

OUTPUT FACT SHEET

Tools

Version 2

Project index number and acronym	CE 1569 - ProsperAMnet
Output number and title	O.T3.1_ Advanced Manufacturing Service Performance and Service Export Platform
Responsible partner (PP name and number)	Chamber of Commerce and Industry of Slovenia - PP4
Project website	www.interreg-central.eu/prosperamnet http://prosperamnet.eu/
Delivery date	12/2021

Summary description of the key features of the tool (developed and/or implemented) and of its transnational added value

In a globalized world, Advanced Manufacturers (AMs) are facing competitive pressure. Adding industrial services to the product range is a key factor to corporate value and global competitiveness. The project ProsperAMnet developed an Advanced Manufacturing Service Performance and Service Export Platform (<http://prosperamnet.eu/>) that will help ASMs achieving this goal and become excellent in their service business. The platform supports AMs and experts with advice, exchange opinions, linkages to good practices and bringing stakeholders (SMEs, BSOs ASPs and other auteurs of AM) from CE region in the field of service performance and service export together.

Further, the tools developed in the project - monitor (D.T1), the radar (D.T2), the networking tableau, expert hub linking center and database - are provided on this platform. The platform is in English language, the description of tools (monitor, radar, database) and the manual of how to use them is also accessible in German, Slovene, Hungarian, Czech, Slovak, and Italian language. Besides that, the webinar videos on how to use tools are also published in the platform (in English language). The platform can be used free of charge. For the usage of tools, a simple registration process is required.

The website was published after the testing of the implemented tools. Tools were firstly tested by all the PPs and AMs. Afterwards the tools were upgraded. After this step, the projects' website (platform) was published online. Besides the tools, the projects' description and latest news on the project and tools are regularly published on the platform.

The technical programming of the webpage was done primarily at the University of Szeged (PP 9), whereas the domain knowledge on services was contributed by the FHOÖ (LP) and University of Passau (PP2).

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

AT314 Steyr-Kirchdorf; AT312 Linz-Wels
DE222 Passau, Kreisfreie Stadt; DED2C Bautzen
HU211 Fejér; HU333 Csongrád
SI021 Osrednjeslovenska
CZ031 Jihočeský kraj
ITH42 Udine
SK010 Bratislavský kraj

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

The Advanced Manufacturing Service Performance and Service Export Platform will enable Advanced Manufacturers (AMs) in Central Europe to become excellent in their service business. Applying the platform means the usage of implemented tools that support AMs in different CE countries regarding service performance and service export, link them among themselves and different stakeholders to boost service export and service performance and with that improve their competitiveness. The beneficiaries are AMs in CE that want to a) identify how excellent the company is in the field of industrial services - also in comparison with other companies, b) export services in different countries and therefore collect and extract various data about export markets, and c) intensify linkages with other stakeholders of Advanced Manufacturing in CE.

Besides AMs BSOs benefit from this tool, as they support AMs in their exporting activities, and BSOs miss tools to get knowledge in the service situation in export markets. BSOs also give policy makers in their region advice and recommendations for strategic actions regarding service export and artificial intelligence.

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

The Advanced Manufacturing Service Performance and Service Export Platform will stay available online 5 years after the project end. For the normal functioning of the website, the server hosting it will be maintained. The modular build of the tools implemented in the platform allow an easy expandability to other territories or other languages, so new regions can be easily added. Since the platform is free of charge, everyone interested can use it. The most important sustainability factor is that the BSOs involved in the project have been trained on how to use and interpret the tools implemented in the platform. BSOs now act as service expert hubs in their regions, providing companies with expert knowledge on service performance and service export.

References to relevant deliverables and web-links

If applicable, pictures or images to be provided as annex

This output is linked to O.T1.1 Multilingual Service Performance Monitor, O.T1.2 Professionalization into Service Performance Expert Hubs, O.T2.1 Service Export Radar and O.T2.2 Training of Annotation for the AI Program, since all the tools had to be developed and tested before implemented into the platform.

The platform is accessible here: <https://www.prosperamnet.eu/>

ANNEX

Screenshot of the online 'Service Platform' (www.prosperamnet.eu)

