

BOURGAS

1. Title of the practice Technology Transfer Office (TTO) of Burgas, Bulgaria
2. Precise theme/issue tackled by the practice Even the main objective creating the TTO Burgas was to improve the competitiveness of the enterprises from South East Planning Region actually the Technology Transfer Office activities cover the whole area of Bulgaria. In addition, the international activities based on development of valuable product are foreseen in near future.
3. Objectives of the practice <ul style="list-style-type: none">• To improve the competitiveness of the enterprises, including SME from South East Planning Region through improvement of the innovation infrastructure and know-how at regional level.• By establishing the TTO – Burgas to develop and support the high-tech start-ups, spin offs and technology based SMEs in the Region.• To link universities, research institutes, private businesses, state authorities and the high tech business incubator in order to assure the coordinated and strategic support for the development of the innovative enterprises• To encourage the scientific teams based in the laboratories at the Faculties (Technical faculty and Faculty of Natural Science of Burgas Prof. Dr. Asen Zlatarov University) to spin off and start new enterprises. To furthermore equip scientists of Burgas university also with global networking capabilities and substantial access to sales channels, funds and an international network of experts and investors.• To support further the regional competitive advantage in chemistry, biotechnology, mathematical chemistry, material science engineering, tourism, IT and communication by promoting, developing and supporting the entrepreneurs to better develop their businesses and especially by helping them to build their management know-how, to get access to the financial sources and grants and by providing them with the necessary information related to the science and business.• To build an institution which will directly link the leading industrial companies in the region (for example Lukoil Neftohim), the leading banks in the region (for example HVB Biohim), universities and research institutes (for example Burgas Prof. Dr. Asen Zlatarov University Burgas and chemical laboratories - partner of the project), local and state administration (for example the Regional Government Administration - partner of the project).• To encourage creation of new innovative products related to the regional needs and especially products in the sectors such as: chemistry, engineering, environmental protection, IT and communication. To assist start-ups and SMEs in promotion and commercial realization of their products through creation of networks to the industries and partners outside the region and country. The target groups are innovative start ups and small companies commercializing research results from Burgas Prof.Dr. Asen Zlatarov University and chemical laboratories as well as innovative business entities in the region in the area of: <ul style="list-style-type: none">- Chemical technologies- Environmental technologies- Water treatment technologies- Mathematical chemistry- Biotechnologies- Petroleum products and Biodiesel

- New materials (Ceramics and Polymers)

Cross Border Cooperation (CBC) dimension of the practice

The INI-Novation, part of INI-GraphicsNet Stiftung (a German non-profit foundation with expertise in the field of innovation management, technology transfer and commercialisation and implementation of new technologies) was hired to deliver the methodology of innovations evaluation. Through the process of co-work relations with EU evaluators were created. In addition, the advertisement of the innovations developed within the TTO Burgas activities followed to the expressed interest from the side of foreign investors.

4. Location

Bulgaria
South East Planning region of Bulgaria

5. Detailed description of the practice

Origin

PHARE grant BG 2005/017-353.10.06/ESC/G/TTO-05
Establishment of Technology Transfer Office at Burgas Asen Zlatarov University

Timescale

The activities of TTO Burgas have started in fall of 2007

Bodies involved / implementation

High Tech Business Incubator-TTO partner
Business Innovation Center- Burgas
Burgas Municipality
Industrial Trade Chamber of Burgas

Process and detailed content of the practice

:

1. Hiring of Project personnel

Activity 1 covered the hiring of 2 employees and the engagement of 2 volunteers for the implementation of the project on the following positions: Project Manager, Managing Director, IPR Manager and Accountant.

The following people were hired:

- Prof. Valentin Nenov - Project Manager
- Vania Manova - Accountant
- Andriana Alekova - Laleva - Managing Director
- Ivelina Georgieva - IPR Manager

The Project Manager - Prof. Valentin Nenov, is a lecturer at Burgas Prof. Dr. Asen Zlatarov University and works voluntary on the management of the project and on the coordination of the activities of the staff involved. Vania Manova works for Burgas Prof. Dr. Asen Zlatarov University, as an Organizer of the R&D activities and is also a volunteer in the Project. The Managing Director and the IPR managers are hired full-time with labour contracts. The reason for the selection of those two people is the experience they have declared in the field of project preparation and implementation.

2. Personnel training

Another group of activities covered by Activity 1 was the training of the employees and the volunteers. The Project

partner - High Tech Business Incubator, organized and carried out the necessary initial training of the people included in the Project team and involved in the Project implementation. The training concerned the evaluation of Project ideas, intellectual property rights and maintaining contacts with partner institutions and was necessary for the proper project implementation. Trainers were Wolfgang Kniejski and Veneta Ivanova, expert form INI-GraphicsNet Stiftung - a German non-profit foundation with expertise in the field of innovation management, technology transfer and commercialisation and implementation of new technologies.

3. Hiring of premises

Activity 1 included also the hiring of suitable premises for the Technology Transfer Office. The hired office is located in the centre of the town, in close proximity to the building of the Municipal Administration Burgas. The premises were leased from the Human Resource Development Agency. The address of the office is: 8000 Burgas, Tsar Peter 17 Str., floor 3, office 3.

4. Purchasing of furniture and office equipment

Activity one included the purchasing of the furniture and equipment envisaged in Annex I of the Contract and necessary for the proper implementation of the Project activities.

Activity 2:

Preparation of the promotion of the opening of the TTO and the identification of Research Output. Preparation and execution of PR and marketing campaign. The first sub activity covered was the selection of a company whose major focus of activity included advertising and promotion. One company was selected to carry out the PR and marketing campaign related to the opening and the functioning of the TTO.

Activity 3:

Preparation of 10 feasibility analyses (evaluations) of ideas related to RTD innovations

The subcontractor of the activity was INI-Novation, part of INI-GraphicsNet Shtiftung. The contract included:

- Organization and realization of interviews for identification of the technology potential at the University of Burgas and internal assessment of technologies;
- Semi-public assessment;

The Activity included the elaboration of documents related to the assessment of innovative ideas. The documents that were elaborated included: Template of Power Point Presentation that was used by the researchers for the presentation of their innovative ideas; Invention Disclosure Form that included brief description and assessment of the innovative ideas; Evaluation Form – Evaluation form with 3 interrelated sub – files: Evaluation Sample, Summary and Indicators.

The evaluation procedure started with the submission of ideas from the university research teams. The overall number of the initially submitted ideas was 26. The external experts of the subcontractor involved in the evaluation procedure reduced their number to 14. The carriers of the 14 ideas had to fill in Disclosure documents and prepare Power Point presentations of their innovative ideas. After they had submitted the required documents to the TTO team, the subcontractor carried out personal interviews with the researchers from the Burgas Prof. Dr. Asen Zlatarov University since additional information was necessary for the evaluation documents. The reason for the personal interviews was also related to the fact that the approved ideas were more than the previously planned 10. The interviews took place on 15.05.2008.

Activity 4:

10 feasibility analyses (evaluations) of ideas related to RTD innovations

The final stage of the selection procedure was carried out during an open official event on 09.07.2008. During the official event, which was open for guest and the media, the three best ideas were selected. One of the scientists – Mr. Petko Tanev with the ideas: Porous Ceramics and Cold Isostatic Pressing of Ceramics and Metal Powders abandoned his intention for participation in the evaluation procedure and the overall number of the assessed ideas was 8. The evaluation commission included eight experts in the field of innovations and commercialization of

technological. As a result 3 of the 10 ideas were selected to have the highest potential and be developed as demonstrative:

1. New Membrane Bioreactor
2. Flexible solar cells
3. Plasma technology for heavy waste disposal

Activity 5:

Preparation of 7 analyses of the RTD demand of the enterprises

Topics/activities covered <please elaborate>:

The activity was a subject to subcontracting. The preparation was carried out by the subcontractor INI-Novation, a company part of the INI-GraphicNet Foundation.

The activity included the preparation of a list with all the companies from the 7 target sectors of the project in South East Planning Region:

- Chemical technologies
- Environmental technologies
- Water treatment technologies
- Mathematical chemistry
- Biotechnologies
- Petroleum products and Biodiesel
- New materials (Ceramics and Polymers)

The level of the technology development of the companies was examined and the need for introduction of new technologies.

Reason for modification for the planned activity <please elaborate on the problems -including delay, cancellation, postponement of activities- which have arisen and how they have been addressed> (if applicable):

The start of the preparation of Activity 5 was postponed for month 3 of the project year. This two-month delay was necessary because the other activities that needed to be carried out before Activity 5, such as the hiring of the personnel, finding of suitable premises and the purchasing of the office equipment and furniture required much more time than the time foreseen in the Annex 1 Action Plan. The implementation period for this activity was extended for months from 3 to 8.

Results of this activity <please quantify these results, where possible>:

- List of the companies in the region and contact information of the companies;

Activity 6:

7 analyses of the RTD demand of the enterprises

The subcontractor INI-Novation, a company of the INI-GraphicNet Foundation gathered the necessary information in cooperation with the TTO team and elaborated the following analyses:

- The RTD demand in the Bohemia tourist agency;
- The RTD demand in the Karlovo Wine Cellar;
- The RTD demand of Nachevi 90 Sliven;
- The RTD demand of Nedelia Café & Patisserie;
- The RTD demand of Organika Bulgaria Ltd.
- The RTD demand of Travel Retail Distribution Ltd.
- The RTD demand of Mebel 5;

Activity 7

Preparation of 3 RTD results of the applicant developed as a demonstrative/promotion

The preparation of this activity was connected with the evaluation procedure of the 10 R&D ideas and the selection procedure of the 3 best technological outputs. The procedure started with the submission of ideas from the university research teams. The overall number of the initially submitted ideas was 26. The experts involved in the evaluation procedure reduced their number to 10. The carriers of the 10 ideas had to fill in Disclosure forms and prepare Power

Point presentations of their innovative ideas. After they had submitted the required documents to the TTO team, the subcontractor carried out personal interviews with the researchers from the Burgas Prof. Dr. Asen Zlatarov University since additional information was necessary for the evaluation documents.

The final stage of the selection procedure was carried out during an open official event. Eight experts in the field of innovations and commercialization of technological results were included in the evaluation commission. As a result 3 of the 10 ideas were selected to have the highest potential and be developed as demonstrative:

- New Membrane Bioreactor;
- Plasma technology for heavy waste disposal;
- Flexible solar cells;

Activity 8

3 RTD results of the applicant developed as a demonstrative/promotion

Each of the team carriers of the 3 ideas that had received the highest number of points during the evaluation procedure was granted a final award of 3500 euro for the development of prototypes.

Activity 9

5 match-making events between researchers and business

Topics/activities covered <please elaborate>:

The following five meetings were conducted between researchers from the Burgas Prof. Dr. Asen Zlatarov University:

- Prof. Valentin Nenov and Gancho Tenev – Vodostabdiavane i kanalizacii Ltd.
- Dr. Dobromir Ivanov and Stefan Stefanov – Cargo Inspection Services Ltd.
- Bogdan Bonev and Ridvan Metljub – Trakia Glass Bulgaria Ltd.
- Dimitar Parashkevov and Peicho Ridzjov – Fotoni Ltd.
- Dr. Angel Zvezdov and Vasko Gradev – Star international- Burgas

Legal framework

The TTO Burgas was registered as a non-governmental organization. Consultations were made with a lawyer, the necessary documents were collected and the registration documents were filed in the Court of Burgas. The NGO registration was issued in February 2008. A further change of the registration was required at a later stage due to a requirement from the Contracting Authority. The change of registration was issued in September 2008 and included in the Managing Board of the TTO the Burgas Prof. Dr. Asen Zlatarov University Rector and the President of the Board of managers of the High Tech Business Incubator.

6. Evaluation

Possible demonstrated results

The following prototypes were developed:

Prototype “Membrane bioreactor” (MBR)

(Project ИПП-ТТО 02/13.08.2008)

The main innovation of this project is the development of novel hybrid membrane process for the advanced treatment of wastewater. The pilot scale reactor built out consists of activated sludge compartment and an incorporated settling tank, Fig. 1. The main body was constructed by stainless steel material; Air is supplied into the activated sludge unit. The MF separation unit is immersed in the bio-reactor. Based on the preliminary agreed conditions for the development of the prototype “MBR”, the following activities have been performed:

Purchasing a compressor, O₂ measuring equipment, air distribution system and plastic tubes. The fibers for the MF separators were taken from “Plastmasovi izdelia” Sredec; The next step was assembling the prototype and performing tests with domestic wastewater. The test have shown that the prototype reactor produces water of high

quality in respect of BOD and SS content

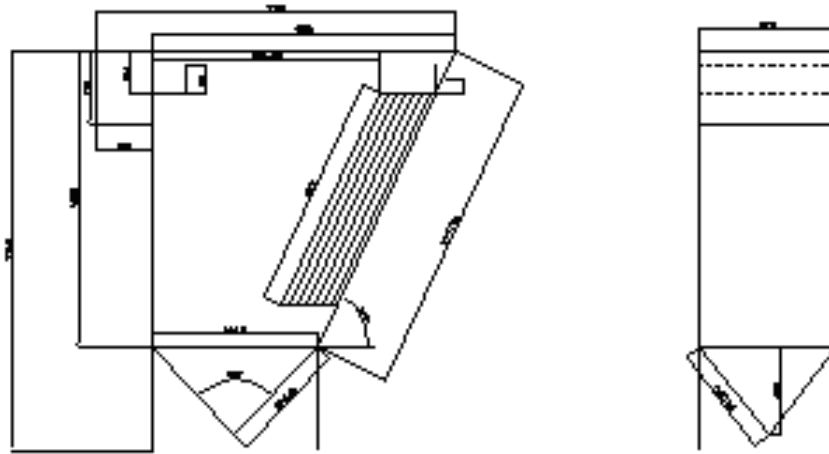


Fig.1. Principal scheme of MBR prototype

Prototype “Plasma technology for treatment of heavy residues”

(Project ИПП-ТТО 01/13.08.2008)

Based on the preliminary agreed conditions for the development of the prototype “Plasma technology for treatment of heavy residues”, the following activities have been performed:

With the financial support of the project the following items/systems were purchased

- 1.1. Electrical current generator with power of 5 kW.
- 1.2. High voltage transformer EBI 230V/15kV – 40 mA.
- 1.3. Diodes 50 A/600 V.
- 1.4. Compressor B 2800 B/100 V 230, 1.5 kW, 100 l.
- 1.5. Compressor accessories.
- 1.6. Manometer, 50 Atm, Φ 63.

The next step was assembling the prototype which is able to degraded residual heavy oil by low-temperature plasma at high voltage. The prototype includes a lab reactor and works at two modes: at pressure of 5 Bar and at temperature of 800 grad C. Parts of the system are the heat exchangers used for trapping the obtained carbohydrates. The lab reactor allows changes in its volume, which permits functioning at different conditions. One advantage of the new technology is that it can work at high sulfur content of the treated oil.

Prototype “Flexible Photovoltaic” (FPhotoV)

(Project ИПП-ТТО 03/13.08.2008)

The main innovation of this project is the development of a novel flexible photovoltaic, based on flexible support materials of contact plastic material, metal and semi-conductor membranes. The support materials are produced by PVC, Teflon and glass-teflon materials. Based on the preliminary agreed conditions for the development of the prototype “FPhotoV”, the following activities have been performed:

- Purchasing clean compounds: Si, Ge, CdS, Ag, Cu₂S, Ni, Cr.
- Vacuum evaporator

The next step was assembling the prototype and performing tests in evaluating the FPhotoV sensitivity toward light.

Possible success factors

One of the success factors is the good collaboration developed during the project implementation. In addition, the staff hired took the task with the believe of the future of TTO Burgas

Difficulties encountered

One of the main difficulty encountered is related with of low motivation of SME in accepting the innovations offered and the lack of understanding how the new technologies & technique could improve the correspondent SLE performance

Transferability of the practice to other regions

Based on the experience gained the transfer of the practice seems to be realistic.

Contribution to enhancement of CBC cooperation

CBC cooperation is the next step of the TTO Burgas's development. The bridge to that enhancement is the already well developed interrelations of Burgas university teams with partners from the neighbour countries, as Greece, Turkey and Serbia.

Adaptability for SME support

At the moment the support from the side of SME is quite weak.

7. Lessons learnt from the practice**Short overview**

The final beneficiary of the project is the technology sector in regional industry in South East Planning region as well as the scientific sector in the region. The TTO Burgas establishment that the business environment in the region which will benefit regional economic growth could be improved.

The target groups are innovative start ups and small companies commercializing research results from Burgas Prof.Dr. Asen Zlatarov University and chemical laboratories as well as innovative business entities in the region in the area of:

- Chemical technologies
- Environmental technologies
- Water treatment technologies
- Mathematical chemistry
- Biotechnologies
- Petroleum products and Biodiesel
- New materials (Ceramics and Polymers)

The main lesson learned from the practice is that a lot of advertising and promotion activities are needed to help the SME in recognising that the TTO activities could help in their fast development and better integration with the EU technological progress

Change of existing/old procedures

The governmental and the local authority support for the activities of TTO should be much higher. It comprises both financial and logistic support

8. Contact information

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9. Other possible interesting information**Website Elaborated**

TTO Burgas web site - <http://htto.org>.

Documents (reports, presentations, etc.)

The following publications in local media were made in regards to the start of the Project for the establishment of a Technology Transfer Office in the Burgas University and the opening of the Technology Transfer Office:

No	Date	Newspaper	Name of the newspaper article
1.	01.10.2007	Business Leader	Technologies - We Work for Them
2.	21.11.2007	Chernomorski Far	In Search of a Link Between the Science and the Business in Bourgas
3.	21.12.2007	Chernomorki Far	Technology Transfer Office Opened in Bourgas
4.	21.11.2007	http://www.burgasnews.com	A Start of the Project for the Establishment of Technology Transfer Office
5.	22.02.08	TV - MIX	TV report

1. Title of the practice Sustainable Tourism Development in Natural Park “Strandzha” and the crossborder area Bulgaria - Turkey
2. Precise theme/issue tackled by the practice The nature resources in the cross- border region Bulgaria- Turkey are really important for the economic growth and the quality of life, both for the Bulgarians and the Turks living in the border region. In spite of this, the well developed settlements in the region are those situated on the sea. The economic activities inside of the region concerning the development of tourism are not enough, thus the incomes are limited. This is the reason for worse way of living of people and they migrate toward the big cities and the region depopulates. Therefore it is necessary to strengthen the co-operation between the local authorities, institutions and the community in order to help the development of the economy in the border region and at the same time the nature protection and the wise use of the natural and cultural resources in it. The economic competitiveness and the possibilities of employment in the inner part of the cross- border region Bulgaria – Turkey are less than the existing opportunities offered by the Black Sea coast. This, of course, influences the quality of people’s life and is a reason for the trend of the depopulation of this region.
3. Objectives of the practice To support the economic development in the area The project aims to stimulate the cooperation between the regional representatives from Bulgaria and Turkey and to increase their capacities for sustainable development of the alternative tourism in the border region. The activities - elaboration of Strategy for alternative tourism development in the cross-border region (2008-20013), creation of joint tourist packages and their promotion ensure a successful beginning for improving the local capacities and approach the quality of the services to the standards and requirements of the modern tourist industry.
4. Location Natural Park “Strandzha” (1 161 sq. km) is created in 1995 with the aim protection of the unique nature and

sustainable economic development in Strandzha mountain. The park area has the biggest number of natural habitats in Europe – 121. There are 29 protected areas in the park:

- 5 natural reserves – „Uzunbudzhak” – the biggest in the park and 6th in the country, „Silkosa” – the oldest Bulgarian natural reserve, „Tisovitsa”, „Sredoka” and the highest natural reserve “Vitanovo”. The economic activities in the reserves are prohibited. Only research and educational activities are allowed.
- 13 protected areas

- Country

Region or District or Metropolitan Area or Municipality

Bulgaria,

Burgas District,

Tzarevo & Malko Tarnovo Municipalities

Natural Park “Strandzha”

CBC area Bulgaria - Turkey

5. Detailed description of the practice

- Origin - Bulgaria
- Timescale – 2 years
- Bodies involved / implementation –
Natural Park Strandzha,
Burgas Regional Tourism Association
Edirne Municipality
Trakia Tourism Organisation

Cross-border cooperation with Turkey in order to develop mutual tourism products in the border area.

For the consolidation of the cooperation between the local authorities, companies and the people, interested in tourism development in the border region, a partnership approach is used in the elaboration of the Strategy. The practice involves **2 workshops** carried out, with the participation of the business – tour-operators, hoteliers, restaurant owners and the local authorities. During the workshops the possibilities for tourism development in the border region are promoted and there are discussions for the opportunities to overcome specific development problems resulting from their relative isolation in the framework of national economies. For the promotion of the **joint tourist packages** a Contact Tourism Fair Burgas- Edirne is organized. For the promotion of the opportunities for rest and tourism in the border region Bulgaria- Turkey an **expedience tour** is organized, as well as **web site** development and edition of **promotional materials**. Both tourism associations in Burgas and Edirne are the main factor for the successful implementation of the project.

In 2008 Directorate of Natural Park “Strandzha” patented the trade mark Strandzha in order to increase the competitiveness of the tourist products and services. Promotion of the trade mark at the national and international market, increase of the income from tourism in the region and the benefits to the local communities and the protected area, strengthen the image of the region in the Natural park “Strandzha” as a destination of good quality tourism. The trade mark Strandzha will be promoted in Turkey.

- Process and detailed content of the practice

1. Elaboration of a strategy for alternative types of tourism for the cross border area of Bulgaria and Turkey;
2. Development of “tourist packages” in the cross border region;
3. Promotional materials of the tourist packages – leaflets, CD, web site
4. Workshops in Burgas and Edirne – topics: customer care, tourist services, ecotourism;
5. Tour of journalists and travel writers;

6. Tourism contact fair "Your exciting holidays" in Burgas, Kirkclareli and Edirne

- Legal framework – CBC cooperation
- Financial framework – 200 000 Euro – EU funding

6. Evaluation

- Possible demonstrated results

The results are in some basic aspects: (1) Elaborated Strategy for a long-term and integrated development of the alternative tourism in the cross- border region, through sustainable use of the nature and the cultural resources; (2) Increasing the capacity of the human resources dealing with tourism development, diversifying and raising the quality of the supplied services in the border region; (3) Promotion of nature resources and culture- historical heritage in the border region Bulgaria – Turkey as a complete tourist product /destination/; (4) Increasing the economic activity in the both sides of the border and reach the European standards of living.

- Possible success factors

The implementation of the project has an added value, by accomplished effective cross-border co-operation, developing new economic activities, encourage the human resources development, creation of local employment and protection and promotion the nature and the culture-historical heritage in the region.

- Difficulties encountered

- Transferability of the practice to other regions

The created tourist products could be successfully used in other cross-border regions with similar territorial and social characteristics - interesting nature, historical and culture heritage, sports development potential, specific local products and traditions and good location near big and well developed tourist areas.

- Contribution to enhancement of CBC cooperation

CBC cooperation Bulgaria-Turkey for tourism development and promotion

- Adaptability for SME support

Training and promotion of tourism SMEs

7. Lessons learnt from the practice

- Short overview – better communication and mutual understanding and benefits
- Change of existing/old procedures – change of behavior and attitude

8. Contact information

Burgas Regional Tourist Association

Bulgaria

8000 Burgas

52, Lermontov, Str.

Tel./fax: 00359 56 841966

E-mail: brta@abv.bg

www.brta.eu

Malko Tarnovo 8162 ,

1, Maslinkov, Str.

DPP Strandja

www.strandja.bg

9. Other possible interesting information

1. Title of the practice **Enterprise Europe Network Yambol**

2. Precise theme/issue tackled by the practice

- provision of services and information to SMEs

- Issue's relation to peripheral location or adjacency to external border problems – lack of information for the SMEs in the border areas

3. Objectives of the practice

- to support the SMEs in the development of their innovative potential and to increase their awareness about the policies of the European Commission towards business support.

- Objectives' relation to SME support in external border regions

- SMEs;
- Research organizations;
- Branch chambers and associations;
- Business and research clusters;
- NGOs supporting SMEs;
- Governmental organisations.

- CBC dimension of the practice

SMEs in Bulgaria-Turkey Border region

4. Location Southeast planning region in Bulgaria

- Country Bulgaria

- Region or District or Metropolitan Area or Municipality

Southeast region in Bulgaria

5. Detailed description of the practice

Broad range of services for support, assistance and advice to SMEs;

Partners in the Network provide information about the policies, programmes and funding opportunities in EC and assist the access to them;

The network:

- Has done **50 000** technology audits;
- Has documented **1 000 technology analyses**;
- Has organized **4 000 events and seminars on the spot on topics linked with SMEs**.

Integration of business in the European market:

- Information about the functioning and possibilities of the internal market for services and goods, incl. information about open tenders;
- Information about certificates for the production, customs formalities and procedures, participation in tenders, criteria for environmental requirements of goods, etc.;
- Measurement of influence of the existing policies and introduction of new ones, linked to SMEs by surveys of the opinion of business and analyses of the information;
- Assistance to SMEs in the cross border activities and international relations;
- Assistance of SMEs for finding of partners in the private and public sectors.

Technology transfer and innovations:

- Assistance for technology transfer and technological development - technological evaluation of production and technological research in order to facilitate the innovation processes;
- Assistance for market implementation of research studies – transfer of new products and processes to European partners, search for technology and business partners, establishment of high technology joint ventures;
- Provision of information for innovative policies, legislation and SME support programmes;
- Organization of trade fairs for technology transfer and know how among innovative enterprises;

- Provision of information about technology offers and orders in the thematic scope of activity of the enterprise as subscription.

- Origin
- Timescale
- Bodies involved / implementation
- Process and detailed content of the practice
- Legal framework
- Financial framework

Enterprise Europe Network – Bulgaria provides integrated business, information and advisory services in the following spheres:

- Promotion of the initiatives, policies and programmes of EC and the procedures for applying for funding;
- Advice to SMEs in preparation of project proposals under the Structural funds of EU, 7th Framework Programme of EC, National Innovation Fund, etc.

Enterprise Europe Network in Bulgaria periodically issues specialized bulletin and updates the Internet web site.

6. Evaluation

- Possible demonstrated results – to other EU regions
- Possible success factors – increased income, increased number of employed people in the region
- Difficulties encountered – world economic crisis
- Transferability of the practice to other regions – dissemination of good practices
- Contribution to enhancement of CBC cooperation – increased business contacts in the border region
- Adaptability for SME support - yes

7. Lessons learnt from the practice

- Short overview
- Change of existing/old procedures

8. Contact information

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9. Other possible interesting information

- Website <http://www.eic.bcci.bg/bg>
- Documents (reports, presentations, etc.)