

# TEMPLATE

## Output factsheet: Tools

Version 1

Project index number and acronym	CE1223
Lead partner	Fondazione Politecnico di Milano
Output number and title	O.T3.3 - Innovative Technological platform providing managerial and technical tools for WISEs
Responsible partner (PP name and number)	PP.7_ITC - Innovation Technology Cluster Murska Sobota
Project website	<a href="https://www.interreg-central.eu/Content.Node/INNO-WISEs.html">https://www.interreg-central.eu/Content.Node/INNO-WISEs.html</a>
Delivery date	June 2020

### Summary description of the key features of the tool (developed and/or implemented)

The INNO-WISEs project aimed to tackle all development needs of WISEs' sectors from technological gaps to skills shortages through the production of a flexible ICT platform and training programmes. This ICT platform (<http://wisebusiness.eu>) and the training programmes are expected to have an impact on the sustainability of the WISEs engaged in the project and thus in their region's economic growth and social inclusiveness.

The Innovative Technological Platform is providing WISEs with key technologies both managerial and technical (e.g. supporting innovative production processes). Thus, this tool supports WISEs in developing innovative products, services and processes linked to the economic sectors they work in (i.e. waste management, recycling and reuse, sustainable tourism and agriculture). The Platform is created following actual users' needs and is hosting the Massive Online Open Course (MOOC) training modules, making them available to users.

The training programmes will focus on Technological and Managerial competences' training for Work Integration Social Enterprises managers and employees. These programmes will directly support WISEs' innovative capacities and the development of a more entrepreneurial mind-set by supporting key abilities currently lacking such as innovative managerial and organizational skills ability. They include face-to-face training modules contents, all the training materials, the contents and materials developed for the MOOC modules.

### NUTS region(s) where the tool has been developed and/or implemented (relevant NUTS level)

At the NUTS 2 level, the tool most explicitly addresses the issues of Lombardia and Provincia Autonoma di Trento (Italy: Nord-Ovest and Nord-Est at the NUTS 1 level), Kontinentalna Hrvatska and Jadranska Hrvatska (Croatia), Vzhodna Slovenija and Zahodna Slovenija (Slovenia), Wielkopolskie (Poland: Region Północno-Zachodni at the NUTS 1 level) and Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest (Belgium).

### Expected impact and benefits of the tool for the concerned territories and target groups

A platform was built in order to help WISEs in their journey through digital and managerial transformation. This way it was built directly for the target group, where they can find:

- All the information they need to help face the digital transformation;
- A list of useful tools for WISEs;
- Lessons, MOOC and other trainings;
- Help on specific topics: getting seen, boosting your team, making time, getting sales, boosting impact, making money.

Since we know that WISEs lack skills on foreign languages, we have prepared all of this information in regional languages of project partners: Croatian, French, Italian, Polish and Slovenian. In addition to that we have added also two mostly used languages in Europe, this is English and German.

With all this we expect that impact and benefits of the platform will be very important for future operation and digital transformation of WISEs and will be serving as a starting point in their journey to digital processes and operations.

### Sustainability of the tool and its transferability to other territories and stakeholders

In order to ensure the sustainability of the platform partnership has agreed that 3 project partners (ENSIE, ACT, CGM) who represent WISEs network will take over the operation of the platform. They have signed a partnership agreement forming a consortium which will be responsible:

- to develop the Wisebusiness platform and spread the use of technological tools;
- to carry out joint programming and communication activities, including through new methods;
- to carry out in common dissemination of services to their respective enterprises;
- to coordinate development methods;
- to collaborate in the production of innovative goods and/or services so as to promote the digital transformation of social enterprises in Europe.

Since the platform was build together with WISEs in respective project partner countries, it presents a good settlement, which can be quickly adapted also in other regions or territories.

## Lessons learned from the development/implementation process of the tool and added value of transnational cooperation

The most important lessons learned was that providing a multi-language support was a necessity. At the beginning partners only developed the English version of the tool, which caused some negative comments when testing the tool in the first phase. Also the fact that we have done multiple rounds of testing (with partners, with stakeholders and with target groups) was an important lesson since every phase added additional conclusions and improvements of the platform. In addition, the comments from the external evaluator - prof. Andrea Karpati - gave other important suggestion to partners for the platform improvement and its future sustainability. The transnational cooperation was important factor, since we were able to cover the translations of the platform in multiple languages. Also regional specifics on WISEs have been taken into consideration when preparing the platform and training materials.

## References to relevant deliverables and web-links If applicable, pictures or images to be provided as annex

Link to the platform: <https://wisebusiness.eu/>

Relevant deliverables:

- D.T3.2.1
- D.T3.2.2
- D.T3.2.4
- D.T3.2.5
- D.T3.3.4
- D.T4.5.1