

EUROPEAN UNION GRANTS ADVISOR

Swedish IT Company Improves Processes with Regional Grant

Microsoft®



“Our local EUGA consultant explained what was required from us to secure the grant, and, because we’d planned the project effectively, we found the application process straightforward. Through EUGA, we found support for this initiative quickly and easily.”

Maximilian Hermelin, CEO, Hermelin Communications

FAST FACTS >>

Situation

Kista-based Hermelin Communications operates in the IT outsourcing and application development markets in Sweden. The company offers its services under a mutual incentive business model, where the customer’s fixed monthly payment is reduced if it experiences any problems during the period. Senior management in the organisation initiated a development programme to help the company deliver better service to its customers. Their goals included enhancing the help desk to meet IT Infrastructure Library (ITIL) best practice directives and adapting the company’s service to accommodate new technologies such as Windows Vista® and the 2007 Microsoft® Office system.

Solution

Hermelin Communications employees contacted the European Union Grants Advisor (EUGA) to see if the company could obtain funding for their new initiative. An EUGA consultant provided them with details of the Nutek grant and advised them on what would make an effective application. The team at Hermelin had already planned their project in detail, which helped them complete the application in less than one day. Following a visit to the Hermelin premises, representatives from the awarding body were satisfied that the project would support the growth of the company and awarded it a grant of €8,150 (U.S.\$10,900).

Benefits

- Grant covers 10 per cent of total project costs.
- Application process completed quickly.
- External consultants improve business processes.
- Project supports company growth.

>> For more information: www.microsoft.com/emea/euga