



EACI Enterprise Europe Network  
Unit 3 - Animation  
Sector: Services, Quality &  
Reporting



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## **Useful sources of information on EU policies and activities related to the services offered by the Enterprise Europe Network**

This document is intended to provide useful sources of information on EU policies and activities. The list includes links to websites and databases that the Network Partners can use in their daily activities. The list is non-exhaustive, but additional and regularly updated information will be provided on the future intranet of the Network.

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## 1. General information on SMEs, business and the EU

- **The SME portal** provides detailed information on EU SME policies and programmes that can be found on many different websites. Through this user-friendly portal, you can find out about:
  - Funding opportunities for SMEs
  - Help and support services
  - How significant SMEs are for Europe's economy and for job creation
  - How the EU makes policies to support SMEs
  - How entrepreneurship is being encouraged in Europe
  - The range of policies the EU has developed to help SMEs.[http://ec.europa.eu/enterprise/sme/index\\_en.htm](http://ec.europa.eu/enterprise/sme/index_en.htm)
  
- **The Website 'Your Europe - Business'** provides SMEs with practical information and advice that helps carry out business in another country within the European Union. Information on registration of companies, public procurement, taxes, business directories, various funding opportunities or employment laws is available but not very up to date. DG Enterprise & Industry intends to make it more user-friendly and to complete it in the coming months:  
<http://ec.europa.eu/youreurope/nav/en/business/index.html>
  
- **The European Commission press room with daily press releases:**  
[http://www.europa.eu/press\\_room/index\\_en.htm](http://www.europa.eu/press_room/index_en.htm)
  
- **The Publications Office** publishes the EU Official Journal and offers a number of online services giving free access to information on EU law (EUR-LEX database), EU publications (EU Bookshop), EU public procurement (TED database), and EU research and development (the CORDIS website):  
[http://publications.europa.eu/index\\_en.htm](http://publications.europa.eu/index_en.htm)
  
- **Online advice and information services.** This page provides links to the different services the Commission offers on business activities, travelling, helping make policy, answering questions:  
[http://ec.europa.eu/services/index\\_en.htm](http://ec.europa.eu/services/index_en.htm)
  
- **The portal on EU Enterprise policy** gives access to key websites, documentation and legislation:  
[http://europa.eu/pol/enter/index\\_en.htm](http://europa.eu/pol/enter/index_en.htm)
  
- **Links to the websites of the Directorates-General (DGs) of the European Commission.** This portal is very useful to reach rapidly information related to EU policies:  
[http://ec.europa.eu/policies/index\\_en.htm](http://ec.europa.eu/policies/index_en.htm)
  
- **Eurostat**, the European statistics office, provides data covering the European Union, its Member States and its partners, published under a variety of themes and collections:  
<http://epp.eurostat.ec.europa.eu/>
  
- **The Brochure 'Putting SMEs first'** provides a comprehensive guided tour of the measures already in place to help SMEs, and the ways in which the Commission intends to expand and improve them. Is available in English, French and German:
  - Improving access to finance
  - Facing environmental challenges together
  - Ensuring fair competition
  - Education and skills for entrepreneurship

- Helping SMEs go international
- Boosting research and innovation
- Protecting your ideas
- Micro and craft enterprises in the EU
- Support for SMEs at regional level

[http://ec.europa.eu/enterprise/entrepreneurship/docs/sme\\_pack\\_en.pdf](http://ec.europa.eu/enterprise/entrepreneurship/docs/sme_pack_en.pdf)

## 2. EU legislation

- **Summaries of EU legislation presented by sector (in 11 languages):**  
Are clear and detailed fact sheets on EU legislation classified in 32 main themes, divided themselves in related topics:  
[http://europa.eu/scadplus/scad\\_en.htm](http://europa.eu/scadplus/scad_en.htm)
- **Eur-Lex, the European law on line portal** provides free access to the Official Journal of the European Union as well as the treaties, legislation, international agreements, case-law and legislative proposals (rough texts):  
<http://eur-lex.europa.eu/en/index.htm>

## 3. The initiatives 'SME Feedback' and 'Listening to SMEs'

### Identifying problems and helping design EU policy:

- **The portal 'Your Voice in Europe'** has been set up to respond to Commission's consultations, participate to discussions and send some feedback on experiences and problems faced with EU matters. The portal is available in 11 languages:  
<http://ec.europa.eu/yourvoice/>
- **The European Business Test Panel (EBTP)** is a tool allowing the Commission to obtain direct feedback from businesses on Commission legislative proposals or initiatives likely to have an impact on businesses. The EBTP is composed of around 3,600 companies of different sizes and sectors located in all EU Member States:  
[http://ec.europa.eu/yourvoice/ebtp/faqs/index\\_en.htm](http://ec.europa.eu/yourvoice/ebtp/faqs/index_en.htm)
- **SOLVIT** is an online problem-solving network in which EU Member States work together to solve without legal proceedings problems caused by the misapplication of Internal Market law by public authorities. There is a SOLVIT centre in every European Union Member State (as well as in Norway, Iceland and Liechtenstein). SOLVIT Centres can help with handling complaints from both citizens and businesses. They are part of the national administration and are committed to providing real solutions to problems within 10 weeks. Using SOLVIT is free of charge:  
[http://ec.europa.eu/solvit/site/index\\_en.htm](http://ec.europa.eu/solvit/site/index_en.htm)

## 4. EU financing and funding

**This section covers two aspects: helping companies to access financing schemes and how to access EU funding, mainly in the form of grants.**

- **Access to finance:**
  - **The 'Access to finance'** page presents the Financial Instruments of the Competitiveness and Innovation Programme (CIP) that help SMEs raise equity

and debt finance and are mainly managed by the European Investment Fund: the High Growth Innovative Scheme, providing risk capital for innovative SMEs in their early stages (GIF1) and in their expansion phase, the SME Guarantee Facility, providing loan guarantees to encourage banks to make more debt finance available to SMEs, including microcredit and mezzanine finance, by reducing the banks' exposure to risk, and the Seed Capital Action and the Partnership Action, helping to reinforce the capacity of financial intermediaries to invest in and lend to SMEs:

[http://ec.europa.eu/enterprise/entrepreneurship/financing/index\\_en.htm](http://ec.europa.eu/enterprise/entrepreneurship/financing/index_en.htm)

- **The Gate2Growth** initiative was supported by the European Commission to improve the financial environment for technology-oriented SMEs, to support innovative entrepreneurs in Europe, and to foster networking and the exchange of experience and good practice at European level. While the project itself is finished, the network is still active and the website includes useful news and events pages as well as information on Intellectual Property Rights (IPR) issues and a self-assessment tool for business plans:  
<http://www.gate2growth.com/>
- **The European Investment Fund (EIF)** is the EU specialised vehicle providing venture capital and guarantee instruments for SMEs. EIF does not invest in SMEs directly but instead always works through financial intermediaries:  
<http://www.eif.org/>
- **The European Investment Bank (EIB)** offers credit lines to banks and financial institutions to help them to provide finance to SMEs with eligible investment programmes or projects costing less than €25 million. Microfinance has also been provided by the EIB in some countries: <http://www.eib.org/>
- **The Jeremie Programme (Joint European Resources for Micro to medium Enterprises)** is an initiative of the Commission together with the European Investment Bank and the European Investment Fund in order to promote increased access to finance for the development of SMEs in the regions of the EU:  
[http://ec.europa.eu/regional\\_policy/funds/2007/jji/jeremie\\_en.htm](http://ec.europa.eu/regional_policy/funds/2007/jji/jeremie_en.htm)
- **Access to EU funding:**
  - **A page of the European Portal for SMEs** provides quick and easy access to information on opportunities within all the main EU programmes relevant to SMEs. It is not perfectly updated but still very useful:  
[http://ec.europa.eu/enterprise/sme/funding\\_en.htm](http://ec.europa.eu/enterprise/sme/funding_en.htm)
  - **The brochure on 'New funds better rules'** gives an overview of new financial rules and funding opportunities for 2007-2013 and is available in 22 languages:  
[http://ec.europa.eu/budget/other\\_main/funds\\_rules\\_en.htm](http://ec.europa.eu/budget/other_main/funds_rules_en.htm)

## 5. Public Procurement

- **The SIMAP portal** gives access to most important information about public procurement in Europe:  
<http://simap.europa.eu/>

- **Tenders electronic Daily (TED)** is the reference website on public tenders. It is an online version of the Supplement S to the Official Journal of the European Union containing calls for tenders, contract awards and pre-information notices: <http://ted.europa.eu/>
- **The Database to EU external aid tenders and grants** is currently being updated in view of the new external cooperation instruments. It also includes annual work programmes for grants: <http://ec.europa.eu/europeaid/cgi/frame12.pl>
- **SMEs' access to public procurement - Study report** (November 2007). [http://ec.europa.eu/enterprise/entrepreneurship/docs/SME\\_public\\_procurement\\_Report.pdf](http://ec.europa.eu/enterprise/entrepreneurship/docs/SME_public_procurement_Report.pdf)

## 6. Internal Market and related policies

- **The website of DG Internal Market** provides structured information on free movement of goods, services and capital, on the protection of rights in the EU, company, accounting, auditing and contract legislation: [http://ec.europa.eu/internal\\_market/index\\_en.htm](http://ec.europa.eu/internal_market/index_en.htm)
- **The New Approach to technical harmonisation and the Global Approach to conformity assessment.** The purpose of this legislation is to ensure the free movement of goods through technical harmonisation of entire product sectors, and of guaranteeing a high level of protection of public interest objectives. This includes the definition of mandatory essential requirements, the setting up of appropriate conformity assessment procedures and the introduction of CE marking. The web page presents the related Directives, notified bodies and mutual recognition agreements between the EU and third countries: <http://europa.eu.int/comm/enterprise/newapproach/>
- **Standardisation** is a voluntary process based on consensus amongst different economic actors (industry, SMEs, consumers, workers, environmental NGOs, public authorities, etc), carried out by independent standards bodies, acting at national, European and international level. The web page gives an overview of the process, legislation and standard organisations: [http://ec.europa.eu/enterprise/standards\\_policy/index\\_en.htm](http://ec.europa.eu/enterprise/standards_policy/index_en.htm)
- **The Taxation** website gathers information on Value Added Tax (VAT), excise duties, company taxation and others, their relevant EU legislation, EU country specific documents on VAT, public consultations, a database on the main taxes in Europe, the VIES database on VAT numbers, the SEED database for exchanging excise data: [http://ec.europa.eu/taxation\\_customs/index\\_en.htm](http://ec.europa.eu/taxation_customs/index_en.htm)
- **The Competition** website provides information on legislation and cases on competition area (antitrust mergers, cartels, liberalisation, state aids), overviews of industrial sectors and links to national competition authorities: [http://ec.europa.eu/comm/competition/index\\_en.html](http://ec.europa.eu/comm/competition/index_en.html)

## 7. Relations with third countries (i.e. non-EU Member States)

- **The Enlargement** website provides information on relations, agreements and programmes with candidate and potential candidate countries to the EU:  
[http://ec.europa.eu/enlargement/index\\_en.htm](http://ec.europa.eu/enlargement/index_en.htm)
- **The External Relations** website allows search by country, except African, Caribbean and Pacific countries, candidate and potential candidate countries. It provides information on relations and agreements with the EU and political and economic overviews by country and region. It also includes links to the Commission's delegations in third countries:  
[http://ec.europa.eu/external\\_relations/index.htm](http://ec.europa.eu/external_relations/index.htm)
- **The Development and relations with African, Caribbean and Pacific (ACP) countries** website provides information on cooperation with regions and overviews on countries and the Overseas Countries and Territories:  
[http://ec.europa.eu/development/index\\_en.cfm](http://ec.europa.eu/development/index_en.cfm)

### Import/Export instruments and tools

- **The Market Access database** provides very valuable information in English on sectoral and trade barriers, an exporter's guide to import formalities, information on tariffs in third countries, a list of studies and an extensive FAQ page. It also includes a complaint register by which EU companies or their associations can notify the European Commission of barriers they encounter to trade and investment in third country markets:  
<http://madb.europa.eu/mkaccdb2/indexPubli.htm>
- **The Taxation and Customs databases** are online and free of charge tools to search customs tariffs, quotas, surveillances, suspensions, transit, VAT numbers, taxes in Europe...):
  - **EBTI:** Biding Tariff Information
  - **ECICS:** European Customs Inventory of Chemical Substances
  - **EXPORT:** Application that permits to track the goods in export. The tracking is done via the Movement Reference Number (MRN).
  - **QUOTA:** Tariff quotas and ceilings
  - **SEED:** System for the Exchange of Excise Data
  - **SURVEILLANCE:** Surveillance
  - **SUSPENSIONS:** Autonomous Tariff Suspensions
  - **TARIC:** Integrated Community Tariff
  - **Taxes in Europe:** Covers the main taxes in force in the EU Member States.
  - **TRANSIT:** Transit Customs Offices
  - **TRANSIT:** MRN Follow-up Information
  - **VIES:** VAT Information Exchange System

The databases are available at:

[http://ec.europa.eu/taxation\\_customs/common/databases/index\\_en.htm](http://ec.europa.eu/taxation_customs/common/databases/index_en.htm)

- **The Export Help Desk for developing countries** provides relevant information required by developing country exporters (and EU importers) interested in supplying the EU market (requirement and taxes, import tariffs, customs procedures, business contacts). It is available in English, French, Spanish and Portuguese:  
<http://exporthelp.europa.eu/>

- **The SME Trade Defence Help Desk** is available to answer questions regarding Anti-dumping, Anti-subsidy and Safeguards (the "Trade Defence Instruments" or TDI): [http://ec.europa.eu/trade/issues/respectrules/tdi\\_sme/index\\_en.htm](http://ec.europa.eu/trade/issues/respectrules/tdi_sme/index_en.htm)
- **The SIGL Database** ('Système Intégré de Gestion de Licences': 'Integrated System of Licences Management') manages the licences for imports of textiles, clothing, footwear and steel to the EU: <http://trade.ec.europa.eu/sigl/>
- **The 'Rules of origin'** website provides detailed information on non-preferential and preferential rules of origin and on customs unions with the EC: [http://ec.europa.eu/taxation\\_customs/customs/customs\\_duties/rules\\_origin/index\\_en.htm](http://ec.europa.eu/taxation_customs/customs/customs_duties/rules_origin/index_en.htm)

### **Information on programmes and projects with third developing and emerging countries**

- **The website of EuropeAid (Commission's Cooperation Office)** provides information on projects and programmes by region and sector, on tenders and grants and procedures: [http://ec.europa.eu/europeaid/index\\_en.htm](http://ec.europa.eu/europeaid/index_en.htm)
- **The EU China Managers Exchange and Training Programme (METP 3)** provides support for exchange and training to Chinese and European managers: <http://www.metp.net.cn/english/index.asp>
- **The AL-Invest Programme** is an economic co-operation programme that aims to support the internationalisation of SMEs in Latin America in collaboration with their European partners. The new AL-Invest IV programme is not operational yet but a preannouncement of a call for proposals including information on the objectives, priorities and structure of the programme is available: [http://ec.europa.eu/europeaid/where/latin-america/regional-cooperation/al-invest/index\\_en.htm](http://ec.europa.eu/europeaid/where/latin-america/regional-cooperation/al-invest/index_en.htm)
- **The Centre for the Development of Enterprise (CDE)** provides non-financial services to African, Caribbean and Pacific (ACP) companies and to joint initiatives of ACP and EU economic operators in various economic sectors, with the main aim of increasing competitiveness of ACP enterprises. It also manages the Pro€Invest programme promoting investment and technology flows to enterprises operating within key sectors in the ACP States: <http://www.cde.int/index.aspx>
- **The EU SADC Investment Promotion Programme (ESIPP)** is an EU-SADC (Southern Africa Development Community) partnership programme for the promotion of investment and technology flows to enterprises operating within key growth sectors in the SADC member states: <http://www.esipp.org/index.php?langid=1>

### **Programmes with developed countries**

- **The 'EU Gateway programme'** will assist EU companies in a proactive manner in their attempts to get a strong foothold on the Japanese and Korean markets. It will be launched again in 2008. Details on how the programme will operate and who should be contacted to apply for participation in EU Gateway events will soon be published on this site: <http://www.gatewaytojapan.org/eu/home.shtml?language=en>

- **The EU-Japan Centre for Industrial Cooperation** manages training programmes, business information services and seminars for business people both in the EU and Japan:  
<http://www.eujapan.com/>
- **The 'Executive Training Programme'** is a professional development programme for EU executives, who want to enter the Japanese or Korean markets:  
<http://www.etp.org/>

### **General**

- **The 'EU and the world' portal** provides information on activities of the EU in third countries, the regions covered, the instruments, news and web links to Commission's Directorates-General in charge of external issues (external trade, external relations, enlargement, neighbourhood policy, development, cooperation with developing countries):  
[http://ec.europa.eu/world/index\\_en.htm](http://ec.europa.eu/world/index_en.htm)
- **The Info-Point External Co-operation** based in Brussels has for mission to respond to information needs concerning external cooperation with a variety of publications available on its website and its documentation centre and by organising conferences and visits:  
[http://ec.europa.eu/europeaid/infopoint/index\\_en.htm](http://ec.europa.eu/europeaid/infopoint/index_en.htm)

## **8. Intellectual Property Rights - IPR**

- **The IPR Help Desk** provides free-of-charge services of basic legal assistance as well as information on Intellectual Property rights, focusing on IP questions in the context of projects co-financed under the EU Framework Programmes on research, technological development and demonstration activities (RTD):  
<http://www.ipr-helpdesk.org/>
- **Protection of intellectual property:** This web page provides information on how the EU protects intellectual property rights and fights against piracy and counterfeiting. Intellectual property is divided into two categories: industrial property and copyright:  
[http://ec.europa.eu/internal\\_market/top\\_layer/index\\_52\\_en.htm](http://ec.europa.eu/internal_market/top_layer/index_52_en.htm)
- **Counterfeiting and piracy: rights-holders' defence.** Due to their geographical location along national borders, as well as their detailed knowledge of international trading routes, customs administrations play an essential role in protecting the EU market. However, they could not achieve significant results in the fight against counterfeiting and piracy without the help of the rights-holders themselves. This site details customs services and rights-holders' cooperation in the fight against counterfeiting and piracy, including information on how to lodge an application for action:  
[http://ec.europa.eu/taxation\\_customs/customs/customs\\_controls/counterfeit\\_piracy/right\\_holders/index\\_en.htm](http://ec.europa.eu/taxation_customs/customs/customs_controls/counterfeit_piracy/right_holders/index_en.htm)
- **The Office for Harmonisation in the Internal Market (Trade Marks and Designs) (OHIM)** registers Community Trade Marks and Community Designs both granting their proprietors a uniform right valid in all Member States of the EU by means of one procedural system. Its website contains information and documentation on how register a trade mark or a design, practical and legal aspects, online trade mark and designs consultation services and databases of

description or classification of goods and services:  
[http://europa.eu/agencies/community\\_agencies/ohim/index\\_en.htm](http://europa.eu/agencies/community_agencies/ohim/index_en.htm)

### **Relevant studies for business intermediaries:**

- **Benchmarking study of IPR services for SMEs:**  
[http://www.proinno-europe.eu/admin/uploaded\\_documents/NBAX07004ENC\\_web.pdf](http://www.proinno-europe.eu/admin/uploaded_documents/NBAX07004ENC_web.pdf)
- **IPR expert group Report 'A memorandum on removing barriers for a better use of IPR by SMEs':**  
[http://www.proinnoeurope.eu/NWEV/uploaded\\_documents/IPR\\_Expert\\_group\\_report\\_final\\_23\\_07\\_07.pdf](http://www.proinnoeurope.eu/NWEV/uploaded_documents/IPR_Expert_group_report_final_23_07_07.pdf)
- **High Level Group Report on IPR within the Textile Sector:**  
[http://ec.europa.eu/enterprise/textile/documents/hlg\\_report\\_18\\_09\\_06.pdf](http://ec.europa.eu/enterprise/textile/documents/hlg_report_18_09_06.pdf)
- **'Effects of counterfeiting on EU SMEs and a review of various public and private IPR enforcement initiatives and resources':**  
[http://ec.europa.eu/enterprise/enterprise\\_policy/industry/doc/Counterfeiting\\_Main%20Report\\_Final.pdf](http://ec.europa.eu/enterprise/enterprise_policy/industry/doc/Counterfeiting_Main%20Report_Final.pdf)

## **9. European Innovation Policy**

- **The European Business and Innovation Centres (BIC) Network – EBN** offers services aimed at coordinating the activities of the BICs, and developing and promoting the BIC concept within and outside the European Union. BICs are a regional innovation tool for assisting entrepreneurs to set up their companies and consolidate existing ones. The site presents the network, its projects and activities and also provides a list of BIC contact details:  
<http://www.ebn.be/>
- **The European Institute of Innovation and Technology (EICT)** is the first European initiative to integrate fully the three sides of the "Knowledge Triangle" (Higher Education, Research, Business-Innovation) and will seek to stand out as a world-class innovation-orientated reference model, inspiring and driving change in existing education and research institutions:  
<http://ec.europa.eu/eit/>
- **Eco-innovation:** Within the framework of the Competitiveness and Innovation Programme (CIP), Eco-innovation supports the first application and further market uptake of some of the best eco-innovative products and services in Europe. The website publishes information on the Call for proposals for 2008:  
[http://ec.europa.eu/environment/etap/ecoinnovation/index\\_en.htm](http://ec.europa.eu/environment/etap/ecoinnovation/index_en.htm)
- **ip4inno - Intellectual Property for Innovation** is a project funded by the European Commission as a part of the Sixth Framework Programme for Research and Technological Development. Its main aim is to help SMEs enhance their understanding and use of intellectual property rights with a view to promoting innovation and competitiveness in line with the European Commission's Lisbon goals. It contains articles, case studies and best practices for SMEs on topics ranging from basic info on patents and other kinds of intellectual property, through patent information, to building a business with intellectual property:  
<http://www.ip4inno.eu/>

- **European Innovation Policy in general:**  
Support will be given to encourage the trans-national networking of innovative companies and all other actors in the innovation process, including benchmarking initiatives and the exchange of best practice. For more information on EU innovation policy:  
[http://ec.europa.eu/enterprise/innovation/index\\_en.htm](http://ec.europa.eu/enterprise/innovation/index_en.htm)

## **Clusters**

- **Europe Innova** is a European innovation policy initiative constituting a pan-European platform for innovation professionals to develop, discuss, exchange and test good practices, ideas, tools and policy recommendations leading to a better understanding of the innovation patterns in different industrial sectors. The website provides information on clusters mapping, clusters, financing and standard networks:  
<http://www.europe-innova.org/index.jsp>
- **The European Cluster observatory's** objective is to inform policymakers, cluster practitioners and researchers, throughout the world, about European clusters and cluster policies. The Observatory offers rich data on geographical patterns of specialisation across cluster categories, national and regional portfolios of clusters, cluster organisations, and national and regional policies and programmes related to innovation and clusters. In addition, a cluster library offers case materials and various articles on clusters, competitiveness and cluster policy:  
<http://www.clusterobservatory.eu/>

## **10. Research and Technological Development - RTD**

- **Research for the benefit of SMEs** informs on calls for proposals for SMEs within the 7th EU Framework Programme for Research and Technological Development (FP 7):  
[http://cordis.europa.eu/fp7/capacities/research-sme\\_en.html](http://cordis.europa.eu/fp7/capacities/research-sme_en.html)
- **CORDIS/SME TechWeb** provides information and resources for technology-oriented SMEs wanting to apply for research funding through FP7:  
<http://ec.europa.eu/research/sme-techweb>
- **The National Contact Points** allow SMEs to find direct local assistance and advice in EU Member States and a number of third countries on access to FP7:  
<http://cordis.europa.eu/fp6/ncp.htm>
- **European research on the web:**
  - **Cordis** is the Community Research & Development information service providing online information on EU research activities, funding, news, project results and a gateway to national and regional activities (in EN, FR, DE, ES, IT and PL): <http://cordis.europa.eu>
  - **Presentation of the components of FP7**, how to get support and the users, latest news and events: <http://cordis.europa.eu/fp7>
  - This page explains the objectives and **new aspects of FP7**, in particularly in comparison with the former FP (FP6):  
<http://ec.europa.eu/comm/research/future/>

- **CORDIS Partners Service** is a free online service to find the best research partners for projects, either in the context of EU-funded Research and Development projects or within a broader search for technology-orientated partnerships. The service includes details on thousands of active partnership requests from companies, research institutions and universities across Europe and around the world:  
<http://cordis.europa.eu/partners-service/>
- **The European Technology Platforms (ETPs)** provide a framework for stakeholders, led by industry, to define research and development priorities, timeframes and action plans on a number of strategically important issues where achieving Europe's future growth, competitiveness and sustainability objectives is dependent upon major research and technological advances in the medium to long term:  
[http://cordis.europa.eu/technology-platforms/home\\_en.html](http://cordis.europa.eu/technology-platforms/home_en.html)
- **Information & Communication Technologies Policy Support Programme (ICT PSP) & Commission's Directorate-General 'Information Society and Media':**
  - [http://ec.europa.eu/ict\\_psp/](http://ec.europa.eu/ict_psp/)
  - [http://ec.europa.eu/information\\_society/](http://ec.europa.eu/information_society/)
- **Information & Communication Technologies (ICT) in FP7** on the web provides information on calls for proposals and how to participate to this specific programme:  
<http://cordis.europa.eu/fp7/ict>

## 11. Business Intelligence

- **IMP<sup>3</sup>rove** is an online Self-Assessment Tool to quickly and privately determine where a company stands in terms of its innovation processes. IMP<sup>3</sup>rove also offers without charge, a personalised consulting workshop for SMEs:  
<http://www.improve-innovation.eu/opencms/opencms/en/index.html>
- **SMEs and the ICT challenge** is part of a larger website which explores how to make the e-economy work. This sub site is dedicated to the place of SMEs in this emerging economy and how the EU is pursuing a 'think small first' approach to e-commerce and e-markets:  
[http://ec.europa.eu/information\\_society/ecowor/smes/index\\_en.htm](http://ec.europa.eu/information_society/ecowor/smes/index_en.htm)
- **The European e-Business Support Network** portal provides information about e-business policy initiatives, statistical data about the take-up of e-business among European SMEs, examples of best practice, news, announcements, articles, etc:  
[http://ec.europa.eu/enterprise/e-bsn/index\\_en.html](http://ec.europa.eu/enterprise/e-bsn/index_en.html)

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