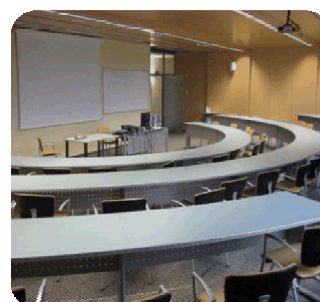


ICT Centre Kranj

Sphere: Services

Good Practice Title: ICT centre Kranj



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Brief Description of Good Practice:

The idea to for ICT development centre started from the big ICT company Iskratel and regional agency, since ICT is being one of the strongest “key branches” in the region. Main reasons for idea; need to attract and develop innovative solutions together with SME-s and R&D sector and need to attract highly motivated expertise of SME-s to develop/sell highly innovative niche ICT services/products/technologies. Main reasons to start the ICT park and development centre was; global competition in demanding technology markets were competition is getting more and more fierce, R&D cycles and time to market are constantly getting shorter, risks of misguided R&D and related costs have grown exponentially. Therefore main challenges of companies have to be embedded and with joint work taking care of; rapid changes in customer demand and design of adequate solutions; fast definition of technology demand and development of novelties, constant implementation of innovation.

5 founders: company Iskratel, Technology network ICT, Technology park Ljubljana, Sintesio, Boreia; Investment in facilities of ICT development centre (purchase of land, investment in refurbishment of the buildings, IT and other equipment, development of soft programs); over 40 mio EUR, 12 mio EUR EU funding (ERDF).

Working facilities:

- Equipped office space (closed offices, open space and working spaces of total 9,600 m², full ICT infrastructure)
- Pleasant environmet (true park, free parking spaces, fitness, 2 restaurants & bar, clinic and dentist, soon also kindergarten)
- Common areas (meeting rooms, class rooms, mini-kitchens, common server rooms, photocopying)
- Education center (conference hall and computer class rooms)
- Labs & expects (pre-conference testing – EMC, climatic chambers)
- EMS Centre (from prototyping to serial production)
- IT Centre (from PC equipment & support to virtual servers, hosting platform, eCloud and top-end Data center)

Standard Services:

- Renting of furnished offices – 9,50 EUR/m²/month (business space is equipped with standard furniture; all the ICT infrastructure is prepared; proportional sharing meeting room free of charge; ICT services and Internet access are paid extra)
- Renting of unfurnished offices – 9,00 EUR/m²/month (all the ICT infrastructure is prepared; proportional sharing meeting rooms free of charge; ICT services and Internet access are paid extra)
- Rental of furnished workplace – 100,00 EUR/month (independent furnished workplace in the "open space" system; included furniture and wired Internet (1Gb/1Gb) access; free of charge proportional sharing meeting room)
- Rental of shared workplace – 50,00 EUR/month (shared workplace in the "open space" system using the 80 hours per month; included furniture and wireless Internet access; sharing meeting room is not included in the price)
- Parking place – free (depending on rental office space m²; e.g. to 50 m² - 1 parking place, 50-100 m² - 2 parking places, 100-200 m² - 3 parking places)
- Security service and cleaning & maintenance of common areas

Support Services for ICT development centre users are as follows:

- Business acceleration and incubation stage – Start:up Center offer the following services;
 - ITIME+ regional idea accelerator: free office space, mentoring, ICT equipment and 20,000 € prize
 - Start:up Slovenia: support for application to national business plan competition, 10,000 € prize
 - Imagine Cup: world wide student team competition in entrepreneurship, 25,000 € + seed investment
 - Geek-House: co-working space, free counseling, mentoring and lectures
- Business development stage offer the following services;
 - Access to development funding: P2 grant support (74,000 €), pitch training, events with VC funds
 - Active technology brokerage: among SMEs, between members and Iskratel, and huge corporations
 - Centre for internship: free of charge testing of human resources from local faculties
- Internationalization and softlanding services offer the following services;
 - Go:Global: intensive mentorship MBA, 1:1 mentorship events, world wide network of partners with softlanding services
 - Access to growth funding: pitch training, events with VC funds within regional and on target markets
 - Softlanding program for FDI: grace period on rent, free FDI grant support & all other services free
- General services are as follows;
 - Networking: peer-to-peer, between members of lokal, national, regional and world wide clusters
 - Entrepreneurial lectures and expert workshop
 - Joint promotional activities: match-making, joint visits of clusters and corporations, PR support
 - Community events: entrepreneurial breakfast, discounts, sport and cultural activities
 - Entrepreneurial information services
 - Free hosting services

PC equipment lease and support

Item	Short description
<i>Basic HelpDesk + leased desktop PC (Windows)</i>	HelpDesk support + leased desktop PC Windows; support time from 07.30 – 15.30, response time 3 h
<i>Basic HelpDesk + leased desktop PC (Linux)</i>	HelpDesk support + leased desktop PC Linux; support time from 07.30 – 15.30, response time 3 h
<i>Basic HelpDesk for desktop PC</i>	HelpDesk support on customer desktop PC; support time from 07.30 – 15.30, response time 3 h
<i>Advanced HelpDesk + leased desktop PC (Windows)</i>	HelpDesk support + leased desktop PC Windows; support time from 07.30 – 19.30, response time 2 h
<i>Advanced HelpDesk + leased desktop PC (Linux)</i>	HelpDesk support + leased desktop PC Linux; support time from 07.30 – 19.30, response time 2 h
<i>Advanced HelpDesk for desktop PC</i>	HelpDesk support on customer desktop PC; support time from 07.30 – 19.30, response time 2 h
<i>Premium HelpDesk + leased desktop PC (Windows)</i>	HelpDesk support + leased desktop PC Windows; support time from 07.30 – 23.30, response time 1 h
<i>Premium HelpDesk + leased desktop PC (Linux)</i>	HelpDesk support + leased desktop PC Linux; support time from 07.30 – 23.30, response time 1 h
<i>Premium HelpDesk for desktop PC</i>	HelpDesk support on customer desktop PC; support time from 07.30 – 23.30, response time 1 h
<i>Basic HelpDesk + leased notebook (Windows)</i>	HelpDesk support + leased notebook PC Windows; support time from 07.30 – 15.30, response time 3 h
<i>Basic HelpDesk + leased notebook (Linux)</i>	HelpDesk support + leased notebook PC Linux; support time from 07.30 – 15.30, response time 3 h
<i>Basic HelpDesk for notebook</i>	HelpDesk support on customer notebook PC; support time from 07.30 – 15.30, response time 3 h
<i>Advanced HelpDesk + leased notebook (Windows)</i>	HelpDesk support + leased notebook PC Windows; support time from 07.30 – 19.30, response time 2 h
<i>Advanced HelpDesk + leased notebook (Linux)</i>	HelpDesk support + leased notebook PC Linux; support time from 07.30 – 19.30, response time 2 h
<i>Advanced HelpDesk for notebook</i>	HelpDesk support on customer notebook PC; support time from 07.30 – 19.30, response time 2 h
<i>Premium HelpDesk + leased desktop PC (Windows)</i>	HelpDesk support + leased notebook PC Windows; support time from 07.30 – 23.30, response time 1 h
<i>Premium HelpDesk + leased desktop PC (Linux)</i>	HelpDesk support + leased notebook PC Linux; support time from 07.30 – 23.30, response time 1 h
<i>Premium HelpDesk for notebook</i>	HelpDesk support on customer notebook PC; support time from 07.30 – 23.30, response time 1 h

Software lease and support

Item	Short description
<i>Basic security package</i>	Basic AV level on PC's (antivirus, antimalware).
<i>Advanced security package</i>	Enhanced security level (central policy, IPS, once per year security check on PC).
<i>Premium security package</i>	All functionalities in Advanced security package + proactive checking, quaterly security check, proactive
<i>Backoffice full package (licence are owned by Citrix apps</i>	Access to Exchange mail (mailbox size is 2 GB), access to Windows srv, Lync, Sharepoint. Access to Citrix published apps

Why the good practice was used:

It represents the vibrant and successful cooperation between bigger company IskraTel and smaller companies; existing infrastructure allow SME-s to get full access to highly ICT equipped working space and possibility to work within innovative environment with good access to R&D, networking, management and marketing services.

What are the benefits of the good practice:

The availability of "complete" services e.g. e-cloud, high speed broad band connection, high security level of ICT connections, innovative services, networking, and other highly specialized services already did and will attract SME-s with innovative potentials. SME-s working within ICT centre are confirming quicker progress in development of product/services and marketing. We expect that success of the city ICT centre will be the basis for similar initiatives in the countryside.

What problems/issues were associated with the good practice:

The precondition for ICT park was inclusion of ICT park in regional and national priorities and strong determination of regional stakeholders to develop and implement ICT park. Due to crisis the envisaged results (e.g. number of new SME-s) cannot be reached in planned time. The development of innovative ideas and support of the potential entrepreneurs demands high expertise and huge amount of time and effort of ICT centre experts. Planned investments in equipment and buildings are slightly lagging behind due to crisis. In a long run public funds will become scarce, so centre need to develop and market services that can be profitable and will attract new users.

How the success of the Good Practice was/is measured:

General: number of new companies (planned for 2014 – 20, so far 8), added value (planned for 2014 2.01 EUR, so far 1.26 EUR), number of new industrial rights (planned for 2014 – 6, now 1), influence of the project on industrial ICT sector (planned for 2013 – less than 30%, so far less than 6.61%).
Specific: 38 trainings/workshops in 2012 with 1015 participants (so far range of services was developed and implemented in practice with workshops, trainings ...)

Effect from using the Good Practice:

Good practice represents a good, quality facility with good reputation and good prospects for development, especially in the field of fostering development in innovative ICT solutions. Therefore also the number of new ICT business, new connections among ICT companies has grown, also experts from other regions are cooperating with centre and bring added value to ICT community.

Lessons learned:

Key to success of centre is local ownership of the idea, strong leadership and devoted experts which run and develop services of the facility. The development of innovative ideas and support of the potential entrepreneurs demands high expertise and huge amount of time and effort of ICT centre experts. Cooperation projects need time and joint effort of all involved SME-s.

Main idea that you want to stand:

ICT park is one stop shop for range of services that support ICT companies in networking and

development of innovative services, products. ICT centre is a leading centre in region/Slovenia for development of cooperation among ICT companies and has a leading role in development/implementation of ICT services.

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