



Services Innovation Programme (SIP)
Client Brief

INNOVATE TO GENERATE



Introduction

Services activities are now the prime drivers of growth in developed economies creating over 60% of global employment. Two thirds of Ireland's workforce is now engaged in service activities. Developing new or improved service offerings is now a key revenue source for many companies. All companies grow through innovation. Given the predominance of services in Ireland, IDA is keen to maximise opportunities for our clients in the broad services innovation space through our new initiative called the **Services Innovation Programme** (SIP).

The key purpose of the new programme is to facilitate clients in acquiring the tools, techniques and methodologies of services innovation. The programme will be in the form of specific consultancy by recognised skilled consultants (Irish-based or internationally-based) in services innovation. We believe that this consultancy will enable clients to improve and sustain competitiveness and generate ideas for new and improved service offerings. Course content will be agreed between the client, consultant and IDA and could, for example, include the following:

- Understanding services innovation and developing a structured and systematic approach to its application to your business;
- Recognition of the customer's service needs;
- Exploring paths to value in services;
- Planning and Implementation.

This new programme is partially grant-supported under the IDA's training grant scheme. Clients will hire a consultant with relevant expertise who will provide structured management consultancy in services innovation. Where appropriate, this programme could usefully assist clients in developing projects for submission to IDA's existing Feasibility and Research Development & Innovation (RD&I) programmes.

Operational Methodology

The following operational procedures apply to the SIP:

- The Scheme is only available to companies already operating in Ireland.
- A maximum grant rate of 60% applies.
- **Only** the direct costs of hiring the training/consultancy service provider can be grant aided.
- A maximum of €100,000 of consultancy expenditure can be grant aided per proposal, (i.e. a maximum grant of €60,000 at a grant rate of 60%).
- Clients utilizing the Scheme are wholly responsible for the selection of the consultant. However, submissions under the Scheme will have to clearly demonstrate that the service provider has the relevant experience and expertise to address the specifics of services innovation.
- Submissions will consist of a short application form, completed by the company with the assistance of their IDA Ireland Project Executive.
- Clients receiving funding under the SIP will be required to submit to IDA Ireland, a proposed action plan detailing specific services innovation initiatives, upon completion of the training.
- Upon completion of the consultancy initiative, grant payment is triggered by submission to IDA of the paid invoice received from the consultant. The invoice will have to specify the number of hours/working days of consultancy provided, and the number of consultants involved. It also has to be accompanied by an auditor's certification that the claimed expenditures were paid and a current tax clearance certificate.
- The VAT element of the invoice cannot be grant-aided.

Further Steps

If you wish to make a submission under the scheme please contact your IDA Ireland Project Executive. They will be pleased to discuss the matter with you and provide advice and assistance on the programme objectives and deliverables.