

MEMORANDUM OF UNDERSTANDING

Guidelines for external BSOs

October 2020





Enlargement of the MoU subscribers

Any Business Support Organization in the EU offering so called KIBS is entitled to join the THING+ project agreement (Memorandum of Understanding, hereinafter MoU) with the purpose to adopt the SIM in its offer for the business innovation to its clients.

The MoU would-be subscribers, provided that the THINGS+ project main output Service Innovation Methodology had proven to be effective and potentially of interest for (central) European manufacturing companies, wish to learn it with the purpose to offer SIM as a standard service in their portfolio.

Adoption of the Service Innovation Methodology means specifically implementing the THINGS+ Project following deliverables:

- O.T1.1 Key tools portfolio for servitization of CE product-based manufacturing companies (available in all CE languages and English)
- O.T1.2 SIM guidelines to create a new offer based on Product-Service System for CE manufacturing SMEs
- D.T2.1.4 Guidelines on Service Innovation Learning System
- D.T2.3.5 Summary of the business model for the replicability of SIM beyond the THINGS+ Project consortium

as they are uploaded in the project digital library <https://www.interreg-central.eu/thingsplus> under the Creative Commons licence.

- The Parties can also get advantage from materials prepared by THINGS+ Partners for the local end-users' workshops in local languages, upon specific request.

Application procedure

- To join the agreement a potential Party should get in contact with any of the Parties to arrange a first train-the-trainers (see the list below).
- The Parties are committing themselves to offer a train-the-trainers to new potential Parties upon request.
- Once the potential new Party had received the training it will address Friuli Innovazione for the formal signature of the MoU.
- The network of the Parties is committed to be mutually supportive to exchange experiences, best and worst practices, templates and useful materials and information for improving steadily the Service Innovation Methodology.
- MoU subscribers may at any time wish to stop their involvement and no longer use the Service Innovation Methodology developed within the THINGS+ Project.

MoU list of subscribers

To get in contact with one of the MoU parties, please send an email with subject: **THINGS+ Memorandum of Understanding** to any of the following BSOs

- Friuli Innovazione, Via J. Linussio 51, 33100 Udine, Italy. Email to segreteria@friulinnovazione.it to the attention of Ms. Francesca Pozzar.



- Science and Technology Park of the University of Rijeka Ltd, Radmile Matejčić 10, 51000 Rijeka, Croatia. Email to mario.vukelic@uniri.hr to the attention of Mr. Mario Vukelić.
- Technologie- und Gründerzentrum Bautzen GmbH, Preuschwitzer Straße 20, 02625 Bautzen, Germany. Email to tgz@tgz-bautzen.de to the attention of Mr. Marcel Bellmann.
- Tehnološki Park Ljubljana d.o.o., Tehnološki park 19, Ljubljana, Slovenia. Email to mojca.cvirn@tp-lj.si to the attention of Ms. Mojca Crvin.
- BizGarden s.r.o., Příkop 2a, 602 00 Brno, Czech Republic. Email to j.orava@bizgarden.cz to the attention of Mr. Jan Orava.
- Slovak Business Agency, Karadžičova 2, 811 09 Bratislava, Slovakia. Email to: klimacek@sbagency.sk to the attention of Mr. Peter Klimacec.
- Innovations- und Technologietransfer GmbH, Südtiroler Platz 11, 5020 Salzburg, Austria. Email to digitalisierung@itg-salzburg.at .
- BORA 94 Borsod-Abaúj-Zemplén Megyei Fejlesztési Ügynökség Nonprofit Kft., 3525 Miskolc, Városház tér 1, Hungary. Email to filep.reka@mfu.hu to the attention of Ms. Reka Filep.