monitor O.T1.1 is online available in different languages (DE, EN, IT, HU, SK, CZ, SL), companies from this countries were invited by project BSOs to participate at the service performance monitor - through a call for participation that has been disseminated via different channels. By using the monitor, companies evaluated their internal service performance. This leads to a transnational database - which consists in total of 384 company responses, which was used to evaluate country specific results. The results of the monitor usage were also evaluated on transnational level which allowed to evaluate different competence levels and to identify regional service characteristics. These results and the following implications were used by the project BSOs as content basis for their round tables.

This comprehensive result database (country level + transnational level) allows to show country specific results and to compare it with transnational benchmarks. Together with the input from the different target groups (from different regions => transnational approach) which participated in the round tables the results have been the basis for the discussion parts within the round tables. Through the discussions and the knowledge exchange within the round tables, the BSOs and the target groups from different countries discussed the transnational relevance. This comprehensive comparison (based on valid company data from the different regions) which was developed within the different deliverables is a key instrument to foster internal service competence.

NUTS region(s) concerned by the pilot action (relevant NUTS level)

NUTS region, where there has been a call for participation: AT31, Oberösterreich, HU21, Közép-Dunántúl; SI02, Zahodna Slovenija; CZ03, Jihozápad; ITH4, Friuli-Venezia Giulia; DED2, Dresden; SK01, Bratislavský kraj,

NUTS regions that benefit from the pilot actions: HU21, Közép-Dunántúl; SI02, Zahodna Slovenija; CZ03, Jihozápad; AT31, Oberösterreich; ITH4, Friuli-Venezia Giulia; DED2, Dresden; SK01, Bratislavský kraj, DE22, Niederbayern

Country specific Reports on Country level: HU, SI, CZ, AT, IT, DE, SK,

Investment costs (EUR), if applicable

n.a.

Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

The monitor is available in different languages. Therefore, companies - especially AMs- from these regions can participate and assess their internal service competence. Through the intense knowledge exchange, the BSOs have been trained within the field of servitization and are able to work with the company results (and also transnational results) to foster the service orientation and service performance in their regions. As the monitor can be used ongoing this tool also allows to assess the service performance ongoing. Together with the knowledge exchange - ensured by the trained BSOs - relevant target groups and decision makers benefit from the tool itself and also from the evaluated results on country level and also on transnational level.

Sustainability of the pilot action results and transferability to other territories and stakeholders.

The monitor is still available online and will be available at least five years after project end. The monitor has been promoted at several events to different relevant target groups. The monitor and the transnational reports on the monitor-results will be integrated into the project's platform and will be promoted to advanced manufacturers (AMs). The monitor-results were the content base for the round tables. Through the knowledge exchange based on the monitor results within the round tables, BSOs, relevant stakeholders and regional decision makers can use the gathered knowledge to promote the topic of exporting services successfully in an ongoing way.

Further, BSOs were trained to consult AMs in using the monitor and its results in their country. This is the basis that the BSOs are able to use the monitor and corresponding results in their work with the AMs in the region.

It is possible to use the monitor also in other regions (as it is available in English). Furthermore, it is possible to extend it also into other languages.

Lessons learned and added value of transnational cooperation of the pilot action implementation (including investment, if applicable)

Only through the transnational approach, the comprehensive knowledge exchange within the round tables could be ensured. Important for this was, that there is a transnational database (through the monitor usage from AMs from different countries) available. Within the round tables, we further achieved great added value due to intensive exchange and sharing of knowledge from the participants in the fields of e.g. servitization, service performance, artificial intelligence (project partnership, external experts, other stakeholders). In a globalized world, the achieved results and the gathered transnational linkages are crucial for the (service) success of AMs in Central Europe.

Contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

As most of the round tables were conducted online (or as a hybrid form) there was less travel necessary as originally planned.

Furthermore, all relevant principles in terms of equal opportunities and non-discrimination were covered.

References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links

If applicable, additional documentation, pictures or images to be provided as annex

This pilot action is directly linked with A.T1.2 and A.T1.3 (D.T1.2.1, D.T1.2.2, D.T1.2.3, D.T1.2.4 sowie D.T1.3.1, D.T1.3.2 and D.T1.3.3). Moreover the results were also integrated within A.T.1.4 (especially within the strategic action plans D.T1.2.2, within D.T1.4.5, D.T1.4.6, D.T1.4.1)

The service performance monitor is available on www.prosperamnet.eu.

Annex:

- D.T1.3.1 Evaluation Report
- D.T1.3.2 Summary of Round Tables