



COMPARATIVE STUDY

ON KEY SUPPORTING SERVICES FOR YOUNG INNOVATORS IN CENTRAL EUROPE

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InoPlaCe: Improving of Key Supporting Services for Young Innovators across Central Europe
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1. Introduction

The CENTRAL EUROPE project InoPlaCe recognizes the young innovators – people not older than 35 years with innovative ideas (entrepreneurs providing innovative services or products, researches and potential future entrepreneurs) – as important driving force for innovation in the central European regions. The young innovators represent a specific target group worthy to support in their efforts and in overcoming the issues they may face due to their age, experience, knowledge or social background when attempting to put their innovative ideas and entrepreneurial ambitions into life.

The InoPlaCe project gathers the young innovators in so called Regional Innovation Labs drawing on the well-known concept of living laboratories. The Regional Innovation Labs give voice to young innovators and make it possible for them to articulate their needs and requirements concerning the initial support for the development of their potential. The young innovators involved in the Regional Innovation Labs provided their insights in the starting phase of the InoPlaCe project implementation and decided on the twenty key supporting services which should be placed to the centre of the attention of the project. The twenty key supporting services are at the core of the project's efforts to improve the conditions for young innovators since the main aim of the project is to improve the access of young innovators to these key services and to improve the services themselves to serve the needs of young innovators better.

The present Comparative study aims at providing a clear picture how needs of young innovators are currently covered in different regions in relation to the pre-defined twenty key supporting services. The study provides a comprehensive overview and analysis of the status quo, however, the ambition is to go beyond merely stating where the partner regions stand.

Besides, the study provides hints to InoPlaCe project partners, service providers and policy makers on the gaps in each region in relation to supporting services to young innovators and suggests how the regional performance could be improved.

The study is meant to be the basis for further InoPlaCe outputs (e.g. the Good practices compendium or Transnational action plan) but should also support the regional authorities in formulation and implementation of effective measures and instruments supportive for the key services development. The study is also addressing the services providers for whom it should serve as a guiding document on their role in the process of enhancement of the framework conditions for innovation through the improvement of the services they currently offer or through the implementation of brand new supporting services so far not available for the young innovators.

The Comparative study is the result of a benchmarking process that actively involved all InoPlaCe project partners from eight regions participating in the CENTRAL EUROPE Programme. The benchmarking was held in NUTS 2 statistical regions of the European Union except for the Slovenian partner (NUTS 3 statistical region), namely Southwest (Czech Republic), Savinja Region

(Slovenia), Lower Silesian Voivodeship (Poland), Bratislava Region (Slovakia), Lombardy (Italy), Western Transdanubia (Hungary), Thuringia (Germany) and Northeast (Czech Republic).

By agreeing on a common methodology for gathering regional data, the partnership tried to ensure the highest possible level of objectiveness of the inputs to the comparative analysis.

The Comparative study focuses on comparing single key services across regions, on benchmarking regional performances and on providing insights into single regions concerning mainly the supporting services available for young innovators. Based on the analysis and comparison, the study summarizes basic observations for all regions involved and identifies the gaps in the support to young innovators to be covered by the next project actions.

In particular the study aims at:

- Creating comprehensive “big pictures” of regions by benchmarking key supporting services and service providers;
- Identifying how key services are currently covered in project partners’ regions by service providers;
- Providing quantitative and qualitative data (SWOT analysis for each region) on regional performance;
- Identifying space for improvements and suggestions for further actions in the InoPlaCe project framework and beyond.

The starting point of the present study is defined by the twenty key services for young innovators that have been taken into consideration in the analysis and benchmarking process. Next, the methodological approach project partners have chosen for the benchmarking is introduced and figures and tables elaborated through the joint benchmarking activity are provided. Finally, suggestions for each region are provided on how to improve the range and quality of services in favour of the young innovators.

2. Description of selection of 20 key services

The first key task for the InoPlaCe project was to select the key services that would be considered as the most important ones and as such included in the benchmarking process.

The selection of the twenty key supporting services followed the establishment of the Regional Innovation Labs in the partner regions and elaboration of a long-list comprising variety of almost sixty already existing services and ideas of services which might be helpful for the young innovators' case. The long list of services was elaborated based on the insights of the Regional Innovation Labs members and based on a literature review, the common discussion and brainstorming among project partners.

The long list was then made short by vote of all young innovators involved in the Regional Innovation Labs, leaving only twenty services deemed the most important and most attractive.

A "grouping method" was selected for the definition of the twenty key supporting services by partners together with all members of the Regional Innovation Labs: this means that during the selection process in RILs, the members of RIL assigned different scores to their most preferred services by grouping them into four categories from the most preferred to the less preferred.

The Lead partner processed the inputs from all Regional Innovation Labs and completed the final list, which included the "most preferred services" for the majority of the young innovators involved in the project.

Thanks to the selected approach, the project could focus on the services which the target group of young innovators really needs and which were transparently selected by the vote in the Regional Innovation Labs.

The list of the twenty key supporting services accompanied by a list of all providers of the services in the partner regions provided the basis for the mapping of the coverage of the twenty selected services, which in turn served as the core input for the benchmarking process.

The mapping followed common methodology and its main purpose was to outline a "map" depicting the presence or absence of the twenty key supporting services across InoPlaCe partner regions while taking into account all relevant providers.

The regional maps resulting from the mapping process represent a comprehensive set of information on the twenty key supporting services including:

- List of all relevant providers for each service;
- Detailed information useful for the young innovators for each service;
- Special features of relevance (sector, typology of potential users, service output) are listed;
- Interactions and interrelations among various services are highlighted.

List and description of 20 selected key supporting services

No.	Name of the service	Description	Score gained through the RIL vote
1	Capitalization and commercialization of the results of R&D	Consultancy services – advisory on the issue of capitalization of the R&D results; commercialization of innovative technologies.	23
2	Business angels and venture capital	Intermediary services to provide young innovators with access to the capital for a business start-up either in the form of business angels or venture capital including consultancy in preparation of start-up for the entry of business angels/venture capital. Could be provided by the regional contact points to be established within the project.	22
3	Support of project development and applications for funds	To support the realization process of the project idea, to find a suitable call for proposals and help to elaborate and submit a good-quality proposal.	20
4	Support in finding investors from industry and enterprises	The objective of the following service will be the preparation of young innovator's enterprise for M&A with strategic or financial investor (expect VC and BA). The service will consist of advisory during the process of preparation the enterprise for the M&A process, identification of potential investors, assistance during the dealing with potential investors and during all legislative procedures during M&A.	20
5	Access of young innovators to technological parks and other R&D premises	Assistance to young innovators with access to technological parks and other R&D premises based on their request and needs for free or for favorable and rather symbolic price.	19
6	Matchmaking platform	The creation of a universal platform, which will be a place of: exchange contacts, networking, collaboration; provide communication between stakeholders such as young innovators, sponsors or good practice holders. The platform should be a tool which will be used not only by young innovators but also by entrepreneurs, universities which will be looking for partners for cooperation. Should also include information regarding possibilities of fund raising from various sources - both public and private, as well as the needs of other people using the platform (supply-demand formula). The platform will also serve as a "fair" of ideas and proposals for cooperation between the commercial and research spheres. The platform will also advertise profiles of research teams within R&D institutions. The profile will summarize the research potential and capacities of the team as the basis for matchmaking. Furthermore, the platform will enable exchange of information on the technologies which young innovators need and which companies/universities/research centers are willing to provide.	18

7	First contact and information point for young innovators	The first contact with a young innovator at the information point which will be able to get the information about the possibilities of obtaining external capital, about potential business partners and receive information about supportive activities and programmes, about good practices and will be directed to the right institution, where can get help depending on the specific needs. The point would also provide intermediary services to arrange the first contact between young innovators and the institution of their interest.	17
8	PR	PR services for innovative start-up companies comprising development of PR strategy, concrete proposals for PR actions, consultancy in marketing and popularization of innovative ideas.	16
9	Business plan	A business plan will be drafted for and in cooperation with Young Innovators. First, there will be defined the business idea (in case of the start-up phase) and then a compact presentable business plan including the financial plan will be elaborated (the business plan will be usually developed for upcoming 3 years – depends on the industry or specific requirements).	16
10	Incubation and networking	Location and services for companies planning to set themselves up in business and looking for low-cost premises, facilities, services and a network of opportunities and contacts. The service is aimed at associating partners who provide young innovators a place for their business - administrative premises with infrastructure and secretarial services, security services, telecommunication, IT, accounting services, legal services, conference rooms, education and training, laboratories etc. Part of the incubation would be networking with institutions that will take under their wings young innovators such as clusters, technology centers, technology parks, universities.	16
11	Contact person for young innovators in R&D institutions	Appointment of a contact person for young innovators in R&D institutions. The persons would be in charge of communication with young innovators, managing internships for relevant candidates, guiding research projects of young innovators, executive search for suitable interns from universities etc.	15
12	Intellectual property: generation, commercialization and protection	Advisory on intellectual property generation and protection, patent application and protection. Advisory on the rules and processes related to application for IP registration and commercialization. IP management, legal obligations and responsibilities.	14

13	Business start-up	<p>The service will provide Young Innovators with support during the administrative and organizational setting-up of the business. Mainly it will focus on advisory related to following formal and legal aspects:</p> <ul style="list-style-type: none"> - selection of the legal form, preparation of basic legal documents, selection and understanding of role of company responsibilities; - company registration; - setting up of basic administrative processes like accountancy; - tax and legal advisory; - establishment of basic office and office management procedures; - preparation of basic administrative documents (employee contracts, business contracts, other docs required by law). 	13
14	Assistance in commercialization process	<p>Searching for business partners who promote the commercialization process. The service is based on needs of individual would-be-entrepreneurs or entrepreneurs who need commercialization of new products. Typically the service is used for products resulting from a research activity or from a patent.</p> <p>Practical aspects:</p> <ul style="list-style-type: none"> - interested people contact the service provider; - the service provider makes an audit on the products; - the service provider looks for potential commercial partners. 	12
15	Partner search and acquisition for joint projects	<p>Assistance with search for suitable partners for joint projects and businesses, development of a database, executive search for partners upon young innovators' request. The service can also include the search for suitable sub-contractors. Could be carried out by the regional contact points.</p>	11
16	Technology transfer	<p>Support of planning technological innovation processes; identifying experts in analyzing and developing technological innovation projects; making technological check-ups, assistance with transfer of results of scientific research activities into practice.</p>	11
17	Creative Hub	<p>A center for the future of work and the up-and-coming professions; a "spinner" to enhance university and higher education system and services to support the start-up and consolidation of creative companies, with services and spaces for the incubation and pre-incubation of creative experimentation workshops and enterprises.</p>	11
18	Contact point for European and other public funds	<p>Technical assistance for fund-raising using European and other public funding schemes. The service would involve an analysis of the funding opportunities for specific ideas of young innovators.</p>	10

19	Personalized Training for Young Innovators and their companies	Analysis of training needs, training, learning and development activities, counseling on education and training for start-up companies, elaboration of training and educational plans in accordance with company needs and specialization comprising proposals for the potential suppliers of the trainings/educational courses. The service will help to meet the training needs according to requests imposed by market demands and will ensure progressive quantitative and qualitative increase in qualified human potential in start-ups.	9
20	Networking conferences	The aim of the conferences is to connect the different professionals in order to boost the entrepreneurship activities. For instance – technically oriented students can provide the innovative ideas and its technical specifications. On the other side such students (or young people) are not skilled in business activities (management, marketing, promotions, finances,...) and are many times not able to make from that the business model which would work (sometimes not even to write the business plan). With organization of such conference students who would like to start the entrepreneurship path would meet the complementary experts with whom they could connect and jointly start a new business.	9

3. Benchmarking methodology

The objective of any benchmarking activity is to understand and evaluate the current position of a business or organisation in relation to the "best practice" and to identify areas and means of performance improvement.

Benchmarking involves looking outward (outside a particular business, organisation, industry, region or country) to examine how others achieve their performance levels and to understand the processes they use. In this way benchmarking helps explain the processes behind excellent performance.

This activity is of core importance in the InoPlaCe project context as it is the prerequisite for the design of regional action plans and pilot actions to be carried out in the project framework in later stages of the implementation. To be able for the partner regions to decide which direction to go further, it is crucial to understand where they stand now, how they are doing in comparison to the others and which are the success/failure factors causing the differences in the regional performances.

The following list shows the methodology for benchmarking that has been used by the InoPlaCe project partners:

1. Creation of Benchmarking working group (BMWG) with involvement of an expert for each partner region;
2. Devising of Benchmarking methodology, including single key service evaluation (both qualitative and quantitative aspects);
3. Data gathering in each region (mapping process parallel to benchmarking methodology definition);
4. Assigning specific services to single BMWG experts (each expert was in charge of benchmarking of two of the twenty key supporting services, the Lead partner and Working Package leader were each responsible for four services);
5. Benchmarking of the data gained in the mapping process;
6. Data analysis and peer review;
7. Comparative study.

The BMWG started its work with shaping the methodology for benchmarking. It was agreed that it should be based as much as possible on objective data and evaluations and on jointly agreed indicators and scoring, in order to enable realistic comparison among regions. The objectiveness of the data was also underpinned by the distribution of tasks to the BMWG experts – each expert was in charge of benchmarking of specific services, not a region as a whole so that any bias of the experts towards particular region could be avoided.

The methodology was developed in a manner to provide well and easily understandable outcomes with obvious informative value. Therefore, the basic output of the benchmarking process was agreed to be for each region a self-explanatory pie-chart indicating the ratio between four categories of supporting services answering following questions:

- How many key services are provided in the region at excellent level?
- How many key services are provided in the region in satisfactory quality?
- How many key services are present and provided, yet, in insufficient quality?
- How many key services are absent in the region?

The methodology comprised two different parts, the first one (Tables A, B and C; see below) outlined the performance and the characteristics of each region: a general socio-economic overview, an overall analysis of regional providers and a SWOT analysis of each region in relation to the availability of services for young innovators.

The second part (Table D) included a qualitative analysis of how each service was delivered in each region.

The single key service evaluations made by each project partner (through the BMWG focal point) were then gathered and summarized in order to compare different performance of the partners' regions.

Each table included different items for evaluation. These items were jointly identified by the BMWG members as the most relevant ones for key services evaluation. Below, all tables employed during the benchmarking process are displayed.

Table A – Providers analysis

Based on the “Table A: PROVIDERS” a general overview on providers is reported highlighting specific aspects related to Young Innovators. The scores assigned by each BMWG member ranged from 1 (no good) to 5 (excellent).

Table A: PROVIDERS			
Related items in the mapping template		Providers characteristics	Score
A2	A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	
B2	B	quality of providers (experienced vs. beginners)	
B5	C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	
B2	D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	

Table B – General socio-economic overview

Based on the “Table B: GENERAL & SOCIO-ECONOMIC” main economic characteristics are outlined, highlighting aspects of economic trends related to Young Innovators.

Table B: GENERAL & SOCIO-ECONOMIC		
	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	
B	Unemployment rate	
C	R&D expenses	
D	Number of R&D bodies (public & private)	
E	Number of universities	
F	Number of students at university level	
G	Number of SMEs	

Table C – SWOT Analysis

Based on the “Tables C: SWOT ANALYSIS” and with regard to the twenty Key supporting services (all):

- strengths, weaknesses, opportunities and threats concerning both services and their providers are described;
- some suggestions for further development and improvement of services are highlighted under part D “opportunities”.

Table C: SWOT ANALYSIS		
	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	number
B	strengths	comprehensive qualitative items for the regions with regard to both service and providers quality and quantity
C	weaknesses	comprehensive qualitative items for the regions with regard to both service and providers quality and quantity
D	opportunities	comprehensive qualitative items for the regions with regard to both service and providers quality and quantity
E	threats	comprehensive qualitative items for the regions with regard to both service and providers quality and quantity

Table D – Single Service Evaluation

With the aim to evaluate each service key features for consideration were identified and each member of the BMWG completed the table D giving a rating for each service based on the data provided during the mapping phase.

Thus, each service was assigned a specific score based on which it was subsumed into one of the four pre-defined categories.

TABLE D: SINGLE SERVICE EVALUATION

Related items in the mapping template	Characteristics of the service	Provider 1	Provider 2	...	Provider n	Average
B.15	visibility					
B.14	availability in space (on-line – maximum point, user travels to provider – minimum point)					
B.7	affordability (for free – maximum points, fixed fee – minimum points)					
B.17	number of users of the service in the region (the higher figure the better score)					
B13 - B.16	practical impact of the service (strong – medium – negligible – none)					
B.18	interrelation to other key supporting services (strong – medium – negligible – none)					
Compare the service with the related description in the Key service list	extent to which the service match the description in the final list of services (fully – partially – not at all)					
	Total / Average					
Qualitative factors						
Related items in the mapping template	Characteristics of the service	Provider 1	Provider 2	...	Provider n	
A2	uniqueness of the service in the regional context (unique – rare – common)					
B10 - B10.1	sectorial delineation of the service (one-sector – multisectorial – general)					
B11 - B13	quality of the output (good – medium – negligible)					

In particular, the services have been evaluated by the BMWG on the basis on following characteristics:

- Visibility;
- Availability in space;
- Affordability;
- Number of users of the service in the region;
- Practical impact of the service;
- Interrelation to other key supporting services;
- Extent to which the service match the description in the final list of services.

Each service was evaluated by the relevant BMWG regional members by a rating from 1 to 10 per each provider.

In each region, only the three providers with highest average scores for each key service were taken into consideration for comparison among regions (see chapter 5) since otherwise, the overall picture of the regions with a plenty of providers could be distorted.

To give an example, if a service no. 1 is provided in a region by three providers at excellent level and by plenty of other providers in worse quality, the fact that the region scores as excellent is by no means affected since the young innovators have the service available in the excellent quality. Inclusion of the other providers would in case of simple average method worsen the particular region's ranking in relation to that specific service which would not correspond with the reality though.

Three other features of the services were evaluated without giving a score, but using rather qualitative approach. These were:

- Uniqueness of the service in the regional context (unique – rare – common);
- Sectorial delineation of the service (one-sector – multi-sectorial – general);
- Quality of the output (good – medium – negligible).

4. Characteristics and performance of partner regions

As envisaged in chapter 3 (benchmarking methodology) for each InoPlaCe partner region a set of comprehensive tables was completed showing:

- Assessment of providers and in particular, number of providers who offer one or more key services, their quality, focus and geographical distribution;
- General and socio-economic characteristics; regional characteristics taken into considerations applies to regional GDP per capita, unemployment rate, R&D expenses, number of R&D bodies (public & private), number of universities, number of students at university level and number of SMEs;
- The SWOT analysis: a planning method used to evaluate the strengths, weaknesses, opportunities and threats;

The tables below have been filled in by each partner/expert and in each one partners have given scores (from 1 to 10 with 10 being the best possible score in single service evaluation and providers overview), information (general and socio-economic table) and considerations (SWOT analysis).

To make further reading easier, all the tables for each region indicating how the particular region is doing in relation to the key supporting services and their providers are provided below. In order to be able to read the data in a wider regional context, a set of regional socio-economic indicators is included in order to illustrate the data collected and analyzed for the supporting services and their providers.

SOUTHWEST (Czech Republic)

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	3
B	quality of providers (experienced vs. beginners)	5
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	2
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	3

General & socio-economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€12 132 (2010)
B	Unemployment rate	8,4 % (2010)
C	R&D expenses	€176,4M (2010)
D	Number of R&D bodies (public & private)	211 (2010)

E	Number of universities	7
F	Number of students at university level - with Czech citizenship	34 753 (2010/2011)
G	Number of SMEs	N/R - about 56 % of businesses do not provide the number of employees

SWOT analysis

SWOT analysis		
A	coverage of the 20 KSS (how many out of the 20 are present)	13
B	strengths	<ul style="list-style-type: none"> - advanced services in commercialization process, supporting of project development and applications for different funds, processing of business plans and protection of intellectual property; - existence of science and technology parks with potential for further development including incubation and networking possibilities.
C	weaknesses	<ul style="list-style-type: none"> - generally, marginal focus of service providers on young innovators; - absence of intermediary services towards gaining access to the business angels and venture capital; - absence of the services for business start-up including creative companies (creative hub); - insufficient level of cooperation of institutions of R&D with the business sector.
D	opportunities	<ul style="list-style-type: none"> - more developed and widespread consultancy services in the area of capitalization and commercialization of the results of R&D and technology transfer; - more developed "networking services" like a support in finding investors from industry and enterprises, matchmaking platform, first contact and information point for young innovators, contact person for young innovators in R&D institutions, partner search and acquisition for joint projects and networking conferences; - more intensive (financial) support and promotion of applied research activities; - sharing experience of good practices from partner regions.
E	threats	<ul style="list-style-type: none"> - untapped potential of relevant support from EU funds - some of the key supporting services (e.g. matchmaking platform) and infrastructure (Technology Centre Pisek) are currently co-financed from these funds.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	10,00		10,00		9,00	7,00	10,00		10,00	10,00		10,00		10,00	5,00	10,00		10,00	8,00		9,08
availability in space	5,00		5,00		1,00	10,00	10,00		5,00	10,00		4,00		5,00	10,00	5,00		5,00	1,00		5,92
affordability	5,00		5,00		4,00	10,00	6,50		5,00	5,00		10,00		5,00	10,00	3,00		4,00	10,00		6,54
number of users of the service in the region	0,00		1,00		2,67	4,00	0,00		7,00	1,00		0,00		0,00	0,00	0,00		2,00	0,00		3,13
practical impact of the service	7,00		8,00		5,67	6,00	8,00		8,00	8,33		9,00		6,00	5,00	8,00		9,00	5,00		7,00
interrelation to other key supporting services	8,00		8,00		8,00	7,00	10,00		0,00	0,00		9,00		8,00	7,00	3,00		8,00	7,00		6,82
extent to which the service match the description in the final list of services	7,00		8,67		5,00	7,00	9,00		8,00	9,33		7,00		8,00	10,00	9,00		9,00	7,00		7,92
Average	7,00		6,52		5,05	7,29	8,92		7,17	6,24		8,17		7,00	7,83	6,33		6,71	6,33		
Qualitative factors																					
uniqueness of the service in the regional context	rare		common		unique	unique	unique		rare	common		unique		unique	unique	rare		common	rare		
sectorial delineation of the service	general		multisectoral			multisectoral	general		general			general		general	one-sector	general		general	general		
quality of the output	good		good		good	good	good		good			good			medium	good		good	medium		

SAVINJA REGION

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	10
B	quality of providers (experienced vs. beginners)	4
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	5
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	3

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€15 708 (2010)
B	Unemployment rate	11,8 % (2010)
C	R&D expenses	€43,978M (2009)
D	Number of R&D bodies (public & private)	65 (2009)
E	Number of universities	0 (2011)
F	Number of students at university level	13 922 (2010/2011)
G	Number of SMEs	1 063 (2011)

SWOT analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	12
B	strengths	<ul style="list-style-type: none"> - 3 providers of key supporting services (KSS) Access to young innovators to technological parks and other R & D premises; - 3 providers of KSS Business start-up; - University incubator of Savinja region as being one of only four university incubators in Slovenia provides 6 KSSs.
C	weaknesses	<ul style="list-style-type: none"> - 8 KSS are not provided; only 2 providers out of 12 offer young innovators support as a core business; no university in the region; - centralized distribution of the providers; lack of experience of the providers.
D	opportunities	<ul style="list-style-type: none"> - existing providers could offer more KSSs; - all 20 KSSs can be provided regarding the potential of the region; - more provides could offer young innovators support as a core business.
E	threats	<ul style="list-style-type: none"> - drain of young innovators to other regions or countries because of lack of some KSSs.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	10,00		10,00		7,00				10,00	5,00	6,00	8,00	9,00		5,00	10,00		10,00		10,00	8,33
availability in space	5,00		5,00		6,00				5,00	9,00	3,00	6,00	6,00		5,00	5,00		5,00		1,00	5,08
affordability	3,00		10,00		10,00				10,00	10,00	10,00	6,50	5,67		10,00	3,50		3,00		10,00	7,64
number of users of the service in the region	3,00		6,00		6,00				5,00	5,00	2,00	4,00	4,67		3,00	4,50		2,00		8,00	4,43
practical impact of the service	6,00		7,00		6,00				8,00	10,00	5,00	4,00	4,67		5,00	10,00		7,00		8,00	6,72
interrelation to other key supporting services	2,00		1,00		5,00				0,00	0,00	5,00	3,00	2,00		1,50	1,00		2,00		2,00	2,04
extent to which the service match the description in the final list of services	4,00		4,00		7,00				4,00	10,00	5,00	5,50	6,67		5,00	0,00		8,00		7,00	5,51
Average	4,71		6,14		6,71				6,00	7,00	5,14	5,29	5,52		4,93	4,86		5,29		6,57	
Qualitative factors																					
uniqueness of the service in the regional context	rare		rare		unique				rare	unique	unique	rare	common		unique	rare		unique		unique	
sectorial delineation of the service	one-sector		general								one-sector	general	general		general	one-sector		general		general	
quality of the output	medium		medium		medium						medium	medium	medium		medium	good		medium		good	

LOWER SILESIA VOIVODESHIP

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	8
B	quality of providers (experienced vs. beginners)	10
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	5
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	3

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€9 694,97 (2009)
B	Unemployment rate	12,5 % (2011)
C	R&D expenses	€159,08M (2010)
D	Number of R&D bodies (public & private)	146 (2010)
E	Number of universities	38 (2010/2011)
F	Number of students at university level	168 469 (2010/2011)
G	Number of SMEs	330 276 (2012)

SWOT analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	18
B	strengths	<ul style="list-style-type: none"> - an increasing number of providers offering services for young innovators and increasing number of services; - increasingly wider geographical range of entities in the region providing services for young innovators; - intensifying competition of providers offering services for young innovators and associated with this improving the quality of services; - well-developed infrastructure in the area of research and laboratory in the region.
C	weaknesses	<ul style="list-style-type: none"> - insufficient promotion of providers offering free service for young innovators; - lack of funding projects at a very early and early stage of development; - insufficient cooperation between science and business; - lack of communication platform between the needs of companies and offer of R&D sector; - insufficient interest of entities from industrial sector in cooperation with R & D units.
D	opportunities	<ul style="list-style-type: none"> - growing awareness of the need to support R&D activities; - increasing spending on R & D; - launch dedicated faculties at universities.

E	threats	- insufficient funding of R&D; - allocating funds for selected research.
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Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	8,33	6,67	6,67		9,00	7,00	10,00		10,00	10,00	9,00	10,00	10,00	8,00	7,50	5,00	8,00	10,00	6,25	7,50	8,27
availability in space	5,00	3,67	5,00		1,00	4,00	10,00		5,00	10,00	7,33	3,00	6,00	6,00	1,00	5,00	3,00	5,00	2,00	4,00	4,78
affordability	6,00	6,00	6,00		1,00	1,00	10,00		9,00	7,00	10,00	5,00	10,00	6,00	3,00	5,33	4,00	4,00	6,50	7,75	5,98
number of users of the service in the region	3,00	3,00	6,00		4,00	4,00	10,00		5,00	3,00	2,00	2,00	7,00	2,00	3,00	3,00	2,00	10,00	4,00	2,00	4,17
practical impact of the service	8,00	6,33	7,67		5,50	6,00	9,00		7,67	9,33	5,33	9,00	7,00	7,00	8,00	10,00	7,00	9,00	7,50	5,00	7,46
interrelation to other key supporting services	4,00	2,00	3,00		2,50	2,50	8,00		0,00	0,00	0,67	0,00	0,00	0,67	1,00	2,00	1,00	2,00	1,00	3,00	1,85
extent to which the service match the description in the final list of services	8,00	5,67	9,33		7,00	6,50	8,00		8,00	9,67	7,00	9,00	9,00	8,00	5,00	9,00	7,00	10,00	8,00	4,00	7,68
Average	6,05	4,76	6,24		4,29	4,43	9,29		6,38	7,00	5,90	5,43	7,00	5,38	4,07	5,62	4,57	7,14	5,04	4,75	
Qualitative factors																					
uniqueness of the service in the regional context	common	common	common		unique		unique		common	common	rare	rare	common	rare	rare	rare	unique	common	common	rare	
sectorial delineation of the service	general	general	general		multisectorial		multisectorial				general	general	general	general	general	general	general	general	general	general	
quality of the output	good	medium	good		good		medium				medium	good	good	medium	good	good	medium	good	good	medium	

BRATISLAVA REGION

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	8
B	quality of providers (experienced vs. beginners)	7
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	4
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	1

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€29 241 (2010)
B	Unemployment rate	5,72 % (2012)
C	R&D expenses	€7,01M (2010)
D	Number of R&D bodies (public & private)	208 (2013)
E	Number of universities	12
F	Number of students at university level	64 693 (2007)
G	Number of SMEs	54 203

SWOT Analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	19
B	strengths	<ul style="list-style-type: none"> - advanced services in commercialization process and transfer of technologies, supporting of project development and applications for different funds, processing of business plans; - existence of science and technology parks with potential for further development and well developed incubation possibilities.
C	weaknesses	<ul style="list-style-type: none"> - generally, marginal focus of service providers on young innovators; - absence of PR service; - inadequate services for creative companies (creative hub) and matchmaking services; - insufficient level of cooperation of institutions of R&D with the business sector with the municipalities and low state support.
D	opportunities	<ul style="list-style-type: none"> - establishment of PR services; - more developed "networking services" matchmaking platform, first contact and information point for young innovators, contact person for young innovators in R&D institutions, partner search and acquisition for joint projects and networking conferences; - more intensive (financial) support from municipalities or from professional chambers; - sharing experience of good practices from partner regions.
E	threats	<ul style="list-style-type: none"> - best working institutions are from private sector and state support is insufficient;

		<ul style="list-style-type: none">- Bratislava region was unable to use EU funds being regarded as well developed;- not enough developed infrastructure; traffic congestions not appealing for businesses.
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Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	8,33	10,00	5,00	10,00	7,67	7,00	10,00		10,00	10,00	6,00	8,67	10,00	8,67	8,33	8,33	10,00	5,00	5,00	6,67	8,14
availability in space	3,67	5,00	1,00	5,00	3,00	1,00	10,00		5,00	10,00	5,00	5,00	6,00	5,00	5,00	3,67	5,00	2,00	1,00	3,67	4,47
affordability	8,33	10,00	5,00	7,50	10,00	1,00	10,00		10,00	5,00	6,00	8,33	10,00	8,67	7,67	7,67	10,00	4,00	1,00	4,00	7,06
number of users of the service in the region	5,00	10,00	5,67	10,00	7,00	7,00	10,00		6,67	5,00	7,00	4,00	6,00	4,00	5,00	6,00	10,00	3,00	4,00	2,00	6,18
practical impact of the service	7,67	9,00	7,67	8,00	6,67	5,00	10,00		8,67	10,00	5,50	5,00	6,67	4,00	5,00	8,00	9,00	7,33	6,00	5,00	7,06
interrelation to other key supporting services	9,00	9,00	10,00	10,00	2,67	7,00	10,00		0,00	0,00	5,00	2,33	3,00	0,00	5,00	1,00	10,00	7,00	2,00	4,00	5,11
extent to which the service match the description in the final list of services	7,33	9,00	8,67	8,00	7,00	6,00	9,00		7,67	9,50	7,00	6,67	9,00	7,67	5,00	10,00	9,00	9,00	6,50	3,33	7,65
Average	7,05	8,86	6,14	8,36	6,29	4,86	9,86		6,86	7,07	5,93	5,71	7,24	5,43	5,86	6,38	9,00	5,33	3,64	4,10	
Qualitative factors																					
uniqueness of the service in the regional context	common	rare	common	rare	unique	unique	unique		common	rare	rare	rare	common	rare	rare	rare	unique	com.	com.	rare	common
sectorial delineation of the service	multi	multi	general	multi	multi	multi	general				general	gen.	general	general	general	gen.	gen.	general	gen.	general	multi.
quality of the output	good	good	good	good	good	good	good				medium	med.	medium	medium	medium	good	good	good	good	medium	good

LOMBARDY

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	6
B	quality of providers (experienced vs. beginners)	7
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	7
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	5

General socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€33 483 (2013)
B	Unemployment rate	8,66 % (2010)
C	R&D expenses	€4 395M (2010)
D	Number of R&D bodies (public & private)	47 467 employees (2010)
E	Number of universities	13
F	Number of students at university level	180 000 (2012)
G	Number of SMEs	895 000 (2010)

SWOT Analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	17
B	strengths	<ul style="list-style-type: none"> - in the last two years, several new providers increased the supply of services for young social and digital innovators in particular: co-working, creative hubs, incubators, performing arts spaces, fab labs (makers spaces); - the national law on innovative start-up (Law decree 179/2012) creates a favourable framework to stimulate innovation and youth entrepreneurship; - the City of Milan and the Chamber of Commerce are committed to promote innovation and to support young start-uppers through call for tenders and financial incentives, vouchers for start-ups to be used in private incubators; - the City of Milan has launched a public incubator for social entrepreneurs and has published a political manifesto “Milano capital delle start-up”; - big corporations are following a trend for funding call for ideas and training programmes to widespread innovation and to create youth employment; - technological incubators managed by Universities ensure capitalization of the R&D results, commercialization of innovative technologies and integration between research and business sectors; - SMEs involved in ICT sector are prepared to provide opportunities to

		young innovators.
C	weaknesses	<ul style="list-style-type: none"> - cooperation and collaboration between stakeholders and providers are still weak, reducing the opportunity to come up with more effective integrated services; - pre-seed funding (private and public) is not available; - the supply of seed and venture capital is inadequate, especially for small projects and projects at a very early stage of development: the number of funds, asset owners and business angels is quite limited; - intermediary services to provide young innovators with access to the capital for a business start-up are insufficient; - lack of laws and regulations to use spaces in different ways at the same time; - the education to entrepreneurship is not enough diffused across universities; - university programmes (humanistic ones) are limited in teaching students innovative solutions to exploit their knowledge; - SMEs involved in traditional sectors show some limits to attract young innovators and to create innovation; - the culture of mentorship across providers is still missing; - "failure" still perceived as a problem (normative and cultural issues); - the legal framework for young innovators and start-ups is too complicated and difficult to be interpreted, with several overlaps and still fragmented.
D	opportunities	<ul style="list-style-type: none"> - more intensive (financial) support and promotion of applied research activities: the financial operator of the Lombardy Region (Finlombarda) could represent a key player to support innovation and entrepreneurship; - more developed "networking services" and a platform for the ecosystem of innovation; - the availability, at the urban level, of public and private spaces to host practices of social and tech innovation; - the increasing competitiveness could push operators to enhance the system and could enable the exchange of knowledge and practices; - pre-competitive procurement practices by public administrations represents interesting opportunities for young entrepreneurs; - the region has a rich endowment of infrastructures, resources and skilled operators; - sharing experience of good practices from partner regions; - launch dedicated faculties at universities.
E	threats	<ul style="list-style-type: none"> - many providers and stakeholders don't have the capacity and skills to present good project proposals to capture EU funds; - incubators may face financial constraints because young innovators are not able to pay for services (work for equity could be too risky as solution); - the limited supply of seed and venture capital may force innovators to go abroad; - limited public spending for R&D.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	10,00	6,00	6,00	3,00	1,00	6,50	10,00		5,75	7,50	6,00	7,00	7,00		5,00	7,50	10,00		8,33	6,67	6,66
availability in space	5,00	3,67	3,67	5,00	7,00	4,00	7,50		4,00	10,00	6,00	6,50	7,00		5,00	5,00	5,00		5,00	5,00	5,55
affordability	2,00	3,00	4,00	2,00	10,00	10,00	9,00		3,50	3,00	10,00	7,00	3,00		10,00	3,00	10,00		5,33	2,33	5,72
number of users of the service in the region	6,00	6,33	8,00	6,00	4,00	7,00	10,00		6,00	7,50	6,00	6,00	4,00		10,00	8,00	2,00		7,33	6,00	6,48
practical impact of the service	8,00	6,00	6,33	8,00	6,00	6,00	9,00		7,50	9,50	6,00	6,00	6,00		5,00	5,00	9,00		5,67	3,00	6,59
interrelation to other key supporting services	7,00	7,67	5,33	8,00	5,00	6,00	7,25		0,00	0,00	6,00	6,50	10,00		7,50	5,00	2,00		6,00	3,00	5,43
extent to which the service match the description in the final list of services	9,00	6,67	6,67	9,00	7,00	6,00	10,00		9,25	10,00	8,00	8,00	9,00		10,00	8,00	10,00		4,33	2,00	7,82
Average	6,71	5,62	5,71	5,86	5,71	6,50	8,96		5,14	6,79	6,86	6,71	6,57		7,50	5,93	6,86		6,00	4,00	
Qualitative factors																					
uniqueness of the service in the regional context	rare	common	common	rare	common		common		common	rare	unique	rare	unique		unique	rare	unique		common	rare	
sectorial delineation of the service	multi	multi	multi	multi	one-sector		general				general	multi	multi		multi	multi	general		general	general	
quality of the output	good	good	good	medium	medium	medium	medium				good	good	good		medium	good	good		medium	medium	

WESTERN TRANSDANUBIA

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	10
B	quality of providers (experienced vs. beginners)	10
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	5
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	6

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€14 200 (2009)
B	Unemployment rate	8,6 % (2009)
C	R&D expenses	0,59 % of GDP (GERD) (2009)
D	Number of R&D bodies (public & private)	33 960 employees (2011)
E	Number of universities	2 universities' faculties in 7 town
F	Number of students at university level	24 773 (2011)
G	Number of SMEs	68 314 (2009)

SWOT Analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	20
B	strengths	<ul style="list-style-type: none"> - the providers cover all the region with many offices, and provide range of supporting activities; - establishment of a wide-range institutional network connecting to the supply side of innovation. There are 24 industrial parks in the region, some of them with higher level services for technology and innovation; - PR activities are facilitated those providers which closely related with universities. Especially publishers, libraries, other scientific paper and periodicals publishers; - in the most dominant centers of the region, 5 innovation and incubator centers provide modern enterprise infrastructure (offices, workshops, lecture hall, meeting room, high-speed internet connection, structured communication network) and mainly business advices (financial, tax, accounting services, legal consultancy services, marketing) in Győr, Sopron, Szombathely, Zalaegerszeg and Nagykanizsa; - university clubs provide contacts to further cooperation in spin-off and start-up companies; - recently 25 start up project's plans managed to national applications; - commercialization has a good methodology which was provided by a national organization (with regional offices and tools);

		- dynamic higher education institutions with important infrastructural background.
C	weaknesses	<ul style="list-style-type: none"> - lacking innovation oriented services in industrial parks and bridging institutions; Scepticism towards applications; - a 2010th year's survey shows that industrial parks do not have measuring labs, patent-advising, copyright and industrial safety consulting, patent analysis and news research and benchmarking activities; - low level of cooperation between the higher education and the business sphere, Low level of cooperation between innovative large companies and SMEs.
D	opportunities	<ul style="list-style-type: none"> - development of technology and innovation services in industrial parks; - in the spirit of "life-long learning strategy" the training, adult training and higher education can be integrated to a network-based regional system. As a good practice the "Innovation project development management training" can be mentioned, where the regions SME-s can be participated; - strengthening of the cooperation between universities and business, developments concentrate on networks, knowledge base, and innovation.
E	threats	<ul style="list-style-type: none"> - commercialization is not resolved in regional level; - third party (or foreign organization) came into process with their requirements, which not applicable for young entrepreneurs.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	6,67	6,67	5,00	5,00	7,00	5,75	7,33	8,00	5,00	7,67	7,33	8,67	6,00	10,00	6,67	5,00	5,00	2,50	6,67	10,00	6,60
availability in space	5,00	5,00	5,00	5,00	7,00	5,25	10,00	9,00	5,00	10,00	5,33	6,00	6,00	6,00	5,00	5,00	5,00	2,50	6,67	5,00	5,94
affordability	5,00	5,00	5,00	5,00	1,00	0,75	1,00	3,00	5,00	5,00	6,67	5,00	6,00	5,00	3,00	3,00	4,00	7,00	4,00	1,00	4,02
number of users of the service in the region	3,00	3,67	3,00	3,00	4,00	3,00	5,00	3,33	4,00	5,67	2,67	2,67	3,67	6,00	4,00	1,50	2,00	1,00	4,67	9,00	3,74
practical impact of the service	6,00	7,67	7,33	6,00	1,33	3,00	6,00	4,67	7,00	8,00	7,33	7,33	5,67	7,00	5,00	2,00	4,00	6,00	6,67	5,00	5,65
interrelation to other key supporting services	2,00	2,00	3,00	2,00	0,00	1,50	1,00	0,00	0,00	0,00	0,67	0,00	0,00	6,00	2,00	2,00	2,00	0,00	2,33	2,00	1,43
extent to which the service match the description in the final list of services	7,00	8,00	9,00	8,00	5,33	4,50	7,00	7,00	9,00	9,67	8,33	8,67	9,00	9,00	10,00	10,00	4,00	6,00	5,33	3,00	7,39
Average	4,95	5,43	5,33	4,86	3,67	3,39	5,33	5,00	5,00	6,57	5,48	5,48	5,19	7,00	5,10	4,07	3,71	3,57	5,19	5,00	
Qualitative factors																					
uniqueness of the service in the regional context	common	common	common	rare	unique	unique	rare	rare	rare	common	common	common	common	unique	rare	rare	rare	rare	common	rare	
sectorial delineation of the service	general	general	multi	multi	one-sector	multil	general	multi	general		general	general	general	general	general	general	multi	multi	general	general	
quality of the output	medium	good	medium	medium	medium	good	good	good	good		medium	medium	medium	good	good	medium	negligible	negligible	good	medium	

THURINGIA

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	6
B	quality of providers (experienced vs. beginners)	7
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	4
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	5

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€22 241 (2012)
B	Unemployment rate	8,3 % (2012)
C	R&D expenses	€477M (2011)
D	Number of R&D bodies (public & private)	107 (2012)
E	Number of universities	7
F	Number of students at university level	53 700 (2011/2012)
G	Number of SMEs	89 012 (2010)

SWOT Analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	20
B	strengths	<ul style="list-style-type: none"> - wide range of services from first contact points to R&D institutions; - a great number of support agency with good quality of the consultancy personnel for supporting by project development, application for different funds, protection of intellectual property, state and regional finance support of services, etc.; - many technology, innovation and spin-off parks, incubators, clusters and networks (ex. Spectronet, Greentech etc.); - good support from business angels Thuringia; - excellent regional Operational Programme (EFRD TNA and ESF TNA).
C	weaknesses	<ul style="list-style-type: none"> - not enough cooperation of R&D sectors of the universities with SMEs;
D	opportunities	<ul style="list-style-type: none"> - more supports the working of the applied research institutions in the universities with SMEs.
E	threats	<ul style="list-style-type: none"> - the weak participation of the R&D institutions in EU funding programs, particularly in FP7.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	6,67	5,00	5,00	6,67	7,00	7,00	6,00	6,00	3,00	5,00	10,00	5,00	7,00	6,00	10,00	7,50	5,00	10,00	10,00	10,00	6,89
availability in space	5,00	5,00	5,00	5,00	7,00	7,00	10,00	10,00	5,00	10,00	5,00	5,00	6,00	6,00	5,00	5,00	5,00	5,00	5,00	5,00	6,05
affordability	10,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	0,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	10,00	9,50
number of users of the service in the region	10,00	10,00	8,00	8,67	8,50	10,00	10,00	7,00	10,00	5,00	6,00	3,00	10,00	4,00	3,00	10,00	5,00	5,00	10,00	4,00	7,36
practical impact of the service	6,67	6,00	8,00	7,33	7,50	7,00	8,00	7,00	5,00	8,00	8,00	6,00	5,00	3,00	3,00	5,00	8,00	5,00	7,00	4,00	6,23
interrelation to other key supporting services	2,67	2,00	1,00	2,00	5,50	7,00	3,00	0,00	5,00	0,00	1,00	5,00	5,00	1,00	0,00	3,00	1,50	0,00	5,00	1,00	2,53
extent to which the service match the description in the final list of services	6,67	3,00	9,00	7,00	5,50	7,00	8,00	7,00	5,00	9,00	7,00	3,00	7,00	5,00	3,00	8,50	8,00	3,00	6,00	8,00	6,28
Average	6,81	5,86	6,57	6,67	7,29	7,86	7,86	6,71	6,14	6,71	5,29	5,29	7,14	5,00	4,86	7,00	6,07	5,43	7,57	6,00	
Qualitative factors																					
uniqueness of the service in the regional context	common	rare	rare	common	unique	unique	unique	unique		unique	unique	unique	unique	unique	rare	rare	rare	unique	rare	common	
sectorial delineation of the service	general	general	general	general	multi	multi	general	multi			general	general	general	general	general	general	general	general	general	general	
quality of the output	good	good	good	good	good	good	good	good			good	medium	medium	negligible	negligible	good	good	medium	good	good	

NORTHEAST (Czech Republic)

Providers

	Providers characteristics	Score (1 = very poor, 10 = excellent)
A	number of providers which offer one or more Key services (Is the total number of providers adequate for the needs of Young Innovators?)	8
B	quality of providers (experienced vs. beginners)	8
C	focus of providers (focused on Young Innovators and Key Services – not so focused – marginal focus)	9
D	geographical distribution of providers: even (GOOD) vs. centralized (NO GOOD)	6

General and socio economic

	General and socio-economic characteristics	Statistical data
A	Regional GDP per capita	€10 619 (2010)
B	Unemployment rate	10 % (2012)
C	R&D expenses	€5,245M
D	Number of R&D bodies (public & private)	364
E	Number of universities	3
F	Number of students at university level	28 625
G	Number of SMEs	156 810

SWOT Analysis

	SWOT analysis	
A	coverage of the 20 KSS (how many out of the 20 are present)	19
B	strengths	- personalized services due to lower amount of potential young entrepreneurs, targeted (tailor made) services.
C	weaknesses	- sometimes low quality of offered services, low selection (only few providers exist), not many experiences with providing services (lower mass of potential young entrepreneurs).
D	opportunities	- potential of the region to grow; - potential for young entrepreneurs to start their business there (market gaps exist); - decentralization of incentives on the national level.
E	threats	- less incentives from the side of regions, mainly the services are offered on national level in the city of Prague and not in the other regional capitals, young innovators are moving to Prague; worse infrastructure as well as supporting environment for starting the business than in Prague.

Evaluation of key services

Characteristics of the service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Average
visibility	5,33	10,00	10,00	10,00	5,67	9,00	10,00	5,50	5,00	7,00	2,00	6,67	10,00	6,50	10,00	7,00		10,00	10,00	10,00	7,88
availability in space	3,33	5,00	5,00	5,00	4,00	10,00	8,00	5,50	8,25	9,67	2,00	5,00	5,00	5,00	5,00	2,33		5,00	3,25	2,33	5,19
affordability	8,33	10,00	10,00	10,00	4,00	10,00	10,00	10,00	7,00	5,67	10,00	10,00	6,00	7,50	10,00	7,00		10,00	6,25	4,00	8,20
number of users of the service in the region	1,00	10,00	10,00	10,00	4,00	9,00	10,00	1,00	0,75	1,00	0,00	0,00	0,67	1,00	10,00	0,00		10,00	0,00	10,00	4,65
practical impact of the service	8,33	8,00	8,00	8,00	7,00	7,00	10,00	6,50	6,75	6,33	6,00	6,67	7,33	7,00	10,00	8,00		8,40	7,00	8,00	7,60
interrelation to other key supporting services	0,00	0,00	0,00	0,00	2,67	0,00	9,00	2,00	0,00	0,00	8,00	1,33	0,00	1,50	0,00	1,00		1,00	4,75	2,67	1,79
extent to which the service match the description in the final list of services	7,67	6,00	9,00	7,00	5,00	6,67	10,00	6,50	7,50	7,67	9,00	8,67	7,33	9,00	8,00	8,00		9,00	7,00	9,33	7,81
Average	4,86	7,00	7,43	7,14	4,62	7,38	9,57	5,29	5,04	5,33	5,29	5,48	5,19	5,36	7,57	4,76		7,63	5,46	6,62	
Qualitative factors																					
uniqueness of the service in the regional context	common	common	common	common	unique	unique	common	unique	common	common	unique	rare	rare	rare	common	rare		common	common	rare	
sectorial delineation of the service	multi	multi	multi	multi	one-sector	multi	general	multi			general	general	general	general	general	general		multi	general	general	
quality of the output	medium	medium	good	good	medium	good	good	good			medium	good	medium	medium	good	good		good	good	good	

5. Performance of partner regions according to single services

In this section, regional comparative tables for each key supporting service are provided.

The key supporting services have been evaluated on the basis of the characteristics considered as the most important by the benchmarking working group. These characteristics are the same as in the previous chapter, however, are listed once more for easier reference:

- Visibility;
- Availability in space;
- Affordability;
- Number of users of the service in the region;
- Practical impact of the service;
- Interrelation to other key supporting services;
- Extent to which the service match the description in the final list of services.

Each service was evaluated by the partners in each region given a score from 1 to 10.

The second table shows the qualitative characteristics:

- Uniqueness of the service in the regional context (unique – rare – common);
- Sectorial delineation of the service (one-sector – multi-sectorial – general);
- Quality of the output (good – medium – negligible).

Also in this case, each service has been assessed in each region.

Service n. 1 – Capitalization and commercialization of the results of R&D

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	10,00	8,33	8,33	10,00	6,67	6,67	5,33
availability in space	5,00	5,00	5,00	3,67	5,00	5,00	5,00	3,33
affordability	5,00	3,00	6,00	8,33	2,00	5,00	10,00	8,33
number of users of the service in the region	0,00	3,00	3,00	5,00	6,00	3,00	10,00	1,00
practical impact of the service	7,00	6,00	8,00	7,67	8,00	6,00	6,67	8,33
interrelation to other key supporting services	8,00	2,00	4,00	9,00	7,00	2,00	2,67	0,00
extent to which the service match the description in the final list of services	7,00	4,00	8,00	7,33	9,00	7,00	6,67	7,67
Total	42,00	33,00	42,33	49,33	47,00	34,67	47,67	34,00
Qualitative factors								
uniqueness of the service in the regional context	rare	rare	common	common	rare	common	common	common
sectorial delineation of the service	general	one-sector	general	multisectoral	multisectoral	general	general	multisectoral
quality of the output	good	medium	good	good	good	medium	good	medium

Service n. 2 – Business angels and venture capital

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility			6,67	10,00	6,00	6,67	5,00	10,00
availability in space			3,67	5,00	3,67	5,00	5,00	5,00
affordability			6,00	10,00	3,00	5,00	10,00	10,00
number of users of the service in the region			3,00	10,00	6,33	3,67	10,00	10,00
practical impact of the service			6,33	9,00	6,00	7,67	6,00	8,00

interrelation to other key supporting services			2,00	9,00	7,67	2,00	2,00	0,00
extent to which the service match the description in the final list of services			5,67	9,00	6,67	8,00	3,00	6,00
Total			33,33	62,00	39,33	38,00	41,00	49,00
Qualitative factors								
uniqueness of the service in the regional context			common	rare	common	common	rare	common
sectorial delineation of the service			general	multisectoral	multisectoral	general	general	multisectoral
quality of the output			medium	good	good	good	good	medium

Service n. 3 – Support of project development and applications for funds

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	10,00	6,67	5,00	6,00	5,00	5,00	10,00
availability in space	5,00	5,00	5,00	1,00	3,67	5,00	5,00	5,00
affordability	5,00	10,00	6,00	5,00	4,00	5,00	10,00	10,00
number of users of the service in the region	1,00	6,00	6,00	5,67	8,00	3,00	8,00	10,00
practical impact of the service	8,00	7,00	7,67	7,67	6,33	7,33	8,00	8,00
interrelation to other key supporting services	8,00	1,00	3,00	10,00	5,33	3,00	1,00	0,00
extent to which the service match the description in the final list of services	8,67	4,00	9,33	8,67	6,67	9,00	9,00	9,00
Total	45,67	43,00	43,67	43,00	40,00	37,33	46,00	52,00
Qualitative factors								
uniqueness of the service in the regional context	common	rare	common	common	common	common	rare	common
sectorial delineation of the service	multisectoral	general	general	general	multisectoral	multisectoral	general	multisectoral
quality of the output	good	medium	good	good	good	medium	good	good

Service n. 4 – Support in finding investors from industry and enterprises

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility				10,00	3,00	5,00	6,67	10,00
availability in space				5,00	5,00	5,00	5,00	5,00
affordability				7,50	2,00	5,00	10,00	10,00
number of users of the service in the region				10,00	6,00	3,00	8,67	10,00
practical impact of the service				8,00	8,00	6,00	7,33	8,00
interrelation to other key supporting services				10,00	8,00	2,00	2,00	0,00
extent to which the service match the description in the final list of services				8,00	9,00	8,00	7,00	7,00
Total				58,50	41,00	34,00	46,67	50,00
Qualitative factors								
uniqueness of the service in the regional context				rare	rare	rare	common	common
sectorial delineation of the service				multisectoral	multisectoral	multisectoral	general	multisectoral
quality of the output				good	medium	medium	good	good

Service n. 5 – Access to young innovators to technologic parks and other R & D premises

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	9,00	7,00	9,00	7,67	1,00	7,00	7,00	5,67
availability in space	1,00	6,00	1,00	3,00	7,00	7,00	7,00	4,00
affordability	4,00	10,00	1,00	10,00	10,00	1,00	10,00	4,00
number of users of the service in the region	2,67	6,00	4,00	7,00	4,00	4,00	8,50	4,00
practical impact of the service	5,67	6,00	5,50	6,67	6,00	1,33	7,50	7,00

interrelation to other key supporting services	8,00	5,00	2,50	2,67	5,00	0,00	5,50	2,67
extent to which the service match the description in the final list of services	5,00	7,00	7,00	7,00	7,00	5,33	5,50	5,00
Total	35,33	47,00	30,00	44,00	40,00	25,67	51,00	32,33
Qualitative factors								
uniqueness of the service in the regional context	unique	unique	unique	unique	common	unique	unique	unique
sectorial delineation of the service			multisectoral	multisectoral	one-sector	one-sector	multisectoral	one-sector
quality of the output	good	medium	good	good	medium	medium	good	medium

Service n. 6 – Matchmaking platform

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	7,00		7,00	7,00	6,50	7,67	7,00	9,00
availability in space	10,00		4,00	1,00	4,00	7,00	7,00	10,00
affordability	10,00		1,00	1,00	10,00	1,00	10,00	10,00
number of users of the service in the region	4,00		4,00	7,00	7,00	4,00	10,00	9,00
practical impact of the service	6,00		6,00	5,00	6,00	4,00	7,00	7,00
interrelation to other key supporting services	7,00		2,50	7,00	6,00	2,00	7,00	0,00
extent to which the service match the description in the final list of services	7,00		6,50	6,00	6,00	6,00	7,00	6,67
Total	51,00		31,00	34,00	45,50	31,67	55,00	51,67
Qualitative factors								
uniqueness of the service in the regional context	unique		unique	unique		unique	unique	unique
sectorial delineation of the service	multisectoral		multisectoral	multisectoral		multisectoral	multisectoral	multisectoral
quality of the output	good		medium	good	medium	good	good	good

Service n. 7 – First contact and information point for young innovators

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00		10,00	10,00	10,00	7,33	6,00	10,00
availability in space	10,00		10,00	10,00	7,50	10,00	10,00	8,00
affordability	6,50		10,00	10,00	9,00	1,00	10,00	10,00
number of users of the service in the region	0,00		10,00	10,00	10,00	5,00	10,00	10,00
practical impact of the service	8,00		9,00	10,00	9,00	6,00	8,00	10,00
interrelation to other key supporting services	10,00		8,00	10,00	7,25	1,00	3,00	9,00
extent to which the service match the description in the final list of services	9,00		8,00	9,00	10,00	7,00	8,00	10,00
Total	53,50		65,00	69,00	62,75	37,33	55,00	67,00
Qualitative factors								
uniqueness of the service in the regional context	unique		common	unique	common	rare	unique	common
sectorial delineation of the service	general		general	general	general	general	general	general
quality of the output	good		good	good	medium	good	good	good

Service n. 8 – Public Relations

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility						8,00	6,00	5,50
availability in space						9,00	10,00	5,50
affordability						3,00	10,00	10,00
number of users of the service in the region						3,33	7,00	1,00
practical impact of the service						4,67	7,00	6,50

interrelation to other key supporting services						0,00	0,00	2,00
extent to which the service match the description in the final list of services						7,00	7,00	6,50
Total						35,00	47,00	37,00
Qualitative factors								
uniqueness of the service in the regional context						rare	unigue	unique
sectorial delineation of the service						multisectorial	multisectorial	multisectorial
quality of the output						good	good	good

Service n. 9 – Business Plan

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	10,00	10,00	10,00	5,75	5,00	3,00	5,00
availability in space	5,00	5,00	5,00	5,00	4,00	5,00	5,00	8,25
affordability	5,00	10,00	9,00	10,00	3,50	5,00	10,00	7,00
number of users of the service in the region	7,00	5,00	5,00	6,67	6,00	4,00	10,00	0,75
practical impact of the service	8,00	8,00	7,67	8,67	7,50	7,00	5,00	6,75
interrelation to other key supporting services	0,00	0,00	0,00	0,00	0,00	0,00	5,00	0,00
extent to which the service match the description in the final list of services	8,00	4,00	8,00	7,67	9,25	9,00	5,00	7,50
Total	43,00	42,00	44,67	48,00	36,00	35,00	43,00	35,25
Qualitative factors								
uniqueness of the service in the regional context	rare	rare	common	common	common	rare		common
sectorial delineation of the service	general					general		
quality of the output	good					good		

Service n. 10 – Incubation and networking

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	5,00	10,00	10,00	7,50	7,67	5,00	7,00
availability in space	10,00	9,00	10,00	10,00	10,00	10,00	10,00	9,67
affordability	5,00	10,00	7,00	5,00	3,00	5,00	10,00	5,67
number of users of the service in the region	1,00	5,00	3,00	5,00	7,50	5,67	5,00	1,00
practical impact of the service	8,33	10,00	9,33	10,00	9,50	8,00	8,00	6,33
interrelation to other key supporting services	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
extent to which the service match the description in the final list of services	9,33	10,00	9,67	9,50	10,00	9,67	9,00	7,67
Total	43,67	49,00	49,00	49,50	47,50	46,00	47,00	37,33
Qualitative factors								
uniqueness of the service in the regional context	common	unique	common	rare	rare	common	unique	common
sectorial delineation of the service								
quality of the output								

Service n. 11 – Contact person for young innovators in R&D institutions

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility		6,00	9,00	6,00	6,00	7,33	10,00	2,00
availability in space		3,00	7,33	5,00	6,00	5,33	5,00	2,00
affordability		10,00	10,00	6,00	10,00	6,67	0,00	10,00
number of users of the service in the region		2,00	2,00	7,00	6,00	2,67	6,00	0,00
practical impact of the service		5,00	5,33	5,50	6,00	7,33	8,00	6,00

interrelation to other key supporting services		5,00	0,67	5,00	6,00	0,67	1,00	8,00
extent to which the service match the description in the final list of services		5,00	7,00	7,00	8,00	8,33	7,00	9,00
Total		36,00	41,33	41,50	48,00	38,33	37,00	37,00
Qualitative factors								
uniqueness of the service in the regional context		unique	rare	rare	unique	common	unique	unique
sectorial delineation of the service		one-sector	general	general	general	general	general	general
quality of the output		medium	medium	medium	good	medium	good	medium

Service n. 12 – Intellectual property: generation, commercialization and protection

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	8,00	10,00	8,67	7,00	8,67	5,00	6,67
availability in space	4,00	6,00	3,00	5,00	6,50	6,00	5,00	5,00
affordability	10,00	6,50	5,00	8,33	7,00	5,00	10,00	10,00
number of users of the service in the region	0,00	4,00	2,00	4,00	6,00	2,67	3,00	0,00
practical impact of the service	9,00	4,00	9,00	5,00	6,00	7,33	6,00	6,67
interrelation to other key supporting services	9,00	3,00	0,00	2,33	6,50	0,00	5,00	1,33
extent to which the service match the description in the final list of services	7,00	5,50	9,00	6,67	8,00	8,67	3,00	8,67
Total	49,00	37,00	38,00	40,00	47,00	38,33	37,00	38,33
Qualitative factors								
uniqueness of the service in the regional context	unique	rare	rare	rare	rare	common	unique	rare
sectorial delineation of the service	general	general	general	general	multisectorial	general	general	general
quality of the output	good	medium	good	medium	good	medium	medium	good

Service n. 13 – Business start-up

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility		9,00	10,00	10,00	7,00	6,00	7,00	10,00
availability in space		6,00	6,00	6,00	7,00	6,00	6,00	5,00
affordability		5,67	10,00	10,00	3,00	6,00	10,00	6,00
number of users of the service in the region		4,67	7,00	6,00	4,00	3,67	10,00	0,67
practical impact of the service		4,67	7,00	6,67	6,00	5,67	5,00	7,33
interrelation to other key supporting services		2,00	0,00	3,00	10,00	0,00	5,00	0,00
extent to which the service match the description in the final list of services		6,67	9,00	9,00	9,00	9,00	7,00	7,33
Total		38,67	49,00	50,67	46,00	36,33	50,00	36,33
Qualitative factors								
uniqueness of the service in the regional context		common	common	common	unique	common	unique	rare
sectorial delineation of the service		general	general	general	multisectorial	general	general	general
quality of the output		medium	good	medium	good	medium	medium	medium

Service n. 14 – Assistance in commercialization process

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00		8,00	8,67		10,00	6,00	6,50
availability in space	5,00		6,00	5,00		6,00	6,00	5,00
affordability	5,00		6,00	8,67		5,00	10,00	7,50
number of users of the service in the region	0,00		2,00	4,00		6,00	4,00	1,00
practical impact of the service	6,00		7,00	4,00		7,00	3,00	7,00

interrelation to other key supporting services	8,00		0,67	0,00		6,00	1,00	1,50
extent to which the service match the description in the final list of services	8,00		8,00	7,67		9,00	5,00	9,00
Total	42,00		37,67	38,00		49,00	35,00	37,50
Qualitative factors								
uniqueness of the service in the regional context	unique		rare	rare		unique	unique	rare
sectorial delineation of the service	general		general	general		general	general	general
quality of the output			medium	medium		good	negligible	medium

Service n. 15 – Partner search and acquisition for joint projects

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	5,00	5,00	7,50	8,33	5,00	6,67	10,00	10,00
availability in space	10,00	5,00	1,00	5,00	5,00	5,00	5,00	5,00
affordability	10,00	10,00	3,00	7,67	10,00	3,00	10,00	10,00
number of users of the service in the region	0,00	3,00	3,00	5,00	10,00	4,00	3,00	10,00
practical impact of the service	5,00	5,00	8,00	5,00	5,00	5,00	3,00	10,00
interrelation to other key supporting services	7,00	1,50	1,00	5,00	7,50	2,00	0,00	0,00
extent to which the service match the description in the final list of services	10,00	5,00	5,00	5,00	10,00	10,00	3,00	8,00
Total	47,00	34,50	28,50	41,00	52,50	35,67	34,00	53,00
Qualitative factors								
uniqueness of the service in the regional context	unique	unique	rare	rare	unique	rare	rare	common
sectorial delineation of the service	one-sector	general	general	general	multisectoral	general	general	general
quality of the output	medium	medium	good	medium	medium	good	negligible	good

Service n. 16 – Technology transfer

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	10,00	5,00	8,33	7,50	5,00	7,50	7,00
availability in space	5,00	5,00	5,00	3,67	5,00	5,00	5,00	2,33
affordability	3,00	3,50	5,33	7,67	3,00	3,00	10,00	7,00
number of users of the service in the region	0,00	4,50	3,00	6,00	8,00	1,50	10,00	0,00
practical impact of the service	8,00	10,00	10,00	8,00	5,00	2,00	5,00	8,00
interrelation to other key supporting services	3,00	1,00	2,00	1,00	5,00	2,00	3,00	1,00
extent to which the service match the description in the final list of services	9,00	0,00	9,00	10,00	8,00	10,00	8,50	8,00
Total	38,00	34,00	39,33	44,67	41,50	28,50	49,00	33,33
Qualitative factors								
uniqueness of the service in the regional context	rare	rare	rare	rare	rare	rare	rare	rare
sectorial delineation of the service	general	one-sector	general	general	multisectoral	general	general	general
quality of the output	good	good	good	good	good	medium	good	good

Service n. 17 – Creative Hub

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility			8,00	10,00	10,00	5,00	5,00	
availability in space			3,00	5,00	5,00	5,00	5,00	
affordability			4,00	10,00	10,00	4,00	10,00	
number of users of the service in the region			2,00	10,00	2,00	2,00	5,00	
practical impact of the service			7,00	9,00	9,00	4,00	8,00	

interrelation to other key supporting services			1,00	10,00	2,00	2,00	1,50	
extent to which the service match the description in the final list of services			7,00	9,00	10,00	4,00	8,00	
Total			32,00	63,00	48,00	26,00	42,50	
Qualitative factors								
uniqueness of the service in the regional context			unique	unique	unique	rare	rare	
sectorial delineation of the service			general	general	general	multisectoral	general	
quality of the output			medium	good	good	negligible	good	

Service n. 18 – Contact point for European and other public funds

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	10,00	10,00	10,00	5,00		2,50	10,00	10,00
availability in space	5,00	5,00	5,00	2,00		2,50	5,00	5,00
affordability	4,00	3,00	4,00	4,00		7,00	10,00	10,00
number of users of the service in the region	2,00	2,00	10,00	3,00		1,00	5,00	10,00
practical impact of the service	9,00	7,00	9,00	7,33		6,00	5,00	8,40
interrelation to other key supporting services	8,00	2,00	2,00	7,00		0,00	0,00	1,00
extent to which the service match the description in the final list of services	9,00	8,00	10,00	9,00		6,00	3,00	9,00
Total	47,00	37,00	50,00	37,33		25,00	38,00	53,40
Qualitative factors								
uniqueness of the service in the regional context	common	unique	common	common		rare	unique	common
sectorial delineation of the service	general	general	general	general		multisectoral	general	multisectoral
quality of the output	good	medium	good	good		negligible	medium	good

Service n. 19 – Personalized training for young innovators and their companies

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility	8,00		6,25	5,00	8,33	6,67	10,00	10,00
availability in space	1,00		2,00	1,00	5,00	6,67	5,00	3,25
affordability	10,00		6,50	1,00	5,33	4,00	10,00	6,25
number of users of the service in the region	0,00		4,00	4,00	7,33	4,67	10,00	0,00
practical impact of the service	5,00		7,50	6,00	5,67	6,67	7,00	7,00
interrelation to other key supporting services	7,00		1,00	2,00	6,00	2,33	5,00	4,75
extent to which the service match the description in the final list of services	7,00		8,00	6,50	4,33	5,33	6,00	7,00
Total	38,00		35,25	25,50	42,00	36,33	53,00	38,25
Qualitative factors								
uniqueness of the service in the regional context	rare		common	common	common	common	rare	common
sectorial delineation of the service	general		general	general	general	general	general	general
quality of the output	medium		good	good	medium	good	good	good

Service n. 20 – Networking conferences

Characteristics of the service	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
visibility		10,00	7,50	6,67	6,67	10,00	10,00	10,00
availability in space		1,00	4,00	3,67	5,00	5,00	5,00	2,33
affordability		10,00	7,75	4,00	2,33	1,00	10,00	4,00
number of users of the service in the region		8,00	2,00	2,00	6,00	9,00	4,00	10,00
practical impact of the service		8,00	5,00	5,00	3,00	5,00	4,00	8,00

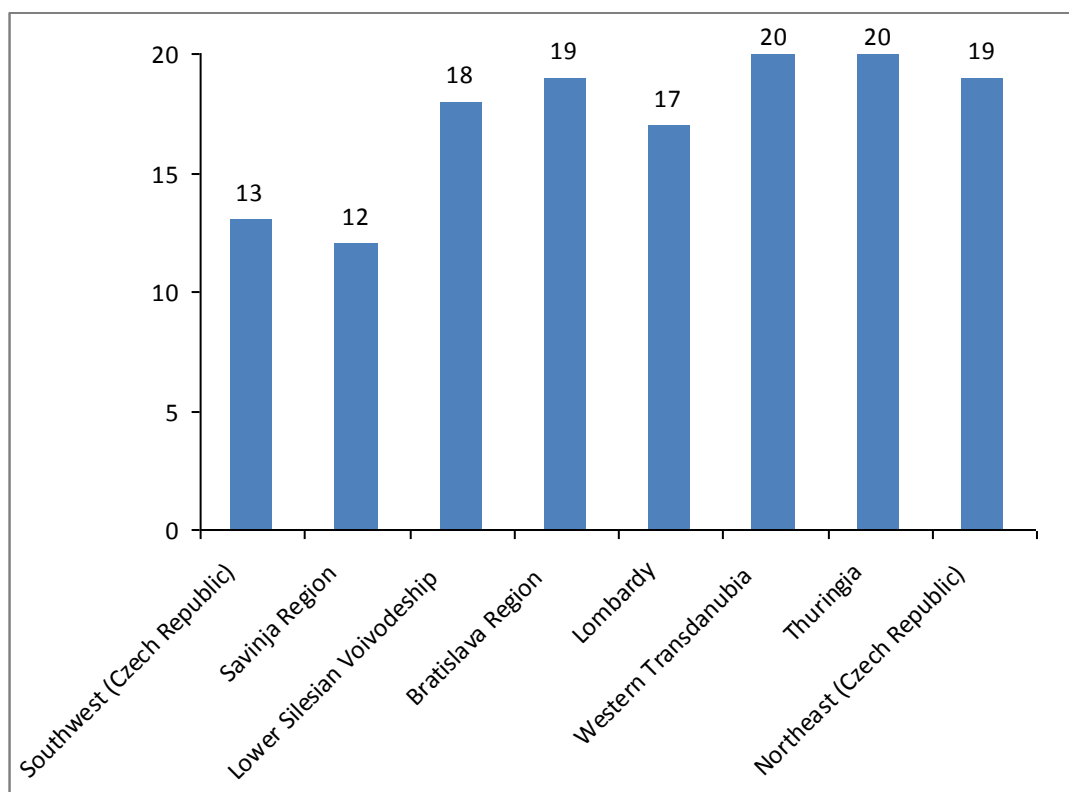
interrelation to other key supporting services		2,00	3,00	4,00	3,00	2,00	1,00	2,67
extent to which the service match the description in the final list of services		7,00	4,00	3,33	2,00	3,00	8,00	9,33
Total		46,00	33,25	28,67	28,00	35,00	42,00	46,33
Qualitative factors								
uniqueness of the service in the regional context		unique	rare	rare	rare	rare	common	rare
sectorial delineation of the service		general	general	general	general	general	general	general
quality of the output		good	medium	medium	medium	medium	good	good

6. Considerations about the overall comparative analysis among regions

This section provides tables and figures that sums up the comparative analysis of performances in delivery of services, drawing on the data collected through “Table D – Single Service Evaluation”.

The first table indicates the presence of the services. Apart from two regions the range of services delivered in each region is almost complete.

Services portfolio in InoPlaCe regions



Nonetheless, a space for improvements exists to a certain extent in all partner regions.

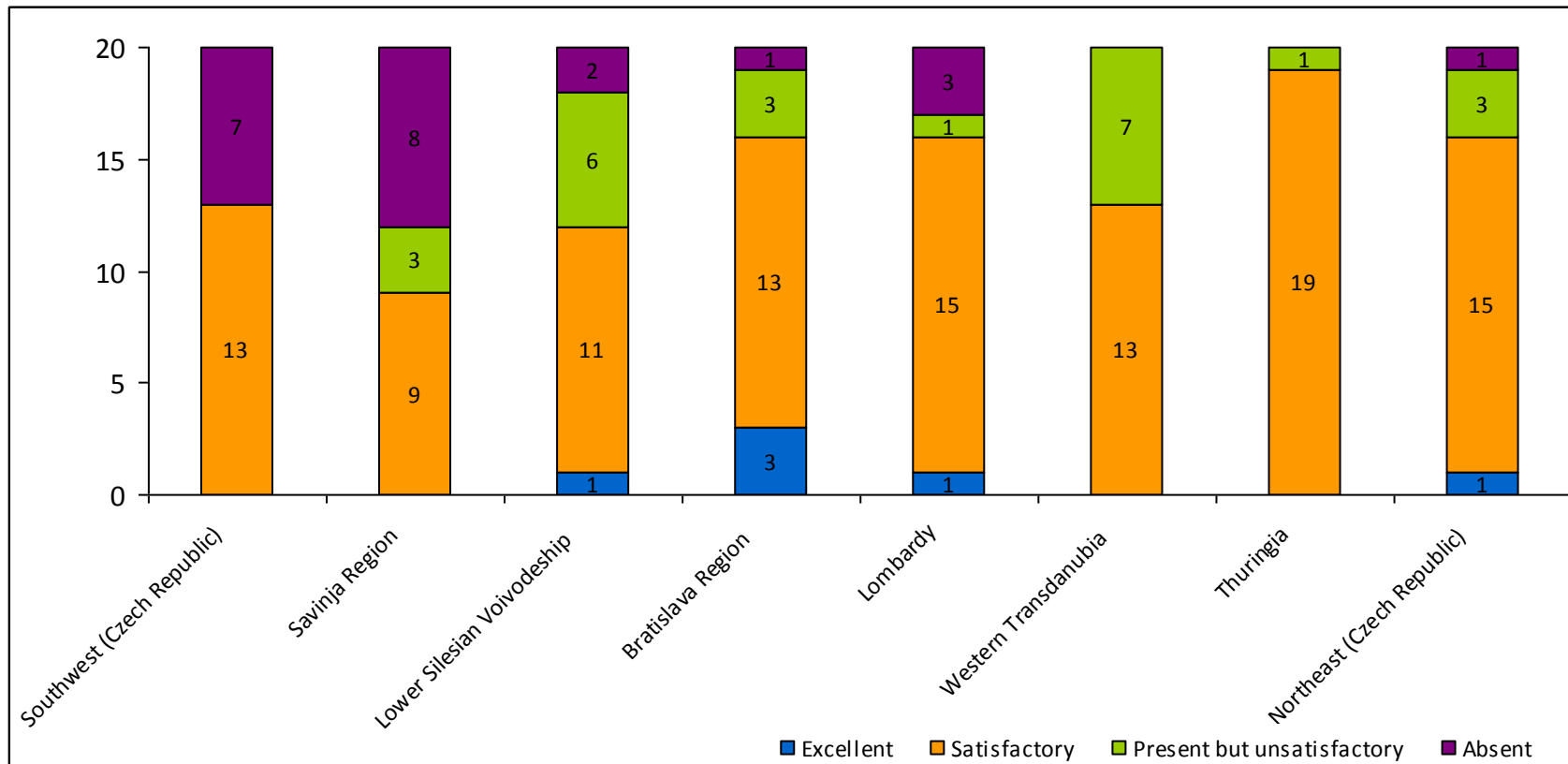
By assigning scores it is possible to evaluate the quality of the delivery of services in each region. Scores ranged from 1 to 10 where services scoring worse than 3.5 are considered as insufficient, score up to 6.0 is deemed as satisfactory and the score over 6.0 is considered as excellent.

The two figures below allow for making some basic considerations:

- The degree of insufficient delivery of services is particularly high in Lower Silesian Voivodeship and Western Transdanubia;
- Western Transdanubia and Thuringia are the only regions providing the full range of services;

- Thuringia has almost all services assessed with satisfactory scores;
- Savinja Region has the highest absence of services;
- Bratislava Region has relatively most services scoring as excellent.

Services categorization in InoPlaCe regions



Average scores per key service/region

By splitting the assessment per service and regions some meaningful considerations can be done.

	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodeship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)
Capitalization and commercialization of the results of R&D	42	33	42	49	47	35	48	34
Business angels and venture capital			33	62	39	38	41	49
Support of project development and applications for funds	46	43	44	43	40	37	46	52
Support in finding investors from industry and enterprises				59	41	34	47	50
Access to young innovators to technological parks and other R&D premises	35	47	30	44	40	26	51	32
Matchmaking platform	51		31	34	46	32	55	52
First contact and information point for young innovators	54		65	69	63	37	55	67
Public Relations						35	47	37
Business plan	43	42	45	48	36	35	43	35
Incubation and networking	44	49	49	50	48	46	47	37
Contact person for young innovators in R&D institutions		36	41	42	48	38	37	37
Intellectual property: generation, commercialization and protection	49	37	38	40	47	38	37	38
Business start up		39	49	51	46	36	50	36
Assistance in commercialization process	42		38	38		49	35	38
Partner search and acquisition for joint projects	47	35	29	41	53	36	34	53
Technology transfer	38	34	39	45	42	29	49	33
Creative Hub			32	63	48	26	43	
Contact point for European and other	47	37	50	37		25	38	53

public funds								
Personalized training for Young innovators and their companies	38		35	26	42	36	53	38
Networking conferences		46	33	29	28	35	42	46
Average	44	40	40	46	44	35	45	43

	Excellent
	Satisfactory
	Present but unsatisfactory
	Absent

The table reveals that there are just five services delivered in an excellent manner out of all the services taken into considerations while three of these are provided in the Bratislava Region.

On the contrary, 24 services are delivered in an unsatisfactory way and 22 services are completely absent.

Key service “First contact and information point for young innovators” is the best provided service on average and three regions deliver it in excellent way.

Other services provided in adequate manner on average are:

- Support in finding investors from industry and enterprises;
- Incubation and networking;
- Business angels and venture capital;
- Support of project development and applications for funds;
- Business start-up.

On the contrary, it appears critical to improve delivery performances for:

- Access to young innovators to technological parks and other R&D premises;
- Public Relations;
- Technology transfer;
- Personalized training for Young Innovators and their companies;
- Networking conferences.

Public Relations is not just one of the poorest scored services, but also the one present in least regions (just 3 out of 8 regions offer it).

Support in finding investors from industry and enterprises is the second least provided service.

8 out 20 services are offered in all regions. There is no clear relation between the presence of the service in all regions and the delivery performance.

If we look at the results for single regions, some other considerations could be highlighted:

- On average all regions scores between 35 and 46 (sufficient, according to the pre-defined categories);
- Western Transdanubia and Thuringia are the only regions providing the full range of services;
- Southwest (Czech Republic) and Savinja Region lack many services in comparison with other regions;
- Bratislava Region has the highest score on average (46). The region performs much better than anyone else in “Creative Hub” service. Bratislava Region is also the region with highest variability between service delivery performances;
- Thuringia is the only region with the combination of all services available, a high service delivery performance on average (45) and low variability (almost all services are delivered in a satisfactory way).

It is also interesting to analyze regions and their overall performance in delivering services, by analyzing the different items chosen.

The table below suggests that services are generally rated good when it comes to:

- The visibility of the services;
- The affordability;
- The impact on beneficiaries.

But some critical items related to the delivery of the services are:

- The poor availability in space;
- The poor outreach to potential beneficiaries;
- The interrelation with other services.

There are differences among regions that should be highlighted and further analyzed. For example:

- The “visibility” item seems to be rated particularly high in the Southwest (Czech Republic) – even if this doesn’t seem to help the number of users of services;
- The affordability and outreach to potential beneficiaries are critical aspects in all regions except Thuringia. This feature is very critical in Western Transdanubia;
- The interrelation among services is very critical in all regions, except for the Southwest (Czech Republic).

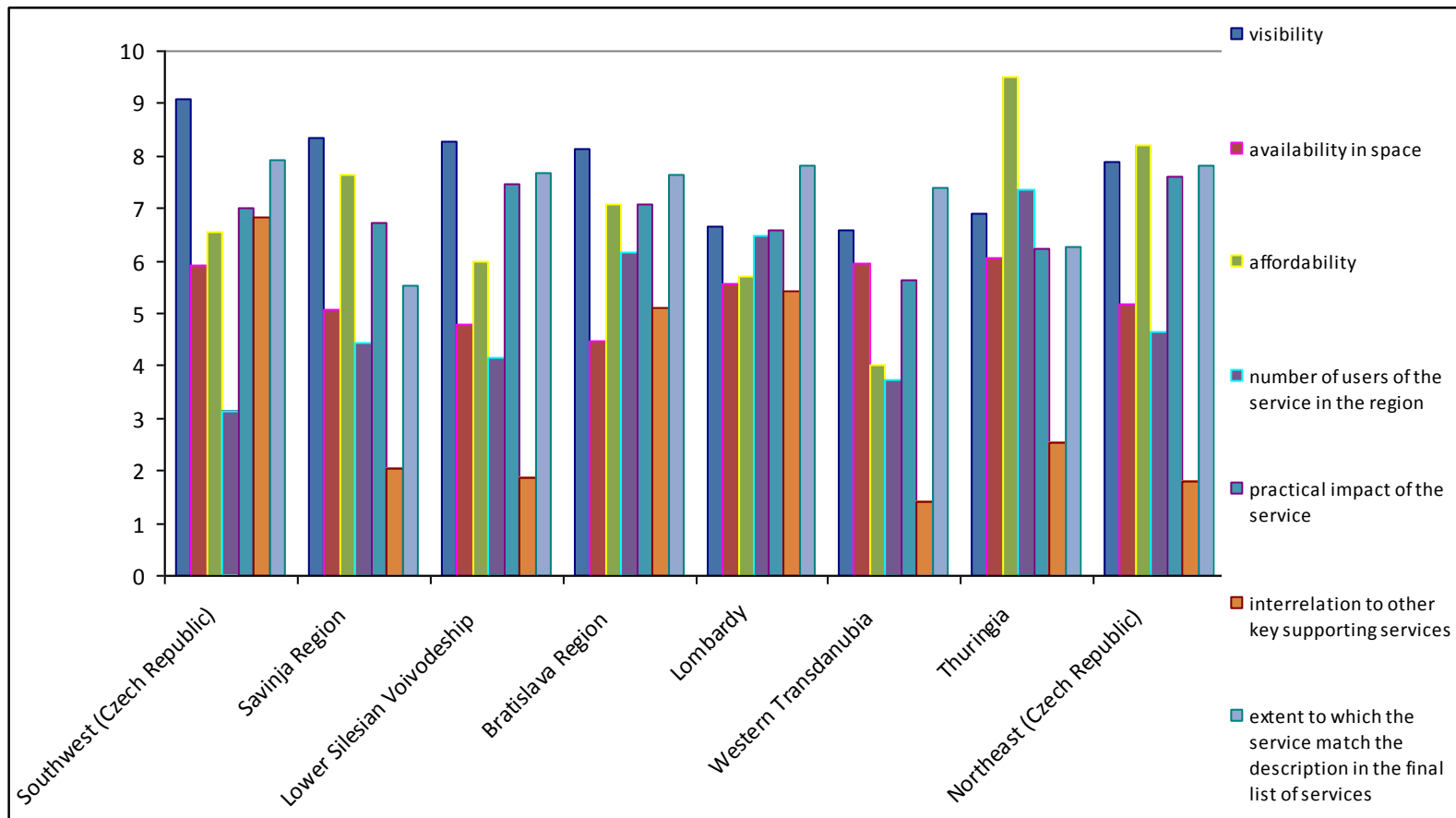
The table and graph below depict the correlation between regions and characteristics of the services with green colour indicating the best score and red colour indicating the worst score, respectively.

Services characteristics in InoPlaCe partner regions

	Southwest (Czech Republic)	Savinja Region	Lower Silesian Voivodship	Bratislava Region	Lombardy	Western Transdanubia	Thuringia	Northeast (Czech Republic)	Average
visibility	9,08	8,33	8,27	8,14	6,66	6,60	6,89	7,88	7,73
availability in space	5,92	5,08	4,78	4,47	5,55	5,94	6,05	5,19	5,37
affordability	6,54	7,64	5,98	7,06	5,72	4,02	9,50	8,20	6,83
number of users of the service in the region	3,13	4,43	4,17	6,18	6,48	3,74	7,36	4,65	5,02
practical impact of the service	7,00	6,72	7,46	7,06	6,59	5,65	6,23	7,60	6,79
interrelation to other key supporting services	6,82	2,04	1,85	5,11	5,43	1,43	2,53	1,79	3,37
extent to which the service match the	7,92	5,51	7,68	7,65	7,82	7,39	6,28	7,81	7,26

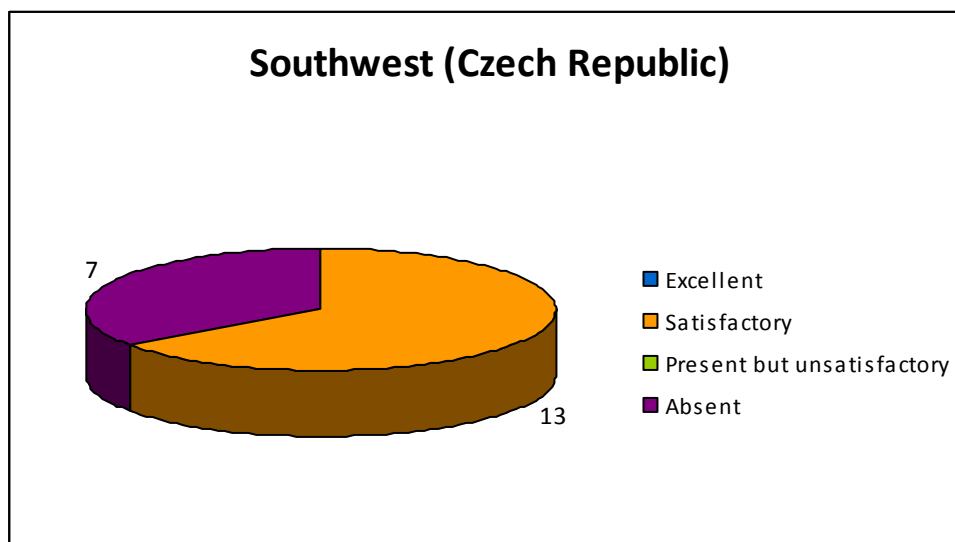
description in the final list of services									
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Services characteristics in InoPlaCe partner regions



7. Suggestions for each partner region

SOUTHWEST (Czech Republic)



In the Southwest region (Czech Republic) 13 services are rated as “satisfactory” from which the service no. 5 – access to young innovators to technological parks and other R&D premises scored the lowest. A wide range of services is not provided at all (7 services are missing which is the second highest number among partner regions after the Savinja Region). Following services belong to the “absent” category:

- Business angels and venture capital;
- Support in finding investors from industry and enterprises;
- PR;
- Contact person for young innovators in R&D institutions;
- Business start-up;
- Creative hub;
- Networking conferences.

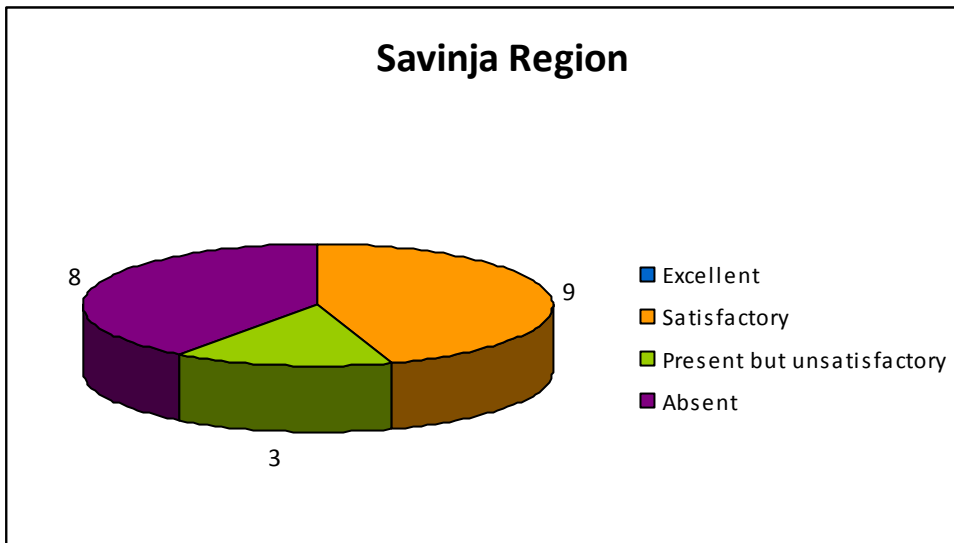
Among strengths of the region belong especially providing of advanced services in commercialization process, supporting of project development and applications for different funds, processing of business plans and protection of intellectual property. It is also worth mentioning the existence of science and technology parks (especially The Plzeň Science and Technology Park) with potential for further development including incubation and networking possibilities. Furthermore, it seems that the visibility aspect plays an important role in providing of services as well as the interrelation to other key services.

Weaknesses concern the marginal focus of service providers on young innovators, absence of intermediary services towards gaining access to the business angels and venture capital, absence

of the services for business start-ups including creative companies (creative hub) and insufficient level of cooperation of institutions of R&D with the business sector.

For the future it would be useful to develop consultancy services in the area of capitalization and commercialization of the results of R&D and technology transfer, "networking services" like a support in finding investors from industry and enterprises, matchmaking platform, first contact and information point for young innovators, contact person for young innovators in R&D institutions, partner search and acquisition for joint projects and networking conferences. It is also necessary more intensively support and promote the applied research activities.

SAVINJA REGION



In the Savinja Region 9 services are rated as “satisfactory”, but some of them have been rated close to the “unsatisfactory” category (contact person for young innovators in R&D institutions, intellectual property: generation, commercialization and protection, and contact point for European and other public funds). There is the highest absence of services (8 services from 20 key services are missing). These are as follows:

- Business angels and venture capital;
- Supporting in finding investors from industry and enterprises;
- Matchmaking platform;
- First contact and information point for young innovators;
- Public relations;
- Assistance in commercialization process;
- Creative hub;
- Personalized training for young innovators and their companies.

Some services are provided in the region but in the unsatisfactory quality:

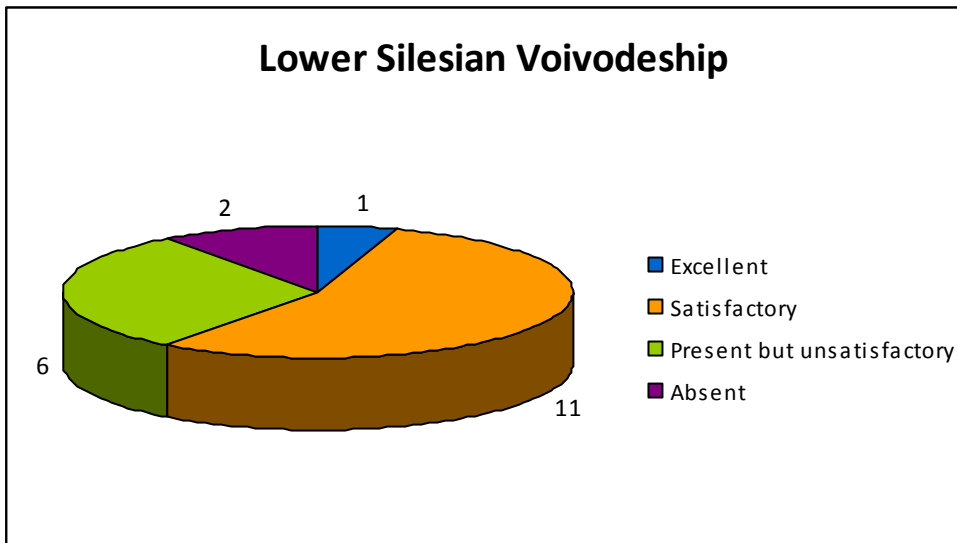
- Capitalization and commercialization of the results of R&D;
- Partner search and acquisition for joint projects;
- Technology transfer.

A quite high number of providers of the services no. 5 – access to young innovators to technological parks and other R&D premises and no. 13 – business start-up belong among strengths in the Savinja Region. One particular institution in the region (University Incubator of Savinja Region) provides 6 key supporting services for young innovators.

Weaknesses pertain to the fact that only 2 providers out of 12 offer young innovators support as a core business. The distribution of providers of key services is quite centralized and these providers rather lack experience. The extent to which the services match the description in the final list of key supporting services is significantly lower than in other regions. Also no university is based in the region.

For the future it would be useful, as in other regions, if existing providers could offer more key supporting services (especially to young innovators) because there is space and potential for providing all the 20 key supporting services in the region.

LOWER SILESIA VOIVODESHIP



A wide range of services is provided in the Lower Silesian Voivodeship covering all 4 categories in terms of quality of the services provided – one of the services is even provided at excellent level (first contact and information point for young innovators); more than half of the services (11) is provided in satisfactory quality, however, the service personalized training for young innovators and their companies got the lowest score; 6 services belong to the category “unsatisfactory”; 2 services are missing. Services present but provided in unsatisfactory quality cover:

- Business angels and venture capital;
- Access to young innovators to technological parks and other R&D premises;
- Matchmaking platform;
- Partner search and acquisition for joint projects;
- Creative hub;
- Networking conferences.

Following services are absent in the region:

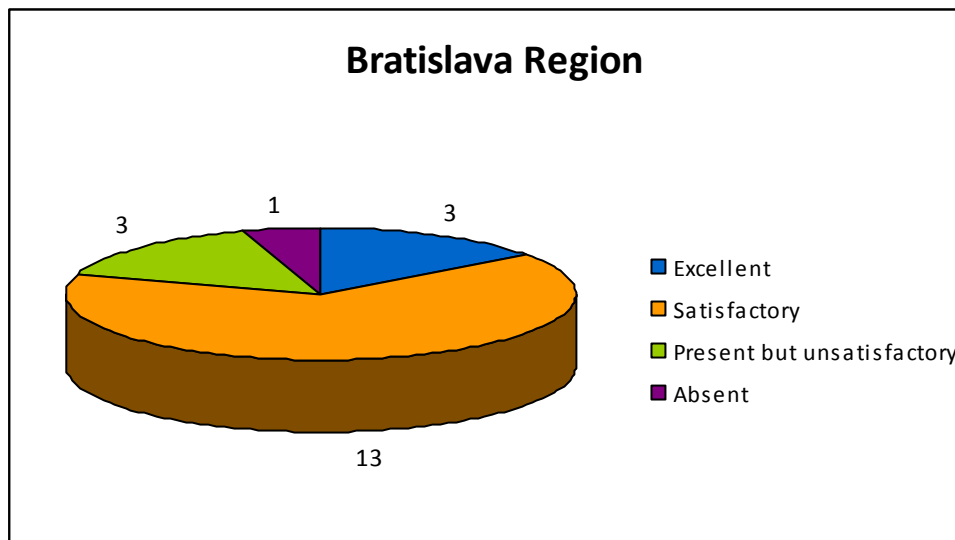
- Support in finding investors from industry and enterprises;
- Public relations.

Strengths in this region comprise an increasing number of providers offering services for young innovators and increasing number of services. Providers of key supporting services in the region are experienced. Increasingly wider geographical range of entities in the region providing services for young innovators was identified, also intensifying competition of providers offering services for young innovators and associated with the improvement of the quality of services. The region is characterized by well-developed infrastructure in the area of research and laboratory. Number of universities (38) with the total number of students (nearly 170,000) is very high.

Among weaknesses belong insufficient promotion of providers offering free service for young innovators, lack of funding projects at a very early and early stage of development, insufficient cooperation between science and business, lack of communication platform between the needs of companies and offer of R&D sector and insufficient interest of entities from industrial sector in cooperation with R&D institutions. Additionally, the unemployment rate is quite high (nearly 13 %).

For the future it would be useful to try to raise awareness about the need to support R&D activities, to increase spending on R&D support, and launch dedicated faculties at universities. Similarly to the Southwest (Czech Republic) it is necessary to set up or better develop "networking services" (support in finding investors from industry and enterprises, matchmaking platform, partner search and acquisition for joint projects, creative hub and networking conferences).

BRATISLAVA REGION



A wide range of services is provided in the Bratislava Region covering all 4 categories in terms of quality of the services provided. The Bratislava Region has the highest number (3) of services evaluated as excellent (business angels and venture capital, first contact and information point for young innovators, creative hub). Most services (13) belong to the category „satisfactory“, generally with quite high scores. Only 3 services are provided in unsatisfactory quality:

- Matchmaking platform;
- Personalized training for young innovators and their companies;
- Networking conferences.

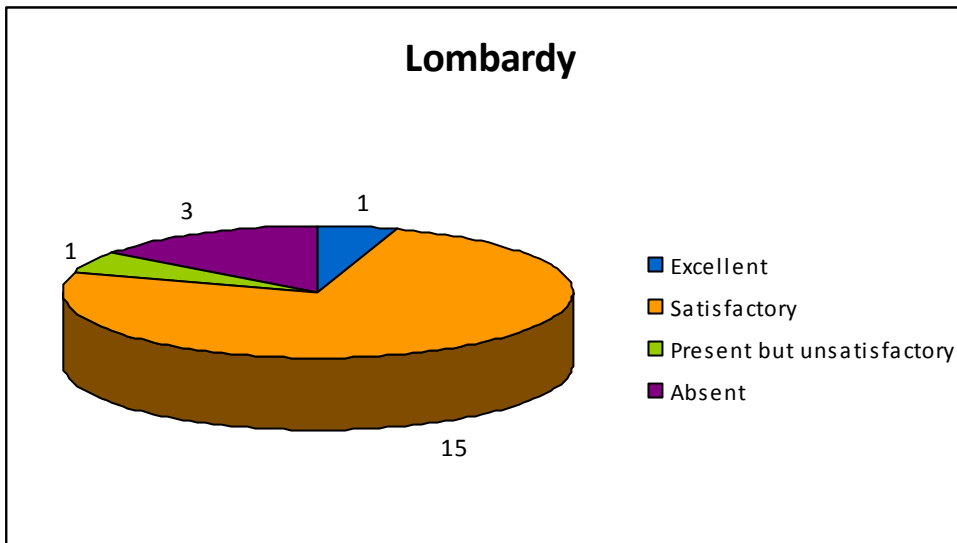
The only absent service is “public relations”.

The Bratislava Region is the most developed region in Slovakia. In terms of support of young innovators, it is possible to find there generally more experienced providers mostly located in the capital. Among strengths belong providing of advanced services in commercialization process and transfer of technologies, supporting of project development and applications for different funds, processing of business plans, existence of science and technology parks with potential for further development, and well developed incubation possibilities. The Bratislava Region has the highest score on average (46) compared to the other regions. The region performs much better than any other region in terms of creative hub service (“The Spot”).

Weaknesses stress the marginal focus of service providers on young innovators, absence of public relations services, insufficient level of cooperation of institutions of R&D with business sector and with municipalities and low state support.

For the future it would be useful to try to establish public relations service, more develop "networking services" like a matchmaking platform and networking conferences. More intensive (financial) support from municipalities or from professional chambers is needed, too.

LOMBARDY



The Lombardy region offers a quite complete range of services. Only 3 of the 20 services analyzed are missing. These are:

- Public Relations;
- Assistance in commercialization process;
- Contact point for European and other public funds.

The average score for service delivery is 44, which makes Lombardy the third best scoring region in delivering services after the Bratislava Region and Thuringia.

There are no big differences in the rating of the services provided in the region. The existing services are mostly rated “satisfactory”, except for “networking conferences” which is rated as unsatisfactory, and “first contact and information point for young innovators” which is rated as excellent. However, some of the services have been rated close to the “unsatisfactory” category (especially “business plan” and “business angel and venture capital”) indicating a space for future improvements.

Having a closer look at the average scores per items, it is remarkable that Lombardy has a quite high number of services’ users and that services are quite positively interrelated with each other.

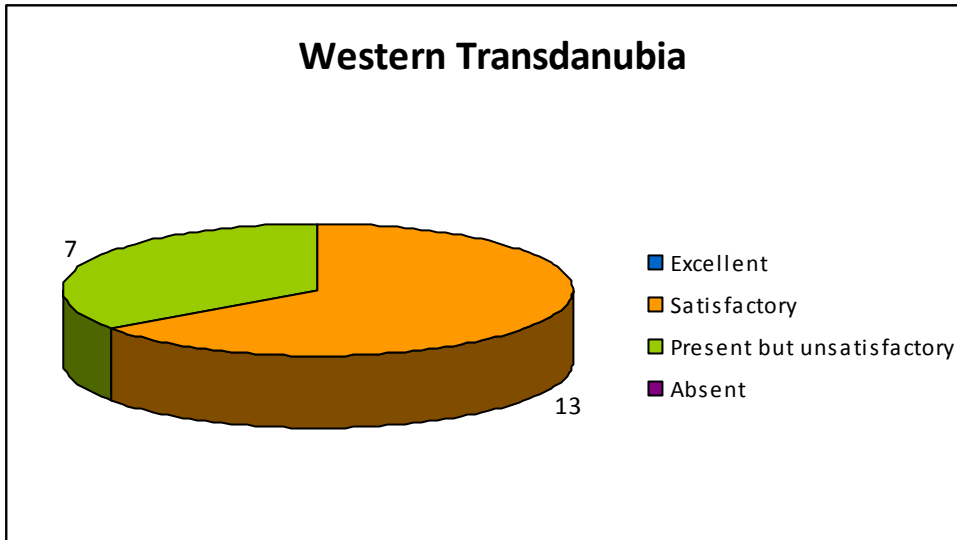
Weaknesses pertain mainly in the following areas:

- Cooperation and collaboration between stakeholders and providers is still weak, which hinders the opportunity to come up with more effective integrated services;
- Pre-seed funding (private and public) is not available;
- The supply of seed and venture capital is inadequate, especially for small projects and projects at a very early stage of development: the number of funds, asset owners and business angels is rather limited;

- Intermediary services to provide young innovators with access to the capital for a business start-up are insufficient;
- Lack of laws and regulations to use spaces in different ways at the same time;
- The education to entrepreneurship is not enough diffused across universities;
- University programmes (humanities) are limited in teaching students innovative solutions to exploit their knowledge;
- SMEs involved in traditional sectors show some limits to attract young innovators and to create innovation;
- The culture of mentorship across providers is still missing;
- “Failure” still perceived as a problem (normative and cultural issues);
- The legal framework for young innovators and start-ups is too complicated and difficult to be interpreted, with several overlaps and still fragmented.

For the future, it would be definitely useful to improve the role of intermediary services to provide young innovators with access to the capital for a business start-up either in the form of business angels or venture capital including consultancy in preparation of start-up for the entry of business angels/venture capital and assistance in elaborating viable business plans.

WESTERN TRANSDANUBIA



Western Transdanubia is the only region together with Thuringia offering the full range of the twenty key supporting services.

13 services are rated as “satisfactory” and 7 as “unsatisfactory” (the highest number of all regions).

No service is rated as “excellent”.

The unsatisfactory services are the following ones:

- Capitalization and commercialization of the results of R&D;
- Support in finding investors from industry;
- Access to technological parks and R&D premises;
- Matchmaking platform;
- Technology transfer;
- Creative hub;
- Contact point for EU and other public funds.

Despite the fact that there is a good number of well experienced service providers, young innovators in the region suffer for the poor affordability of the services and also for the services are not adequately focused on the needs of young entrepreneurs. Consequently, the number of users is still lower than one would expect. Also it seems that there is a very poor interrelation among services.

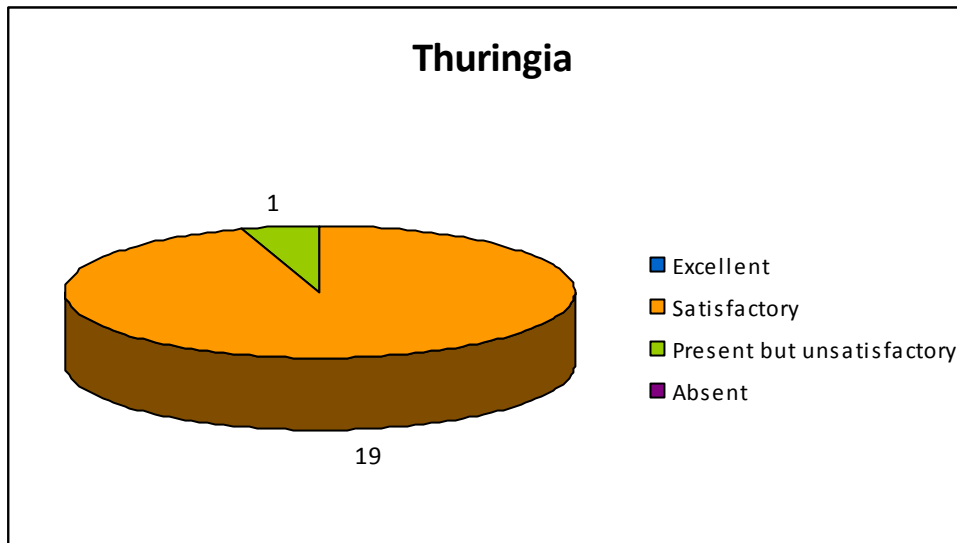
Providers in the region seem to deliver good services for assistance in commercialization process, but significantly lag behind for “access to technological parks and R&D premises” and “matchmaking platform”.

The majority of services (12 out of 20) are rare or unique, and only 8 are common in the region.

The majority of services are not focused on specific sectors but rather general/transectorial.

For the future it would be useful to give more incentives/funding to make services more affordable to young innovators, and raise the average quality of service providers and to tailor them on young innovators needs, in particular the need of accessing technology transfer premises and services.

THURINGIA



Thuringia, together with the Western Transdanubia is the only region offering the whole range of services. Yet, quite on the contrary to the Western Transdanubia, the average quality of the services offered in Thuringia is very high, with 19 out of 20 services above the satisfactory level (though no one reach the label “excellent”).

Nevertheless, some of the services could be further improved, in particular:

- Contact person for young innovators in R&D institutions;
- Intellectual property: generation, commercialization and protection;
- Assistance in commercialization process;
- Partner search and acquisition for joint projects;
- Contact point for EU and other public funds.

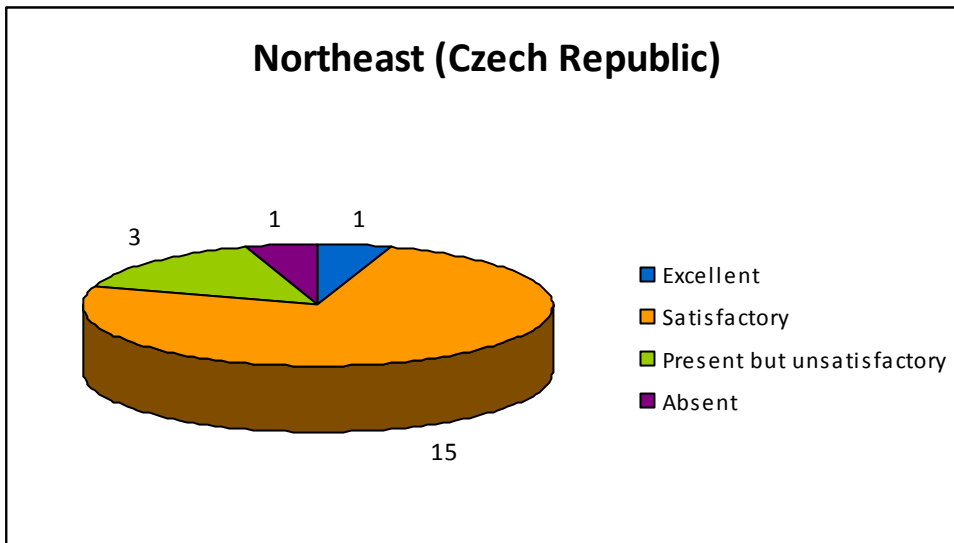
Thuringia scores almost excellent as far as the affordability of services is concerned yet, as almost all the other regions, the services should be more interrelated with each other.

The quality and number of providers is generally quite good but they are still too little focused on the young innovators’ needs.

There are several strengths that make Thuringia a good example for the other InoPlaCe regions (wide range of services from first contact points to R&D institutions, great number of support agency with good quality of the consultancy personnel for support with project development, application for different funds, protection of intellectual property, state and regional finance support of services, etc., many technology, innovation and spin-off parks, incubators, clusters and networks (ex. Spectronet, Greentech etc.), good support from business angels).

However, it seems there is not enough cooperation of R&D sectors of the universities with SMEs.

NORTHEAST (Czech Republic)



The Northeast region (Czech Republic) offers a good range of services to young entrepreneurs; nonetheless, the quality of the offered services should be improved. The number of users could be raised in relation to the potential mass of beneficiaries (certain market gaps exist). Not many providers exist and they are mainly placed in the city of Prague, where young innovators are moving in, because of a better infrastructure as well as supporting environment for starting the business. This raises a problem in terms of the scarce physical accessibility of the services.

As a consequence, the number of users is considerably lower than the potential mass of beneficiaries.

More incentives from the side of regions instead of the national government could improve the situation.

Providers lack somehow experience with providing services. Generally, services are not tailored to specific sectors and also lack the interrelation with each other.

Some of the services offered are particularly lagging behind in terms of quality and these all largely relate to a better link with the market:

- Capitalization and commercialization of the results of R&D;
- Access to young innovators to technological parks and other R&D premises;
- Technology transfer;

Thus, the Northeast region would need an action plan aiming at:

- Improving the accessibility of the services;
- Improving the capacities of providers to offer a more integrated range of services dedicated to improving the outreach to the market and links between young innovators and the business world.

8. Conclusions

The present Comparative study analyses how the needs of the young innovators – young people with innovative potential and entrepreneurial potential – are currently covered by supporting services provided by regional business supporting actors and other service providers in eight InoPlaCe regions belonging to the CENTRAL EUROPE Programme area.

The study provides the reader with a comprehensive analysis of the regional performance in relation to the twenty key supporting services pre-defined by the project partnership. The definition of the twenty key supporting services is based on the choice of young innovators involved in the project through the Regional Innovation Labs established in all partner regions in the initial stage of the InoPlaCe project life implementation. Furthermore, the study provides a basic comparison of the InoPlaCe regions and highlights the strengths and weaknesses across the researched regions, thus, the space for improvements is revealed and the opportunities for further actions are identified, be it in the project framework or beyond.

The study is meant as an important data source for the InoPlaCe partnership and is considered the starting point for next project activities, however, the study additionally targets the young innovators themselves, services providers and regional decision makers who can increase their knowledge of the status quo of the support available for young innovators in the respective region. Hence, the study is also to be understood as an impetus for enhancement of the support for young innovators and an input for designing and implementation of policies and instruments favourable for the development and realization of young innovators' potential.

The study builds on the research previously done in all partner regions including mapping of the twenty key supporting services and their benchmarking following common methodology with the aim to get as objective and comparable data set as possible. The core underlying questions to be answered were: How the needs of young innovators are covered by the present supporting services? How many of the twenty key services are present in the regions? What is the quality of these services and what is the variety and quality of their providers? To what extent the existing services approximate to the young innovators' needs?

The aforementioned questions were answered thanks to a combination of qualitative and quantitative criteria evaluated for each key service resulting into categorization of the services – excellent, satisfactory, present but unsatisfactory and absent. The findings were summarized for each region and for completeness, also the overview of scoring of each of the twenty key services is provided. Thus, it is easy to read out of the study how the InoPlaCe regions are doing in terms of availability and quality of the twenty key supporting services. These two features (availability and quality) of the selected supporting services for young innovators are depicted for the CENTRAL EUROPE Programme area represented by the partner regions whereby the basis for further considerations and remedy actions is laid down.

The study takes into account the pre-defined twenty key supporting services, examines their presence and quality in all eight InoPlaCe partner regions and assigns the services to one of the four categories following the overall ranking reached in the benchmarking process.

The results suggest that the portfolio of the key supporting services is fairly even and complete with only two regions having less than 17 services available. On the other hand, there are only two regions with complete portfolio of the 20 key supporting services meaning that in most of the partner regions, one or more key service is missing. In two partner regions, more than one third of the 20 key services are absent. In sum, only 8 key services are present in all partner regions leaving the availability of more than a half of the sample incomplete.

The analysis furthermore reveals that only in five cases the quality of a specific service can be evaluated as excellent while in 22 cases particular service is completely missing. Only four regions have a service ranking as excellent in the services' portfolio. A large number of services are reported as present, yet, provided in a way not considered satisfactory. However, the largest share of the services belongs to the category of the satisfactory quality. The interdependence between the completeness of the offer of the services and their categorization was not identified.

Generally speaking, the InoPlaCe partner regions proved to be very diverse in terms of the 20 key supporting services availability and quality and find themselves at different starting point for the remedy actions. There are only a few common trends identified following the findings of the study, however, these are of eminent significance for the InoPlaCe project and its further steps intended to improve the conditions for young innovators' realization.

First, only very few services scored as "excellent" leaving a lot of space for future improvements of the quality of the services provided at lower level. Second, the absent and unsatisfactory services account for less than half of the 20 services under scrutiny in all partner regions, which is a positive fact, however, the services categorized as such are still plentiful and suggest that more attention and efforts are needed to prepare appropriate ground for the young innovators operation. Third, the SWOT analysis for all participating regions presents a variety of opportunities which are underpinned by the results of the present study leaving no doubt that all regions have things to improve. Even the regions with the best relative score have some gaps to cover and cannot live on just like examples for the others.

It follows that the space for potential improvements is extensive and concerns not only the availability of the services (completing the services portfolio) but also the quality of already provided services. Thanks to the diversity of the InoPlaCe regions, the partners can mutually learn from each other and build on working models and pre-existing services supportive for the young innovators' case. The present study helps them to identify the gaps and weaknesses and identifies the opportunities to draw on the experience and strengths of the others, which is the basic logic behind the transnational cooperation project InoPlaCe.

The study will be followed by further complementary actions targeted to the improvement of access of the young innovators to the 20 key supporting services across the CENTRAL EUROPE area, namely by:

- InoPlaCe platform as an on-line tool for young innovators providing them with the information on the availability of the supporting services, thus improving the visibility and accessibility of the key services for the young innovators;
- Training for young innovators on usability of the InoPlaCe platform;
- Regional Contact Points establishment for the guidance and orientation of the InoPlaCe platform end-users;
- Seminar for young innovators and regional stakeholders to make them familiar with the findings of the present Comparative study;
- Good practices identification and pilot actions planning in all partner regions resulting into transfer or considerable improvement of one selected key supporting service following the findings of this study;
- Action plan for development of the CENTRAL EUROPE regions in terms of support to young innovators summarizing the InoPlaCe experience and defining key objectives and measures;
- Continuous cooperation with Regional Innovation Labs for strengthening the bottom-up approach to the InoPlaCe topic;
- Promotion of the project so far results towards Regional Advisory Groups members in order to ensure the attention and response at the regional policy level.

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