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**Co-ordination of Research Policies  
with the Western Balkan Countries**



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**D8.48 / 7: Report on the mapping of the WBC  
Innovation infrastructures**

# Serbia

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# 1 Introduction

Innovation is understood as activities resulting in the successful implementation of creative ideas that result in the improvement of technology, services, goods, etc. with a positive impact on a society.

Since innovation is also considered a key driver of the economy, especially when it leads to a competitive advantage or increasing productivity, innovation policy is being shaped at the national level. Research institutions are considered as main carriers of innovation activity while private sector takes over the implementation and commercialisation of the innovative ideas in the form of products.

These are the main actors that form the innovation system of the country. In line with this, framework conditions regulating the complex relations between these actors are essential to build an innovation-friendly environment and foster innovation infrastructure in the country.

The main objective of this report is to add to the common understanding of the national innovation system in Serbia and to map the Serbian innovation infrastructure and stakeholders. Thus, the report aims to facilitate the identification of potential partner organisations for STI co-operations from the country.

To this end, the report identifies innovation-related government institutions, programmes as well as innovation infrastructures such as Technology and Innovation Centres, Clusters, Technology and Science Parks, Business Start-up centres, Technology Incubators and other related organisations.

This report is based on a previous report of the FP6 project SEE-SCIENCE.EU produced in 2008 and work carried out in the frame of the FP7 project WBC-INCO.NET. The Centre for Social Innovation carried out desk research in February/March 2011 which was updated by expert input from local project partners (relevant ministries and agencies). Furthermore, the organisations mapped in the first phase have been invited by e-mail to verify the information in the report. Finally, local experts have been involved in completing and categorizing the information collected in the report.

Currently, there is no report or directory that presents an up-to-date and comprehensive status quo of innovation institutions and programmes in the Western Balkan Countries (WBC).

With this series of reports devoted to the innovation infrastructures in WBC, we aim to bridge this gap. The published country reports cover innovation systems of Albania, Bosnia and Herzegovina, Croatia, FYR of Macedonia, Kosovo (under UNSCR 1244), Montenegro and Serbia. In order to ensure coherence of the series, all of the reports follow the same structure and objectives.

The report at hand – which covers **Serbia**, in conformity with other reports from the series, maps the state of affairs in June 2011 and will be published on the homepage WBC-INCO.NET and widely disseminated to our 29 project partners, the Steering Platform on Research for Western Balkan countries, EU institutions, PRO INNO Europe, ClusterCollaboration.eu, European Cluster Observatory and TCI Network. The final report can be freely disseminated to any other party that might find it useful.

**WBC-INCO.NET**, an FP7 funded project running from 2008 to 2013 with a total of 29 project partners, aims at the enhancement of the integration of Western Balkan Countries in the European Research Area (ERA). Its core objectives are to support the bi-regional dialogue on science and technology (S&T), to identify RTDI cooperation potentials and priorities for take-up in FP and other EU programmes, to enhance participation of WB researchers in EU projects, to analyse innovation needs and barriers in the WBC, to exchange information and best practices on innovation policies and to establish closer cooperation between research and innovation. WBC-INCO.NET is being coordinated by the [Centre for Social Innovation](#).



Hereby, we would like to acknowledge the input of all contributing organisations who kindly accepted to provide us with necessary feedback.

Despite the utmost effort of the authors to provide an accurate and up-to-date picture, some of the contact and content information provided in this report may become obsolete in the course of time. If you come across any information that is missing, invalid or has altered in the meantime, we will be pleased to receive a short notification e-mail to [office@wbc-inco.net](mailto:office@wbc-inco.net). The outputs of the report will be transferred to and regularly updated within the Organisation Directory on the homepage [www.wbc-inco.net](http://www.wbc-inco.net).

The report is a WBC-INCO.NET deliverable that is co-funded by the European Community's Programme for International Cooperation under the 7th Framework Programme for Research and Technological Development (2007-2013). Neither the Community, nor WBC-INCO.NET project partners and Centre for Social Innovation, as a main publisher of this report, are responsible for any use that may be made of the information contained therein.

## 2 Key Funding Organisations and Instruments

For a successful innovation policy, effective strategies, action plans, instruments and approaches are needed. National governments bear the responsibility for the development and implementation of these measures. Therefore, it is necessary to study the national framework in order to receive a detailed overview of the innovation system of the Serbia and identify best practices.

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development, in addition to national funding scheme.

### 2.1 Key National Ministries

The following ministries are actively involved in the formulation and promotion of the national innovation policy.

#### Ministry of Economy and Regional Development

Acronym: MERR

Organisation title in local language: Ministarstvo ekonomije i regionalnog razvoja

Organisation type: Government/Ministry

The Ministry of Economy and Regional Development (MERD) has a leading role in SMEs and entrepreneurship.

According to the 'Enterprise Policy Development in the Western Balkans: a report on the implementation of the European Charter for Small Enterprises (2007)', the SME Department within the Ministry of Economy has a clear co-ordination structure and an inter-ministerial SME-Council was recently established. Nevertheless, there is relatively limited co-ordination between the Ministry of Economy and the Government's SME implementing entity, the Republic Agency for the Development Small and Medium-Sized Enterprises and Entrepreneurship (RASME).

As indicated in the National Programme for Business Incubators and Clusters Development in the Republic of Serbia 2007 - 2010, the specific objectives are:

- Strengthened public-private partnership;
- Minimum 15 business incubators established and operational;
- Minimum one park established;
- Serbian Association of Business Incubators established;
- Innovation Relay Centre established; and
- Minimum 10 operative clusters established.

Bearing in mind the comprehensiveness of the Programme, which includes activities of forming infrastructure, strengthening national and local institutions, as well as development of business activities, the estimated total investment for the full Programme implementation is EUR 23 million (Ministry of Economy, 2006).

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## Ministry of Education and Science (MES)

Acronym: MES

Organisation title in local language: Ministarstvo prosvete i nauke

Organisation type: Government/Ministry

The major ambition of the Ministry of Education and Science is to enable science to fully realize its potential in driving the economy and society forward. By setting high standards on project selection, strengthening international collaboration and increasing government spending on science, the Ministry wants to create a modern society in which innovation; originality and knowledge are key factors in development.

The MES has four departments:

- Department for Basic Research;
- Department for Technological Development, Transfer of Technologies and Innovation System;
- Department for International Science and Technological Cooperation; and
- Department for Human Resources Development in Science.

The Ministry of Education and Science opened a bureau aiming at supporting FP7 proposal's preparation.

The major tasks of the office are:

- Information service (details about calls and deadlines);
- Advice and guidance to individual Serbian scientists (opportunities within FP7, project ideas, finding partners, proposal preparation);
- Regular training workshops;
- Revision of the first drafts of proposals;
- Consultations.

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Organisation type: Government/Ministry

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## **2.2 Key National Agencies**

Following national agencies are active in the field of innovation policy.

### **National Agency for Regional Development (RASME)**

Acronym: RASME

Organisation title in local language: Nacionalna agencija za regionalni razvoj

Organisation type: Agency/Fund

The Republic Agency for the Development Small and Medium-Sized Enterprises and Entrepreneurship (RASME) was founded by the Law on Agency for a Development of Small and Medium-Sized Companies (Službeni glasnik RS, n. 65, from November 11, 2001). The Agency is divided into three key sectors: International Co-operation; Support to SMEs; and Common Affairs.

The basic aim of the RASME is to support (aid, advise, assist, and protect) the development and interests of the SMEs, in:

- Invigoration of the regional economic development and change of the economic structure;
- Solving unemployment problems more efficiently;
- Substitution of import and intensifying SMEs competitiveness;
- Stimulating various forms of cooperation with big enterprises;
- Introducing modern technologies and enhancing innovations (entrepreneurs' incubators, innovative centres, etc);
- Utilizing business premises and equipment more economically; and
- Quality upgrading; automation and computerization etc.

RASME has predominantly been active in providing legal and financial consulting, as well as training in co-operation with the National Employment Service. The Agency helps SMEs in adapting new technologies in the form of advisory support to their innovative activity.

The main activity of RASME in 2007 was launching new programme, defined as support for start-up of new companies. In total 2507 applications were filled and 1507 start-up loans were approved. RASME continues with similar programmes also in 2008.

The Republic Network for Technical Support to the Development of Small and Medium-sized Enterprises and Entrepreneurship was established with the goal to contribute to the creation of better conditions for SME development in Serbia, as well as strengthening of the Network members.

The Republic Network was established in May 2003, initiated by the Republic Agency for the Development Small and Medium-Sized Enterprises and Entrepreneurship (RASME) in order to gather and link all Regional Agencies/Centres in the country. The Network is not a legal entity, and its members retained their independence and legal entity rights. The Network is open for new members which contribute to the development of entrepreneurship in Serbia.

RASME coordinates the Republic Network consisting of 14 regional agencies and centres for SME development, which cover 85% of the Republic of Serbia (Kosovo and Metohija excluded), i.e. the territory of the City of Belgrade and 19 counties with 130 municipalities in total. Ten regional agencies and centres were established in the period December 2001 - December 2002, supported by the donors: EAR (Kragujevac, Niš, Kruševac, Zaječar, Zrenjanin, Užice and Belgrade), GTZ (Novi Sad and Subotica) and Swiss Development Cooperation SDC (Novi Pazar), as limited liability companies, in accordance with the Company Law ("FRY Official Gazette" no. 29/96, 36/02), whose founders are relevant stakeholders from the regions they cover (local authorities, regional chambers of commerce, associations of entrepreneurs, business associations, banks, institutes, faculties and others). Co-founder in seven regional centres (Zaječar, Zrenjanin, Užice, Belgrade, Kragujevac, Niš and Subotica) is also the Government of the Republic of Serbia. In 2003, a new Agency was established, Regional Agency "Sombor" (covering the region of Zapadno-Bački County), by the Decision of the Government of the Republic of Serbia ("RS Official Gazette" no. 92/03, 105/03). In 2004, two more regional agencies were established with support from the International Labour Organisation ILO (Vranje and Leskovac), as limited liability companies, in accordance with the Company Law ("FRY Official Gazette" no. 29/96, 36/02) whose founders are relevant stakeholders from the regions they cover (as stated above these are local authorities, regional chambers of commerce, associations of entrepreneurs, business associations, banks, institutes, faculties and others). Regional Centre for the development of Small and Medium-sized Enterprises and Entrepreneurship Šabac Ltd. was established by the local authorities of Mačvanski and Kolubarski Districts, with the aim to develop the sector of small and medium-sized enterprises and entrepreneurship. The Centre started working on July 2, 2007 with four employees.

Websites of regional and local agencies of RASME:

- Belgrade: [www.mspsbg.co.yu](http://www.mspsbg.co.yu);
- Kragujevac: [www.smerakg.co.yu](http://www.smerakg.co.yu);
- Kruševac: [www.mspsks.co.yu](http://www.mspsks.co.yu);
- Niš: [www.ranmsp.co.yu](http://www.ranmsp.co.yu);
- Zrenjanin: [www.rcrbanat.co.yu](http://www.rcrbanat.co.yu);
- Zaječar: [www.msp-timok.co.yu](http://www.msp-timok.co.yu);
- Novi Sad: [www.almamons.co.yu](http://www.almamons.co.yu);
- Novi Pazar: [www.seda.org.yu](http://www.seda.org.yu);
- Subotica: [www.smer.subotica.info](http://www.smer.subotica.info);
- Užice: [www.mspsue.co.yu](http://www.mspsue.co.yu);
- Sombor: [www.sora.co.yu](http://www.sora.co.yu);
- Leskovac: not available;
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## Serbia Investment and Export Promotion Agency (SIEPA)

Acronym: SIEPA

Organisation title in local language: Agencija za strana ulaganja i promociju izvoza - SIEPA

Organisation type: Agency/Fund

The Serbia Investment and Export Promotion Agency (SIEPA) is a government organisation dedicated to effectively helping foreign investors and buyers, while

raising Serbia's profile in the minds of international business decision-makers. Created five years ago by the Government of the Republic of Serbia, SIEPA's mission is to support foreign companies seeking to set up or expand in Serbia and Serbian companies when doing business worldwide. Created as a one-stop-information-shop, SIEPA acts as a partner for international companies throughout the investment project to ensure its best results. Key SIEPA services offered to prospective and existing investors are:

**Pre-investment services:**

- Information on FDI-related legislation;
- Macroeconomic data and profiles of specific industries;
- Operation costs analyses;
- Other information requested;
- Business opportunities presentations.

**Investment set-up services:**

- Assistance with company establishment (registration, work permits, office space etc.);
- Identifying locations for Greenfield projects;
- Finding existing facilities for Brownfield investment;
- Organising site visit and matchmaking with Joint Venture partners;
- Facilitating contacts with national and local authorities.

**Post-investment services:**

- Assistance in dealing with bureaucracy at both national and local levels;
- Advise on business service providers (banks, leasing companies, consulting firms, law offices, real estate agencies etc.);
- Linking with local suppliers.

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## 2.3 Key Programmes and Instruments

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development.

### Business Advisory Service (BAS)

Acronym: BAS

Organisation type: Programme (Other)

The Business Advisory Service (BAS) Programme is multi-donor programme managed by the TurnAround Management Group (TMG), hosted at the European Bank for Reconstruction and Development (EBRD). BAS Programme assists micro, small and medium sized enterprises to enhance their competitiveness, marketing and financial management, to implement quality management systems and strategic business planning.

The BAS Programme works directly with individual SMEs, providing specific and practical business advice. At the same time, BAS builds local/national consultancy capacity to serve enterprise needs. Typical BAS projects are short-term projects with a rapid payback, such as upgrading management/financial IT systems, market research, introducing quality systems and human resource management techniques, etc

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## IFC/PEP Southeast Europe

Acronym: IFC/PEP

Organisation type: Programme (Other)

The IFC/PEP Southeast Europe is part of IFC (International Finance Corporation), World Bank Group. The programme operates in Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Serbia and Montenegro and was formally launched in July 2005. It has been established for an initial period of five years.

The Private Enterprise Partnership for Southeast Europe (PEP-SE) is catalysing private sector development from a platform of four operational programmes:

- Alternative Dispute Resolution;
- Corporate Governance;
- International Technical Standards and Regulations; and
- Recycling Linkages.

PEP-SE's private sector development programmes are co-financed by following countries: Austria, Canada, Netherlands, Norway, Slovenia, and Switzerland.

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## Instrument for Pre-accession Assistance (IPA)

Acronym: IPA

Organisation type: Programme (IPA)

The Instrument for Pre-Accession Assistance (IPA) is the key tool of the European Commission's pre-accession assistance strategy. This Instrument is replacing the former pre-accession instruments: PHARE, ISPA, SAPARD and CARDS.

IPA will help transition countries meet the Accession Criteria (fulfil the political, economic and acquis-related criteria for membership, building up their administrative and judicial capacity) and prepare for the programming, management and implementation of EU Cohesion, Structural and Rural development Funds after accession. IPA is designed with five components to provide for targeted and effective

assistance for each country according to its needs and evolution. These five components are: transition assistance and institution building; cross-border cooperation; regional development; human resources development; and rural development.

As stated in the article 'European Commission and Serbia to sign Agreement worth €165 million'<sup>1</sup>, the IPA's Financing Agreement was signed in Belgrade on April 4, 2008. The funds, which will deliver EUR 165 million of non-refundable assistance to Serbia, will be used for reforms in the health sector, reduction of pollution from the Nikola Tesla power plant, measures to improve the safety of traffic on the Danube, strengthening of municipal administrations, balanced regional development, support to internally displaced persons and refugees, the establishment of the Ombudsman office and other projects.

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### **Vojvodina Investment Promotion Fund (VIP Fund)**

Acronym: VIP

Organisation title in local language: Fond za podršku investicija u Vojvodini

Organisation type: Agency/Fund

The Vojvodina Investment Promotion Fund was founded by the Parliament of the Autonomous Province of Vojvodina, as an official regional investment promotion agency with a mandate to provide support to foreign investors and facilitate their business in Vojvodina. The VIP Fund became fully operational in December, 2004.

The specific goal of the VIP Fund is to facilitate FDI inflow into the region through activities such as location marketing, investment climate benchmarking, provision of assistance to potential investors with concrete investment projects and co-operation with institutions specialized in the FDI promotion world-wide. VIP services to potential and existing investors are free of charge. The VIP comprises two operational units:

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<sup>1</sup> <http://www.europa.org.yu/code/navigate.php?ld=451>

the Vojvodina Investment Promotion Agency (VIP) and the Supportive Infrastructure Fund (SIF).

Activities of the VIP Agency include:

- Advisory services assisting foreign investors in analyzing investment decisions and establishing a business;
- 'Aftercare' services for existing investors;
- Location marketing;
- Policy advocacy to improve FDI regulatory framework.

Supportive Infrastructure Fund (SIF):

- Inward investment cost-sharing scheme (Infrastructure incentive scheme);
- Development of business incubators and technology parks (inclusive of business centres for foreign investors).

The project of establishment of three business incubators in AP Vojvodina was initiated by the Executive Council of the AP Vojvodina, and the Vojvodina Investment Promotion Fund is in charge of the project implementation. The goal of creating business incubators in AP Vojvodina is development of small and medium enterprises, which will improve competitiveness of local start-up companies, strengthen cooperation among entrepreneurs and science/research institutions, and create local capacities oriented toward more practical and innovative business models. Certainly, the plans include development of self-employment through development of business incubators, with support from institutions which will give necessary expertise.

As part of the Integrated Regional Development Plan (IRDP), the BBI project (Building Business Incubators) was created to establish and manage business incubators in the region of Vojvodina with an aim to significantly support the socio-economic development process in the region, considering the development of new businesses as a key factor for future economic growth in the region.

The BBI project is supported by the Serbian Agency for the Development of SMEs and Entrepreneurship and therefore in line with the Serbian Government's policy on SMEs development and promotes following policy measures under the IRDP:

- Development of SMEs;
- Enhancing the R&D and business co-operation.

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## 7th Framework Programme for Research and Technological Development (FP7)

Acronym: FP7

Organisation type: Programme (EU)

The Memorandum of Understanding (MoU) associating Serbia to FP7 was signed on June 13, 2007 and the provisions of the above association instruments are applicable from January 1, 2007.

Serbia can participate in all calls for proposals and compete on an equal footing with the EU Member States for research co-operation and support actions funded by FP7. As such, this agreement is an important part of the process of applying to join the EU, allowing scientists, universities and companies to create links with their counterparts across Europe and build up their scientific expertise, including in scientific fields crucial to implementing the body of EU legislation.

On March 4, 2008, the Ministry of Science opened an office for supporting FP7 proposal preparation. The office will inform institutions about details of different calls and deadlines and advice and guidance to individual Serbian scientists will be provided on regular basis. Training workshops on good proposal preparation will be organized, together with occasional courses on other relevant topics to meet the specific needs of scientists.

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National Contact Points for different areas to be found at the European Commission CORDIS Website: [http://cordis.europa.eu/fetch?CALLER=MSS\\_RS\\_FP7NCP\\_EN](http://cordis.europa.eu/fetch?CALLER=MSS_RS_FP7NCP_EN)

### **3 Key Innovation Infrastructures**

A national system of innovation can be understood as a “network of institutions in the public and private sectors whose activities and interactions initiate, import, modify and diffuse new technologies” (Freeman 1987: 1). These institutions ranging from technology/innovation centres, science and technology parks to clusters, business start-up centres and incubators constitute a country’s innovation infrastructure. In the following chapter, the particular elements of the Serbian innovation system are presented.

#### **3.1 Technology/Innovation Centres (TICs)**

A Technology / Innovation Centre (TIC) is an institution established in order to facilitate technology transfer as well as to promote research uptake and innovation by linking researchers and universities with SMEs. TICs enable the industry to exploit new and emerging technologies by providing linkages between research and SMEs.

#### **Innovation Centre, Faculty of Mechanical Engineering, Belgrade University**

Acronym: ICMF

Organisation title in local language: Inovacioni centar mašinskog fakulteta

Organisation type: Cluster/Incubator/Innovation Infrastructure

The major target of the Innovation centre of the Mechanical Faculty Belgrade is the application of scientific, technical and technological knowledge and invention in order to create and release new and improved products, processes or services. Due modern demands, the Centre provides cutting edge equipment, laboratories and other means for their experts and specialists to use.

The activities include realisation of various projects, as well as consulting related to quality control, expertise, certification of products etc. In the future, The Innovation Centre reckon upon constant training and specialisation of teams, acquisition of new equipment allowing further development of laboratory centres, extension of all aspects of cooperation and participation in national projects and programmes of international cooperation. The plan also includes faster training of scientists, which will be able to participate in scientific and development research. The knowledge base has been continually improved, focusing on acquire and use of the latest scientific results and technologies. Realisation of research in the Innovation Centre will allow direct influence of knowledge in faster industry development and creation of innovative and attractive products, leading to improvement of quality and competitiveness of domestic products and services on the international market, as well as development of infrastructural systems in Serbia.

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## Innovative Centre for information technologies, Faculty of Mechanical Engineering, University of Kragujevac

Acronym: ICIT

Organisation title in local language: Inovacioni centar za informacione tehnologije

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Centre is at its foundation with the aim to realize different program contents in the fields of:

### 1. Development of innovations and entrepreneurship

- Analysis of the results of projects in the country and abroad in order to eventually apply them commercially;
- Analysis of the existing and initiation of the development of own methodologies based on scientific results;
- Research of market demand and potential partners in industry and initiation of bonding with holders of scientific results at the Faculty (teachers and students);
- Contracting marketing, sales and commercialization of created intellectual property;
- Organization of patenting and protection of intellectual properties.

### 2. Education in new technologies and entrepreneurship

- Education and training of staff and students in information and communication technologies;
- Education and training of staff and students in new production technologies;
- Education and training of staff and students for management and entrepreneurship;
- Maximal engagement in economy in order to develop a region (recognition of possibilities for education of larger number of Centre's associates, employed at the companies that directly participate in operation of the Centre).

### 3. Development and commercialization of products and processes

- Providing services to companies from the field of design and calculation of constructions based on available human and technical resources at the Centre;

- Development and application of information systems and hydro-information systems;
- Software Engineering;
- E-learning;
- E-business;
- Network Computing;
- Integrated Reasoning;
- Interactive Information technologies;
- Visual Information technologies;
- Computational Video technologies;
- Open Source;
- Development of new and reengineering of the existing.

### Contact

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## Innovation Centre for Information Technologies, Faculty of Mechanical Engineering, University of Nis

Acronym: ICIT

Organisation title in local language: Inovacioni Centar za razvoj i primenu Informacionih Tehnologija ICIT

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Innovation Centre for Information Technologies was established in 2002 at the Faculty of Mechanical Engineering at University of Nis, with the support of the Ministry for science, technology and development. ICIT is focused on development of frameworks for application of ICT in industry and support of SMEs in implementation of innovative research results. ICIT successfully deployed more than 30 local and international projects in past three years, primarily in area of ICT education, innovation research & development and capacity building.

### Contact

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## Technology Transfer Centre at the University of Novi Sad

Acronym: TTC  
Organisation title in local language: Centar za transfer tehnologije na Univerzitetu u Novom Sadu  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Technology Transfer Centre (TTC) is located at the University of Novi Sad (at the Faculty of Engineering) and was established as a result of the Tempus project University Science Park - Organizational Framework (UM\_JEP-16090-2001 USP). The specific objective of the project was to develop legislative and organisational framework for the University Science Parks in former Yugoslavia and to establish pilot university unit - Technology Transfer Centre (TTC) - at the University of Novi Sad in order to develop strategies and tools aiming at the intensification of cooperation of Yugoslav partner universities with external bodies, especially with enterprises, chambers of commerce, regional development institutions and local authorities.

Recently, TTC has been incorporated into the Business Incubator Novi Sad.

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## 3.2 Clusters

Another crucial element of national innovation systems are clusters that can be defined “as a group of firms, related economic actors, and institutions that are located near each other and have reached a sufficient scale to develop specialised expertise, services, resources, suppliers and skills” (EC, 2008: 9). In this way, interactions, the exchange of knowledge, and the presence of a skilled labour force are facilitated and enable clusters to be important drivers for competitiveness and innovation (EC, 2008: 21).

## Agency for Wood – Wood industry Cluster of Serbia

Organisation title in local language: Agencija za drvo - Klaster drvoprerađivača Srbije  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The wood processing cluster has been established as a limited company for the purpose of promoting common interest of its members (by autumn 2007 more than 90 companies).

Members include not only wood suppliers and producers, but also a small number of construction companies and print producers and importers of machine tools, thus covering longer value chains.

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## Agrobio Niš - Cluster for Organic Production

Organisation title in local language: Klaster za organsku proizvodnju – Agrobio Niš  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The cluster “Agrobio Niš” was created in 2006 and consists of 15 members (12 companies and 3 R&D organisations). The key cluster competences are natural resources, experience in production organic food and ecological manure.

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Bratislav Djordjevic

## Agroindustrija

Organisation title in local language: Agroindustrija  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The cluster was established in March 2010. Agroindustrija is a point that brings together a network of agricultural producers and processors of primary agricultural products, covering the region of northern Backa. A cluster is formed as an initiative of seven well-known agricultural producers and processors, who have recognized the need for mutual cooperation and association.

The aim of the cluster is to achieve through joint efforts of its members profitable, competitive and sustainable production of conventional and organic food, and to diversify production towards the production of energy from renewable sources.

There are 18 companies with 209 employees in the cluster that are being supported by 3 scientific research and supporting institutions.

Directions of Clusters activity:

- Support to the development of agricultural producers and food processors in the region,
- Networking and cooperation between members and relevant stakeholders,
- Achieving profitable, competitive and sustainable production of conventional and organic food,
- Diversification of production towards the production of energy from renewable sources.

### Contact

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## Automotive Cluster of Serbia (AC Serbia)

Acronym: AC Serbia

Organisation title in local language: Automobilski klaster Srbije

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Automotive Cluster consists of 15 members (12 companies and 3 R&D organisations). Companies are located in Becej, Novi Sad, Belgrade, Kragujevac and

Surdulica. This cluster offers training service for its members and works on introduction of business standards.

The cluster offers to his members: qualification - cares for its member's information, training and qualification in view of technical, organisational and management skills, which are necessary for a modern automotive supplier, especially in the quality field; information and communication - developing and running a close information exchange between network management and members, partner networks, customers, state organizations, financing organizations and between the members itself; keeping contacts in national and international frame; marketing - advertising and image building of network and region, presentation of the network and its members at trade fairs and meetings, presentation of its members to the potential customers; looking for the financing possibilities and representing the members' interests local and abroad; cooperation- defining and seeking of cooperation projects within the network or with national or international companies, especially in the field of innovation; project managing of cooperation projects; cooperation with networks - national and international.

### Contact

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Tomislav Knežević

### Cluster House

Organisation type: Cluster/Incubator/Innovation Infrastructure

Cluster House is a non-partisan, non-governmental and non-profit business membership organization for technical assistance in the development of clusters and business associations, established with the support of the Danish programme for local economic development in the Balkans LEDIB. Its mission is support in the development of clusters and business associations. But the vision is to become a leader in development of clusters and business associations in South-eastern Serbia.

Strategic directions of Cluster House

- The creation of a web page [www.clusterhouse.rs](http://www.clusterhouse.rs) with the database of clusters and business associations.



- Establishing partnerships with national and international organizations that contribute to the local economic development.
- The support in finding partners and in implementing the cooperation of clusters and business associations with strategic partners – buyers, suppliers, investors and donors.
- The support in the transfer and implementation of modern knowledge and technical and technological achievements.
- The development of clusters in economic sectors where there is an initiative for the associations of SME, entrepreneurs, natural persons and individual farmers in order to create joint ventures (e.g. Competing in tenders, import of raw materials, branding, certification of products, promotion of export, performance in foreign markets, etc.).
- Business information and advice, the organization of business trainings.
- The organization of fair and exhibition activities (e.g. The Exhibition Area of Niš Region Start-up Cluster Union, in No. 2a, Aleksandar Nenadovic Street, Niš; the annual international event “The Day of Clusters” in Niš, etc.).
- The promotion of clusters and associations through [www.clusterhouse.rs](http://www.clusterhouse.rs) , participation in a monthly meeting „Business Cluster Club“, in the publication “INFOCLUSTER”, etc.
- The support to the members in preparing the projects for applying for domestic and foreign funds.
- A mentor support in project cycle management.

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## **Cluster “Memos” – Metal Producers’ Association for Improvement of Competitiveness**

Acronym: MEMOS

Organisation title in local language: Klaster Memos – Udruženje za unapređenje konkurentnosti metalških proizvođača

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Cluster “Memos” brings together producers with good business reputation in the municipality of Indjija and Srem region, which have up to 50 employees and annual turnover of EUR 6.6 million. The Cluster “Memos” consists of 12 members (9 companies and 3 R&D organisations).

The cluster goal is to improve competitiveness of all members by joint efforts and performances in the target markets. The specific cluster activities are: complete

varied supplies of goods, technologies, knowledge and services of cluster members; productive engagement of all available resources in the Municipality of Indjija and Srem region; developing new and improving the existing production and service activities within the cluster by engaging scientific institute's members of the cluster.

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## Cluster Sombor Farms

Organisation title in local language: Кластер Сомборски салаши

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Cluster's mission is to preserve the unique rural environment and present it to the market. Cluster consists of 30 companies with 300 employees that collaborate with one scientific research institution.

The main activities of the cluster are to:

- Organise and promote, alone or in co-operation with other organisations, classic and environmental agricultural production, rural tourism and traditional presentation of the contents of agricultural holdings;
- Organise and promote marketing performance and marketing activities related to classical and ecological agricultural production, rural tourism and traditional presentation of the contents of agricultural holdings;
- Organise, alone or in co-operation with other organisations, professional meetings, conferences, seminars and other forms of education in the field of conservation and development of agricultural holdings;
- Organise experts to work on education in the field of conservation and development of agricultural holdings;
- Collaborate with universities, schools, professional associations and other organisations at home and abroad that deal with conservation and development of agricultural holdings.

## Contact

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## Construction Cluster “Dundjer”

Acronym: Dundjer

Organisation title in local language: Građevinski klaster DUNĐER Niš

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Construction Cluster “Dundjer” consists of 12 members (9 companies and 3 R&D organisations). The cluster was created in Niš in 2007. The overall goal of the cluster is to improve company’s competitiveness in construction field in Niš and to provide its members information access in order to improve their business.

Major activities of the project are: preparation activities for forming Cluster Dundjer; founding and constituting cluster; marketing activities; data base and web site creation.

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## Creative Industries of the AP of Vojvodina (KKIV)

Acronym: KKIV

Organisation title in local language: Klaster Kreativne Industrije Vojvodine

Organisation type: Cluster/Incubator/Innovation Infrastructure

The cluster has 12 members (companies and organisations)

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**"EKO Krug" - Waste Cluster**

Acronym: EKO Krug

Organisation title in local language: Fond Eko krug

Organisation type: Cluster/Incubator/Innovation Infrastructure

The "EKO Krug" - Waste Cluster consists of 13 members (9 companies and 4 R&D organisations), dealing with electronic, electric and industrial waste management. The companies are mainly located in Belgrade. The main goals are: securing systematic electronic and electric waste management, raising awareness about necessity of properly waste treatment, development and adoption a new waste treatment technologies and their placement at domestic industry and environmental pollution prevention.

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**Fashion and Clothing Industry Cluster of Serbia (FACTS)**

Acronym: FACTS

Organisation title in local language: Кластер модне и одевне индустрије Србије

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Cluster Fashion and Clothing Industry of Serbia was founded in October 2010. The cluster is an aggregate of 9 companies and is being supported by 3 scientific research institutions.

The main activities of the cluster consist of:

- The construction and sustainability of operational and administrative capabilities and capacities of institutions
- Achievement of medium-and financial sustainability of the Cluster
- Increase the visibility of the organization in public and private sector, with the ultimate goal and intention to increase visibility of the cluster members, as well as the Serbian textile industry as a whole
- Increase the efficiency of cluster members and their workforce, through a series of programmatic interventions that will aim to fill gaps in skills and labor shortages

### Contact

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Sladjana Milojevic

## Galenit – Cluster for the Organized Collection and Recycling of Used Batteries and Accumulators

Acronym: GALENIT

Organisation title in local language: Klaster za organizovano sakupljanje i reciklažu istrošenih baterija i akumulatora „Galenit“

Organisation type: Cluster/Incubator/Innovation Infrastructure

Galenit Cluster, established in 2007 operates on the territory of the Republic of Serbia encompassing businesses whose activities refer to the organized collection and recycling of used batteries and accumulators.

The Cluster's objective is to provide support in developing and promoting organized collection and environmentally safe recycling of used batteries and accumulators, to increase the number of available jobs and the productivity in this branch, as well as to provide additional education to professional and general public.

The Cluster comprises of 13 companies with 1200 employees and cooperates with 3 scientific research and supporting institutions.

### The Cluster activities include:

- "Model for organized collection of waste accumulators" study development and action plan for its implementation.
- Developing study on possibilities for increasing employment in the sector, creating PR strategy for clusters, and cluster expanding.

- General public awareness through educational campaigning, educational seminars for environmental activists and the staff working on waste collection.
- Creating an integrated data base for cluster members – Cluster Knowledge Base; multimedia presentations for cluster members and cluster.
- Activities in promoting the cluster and networking with related associations abroad.

### Contact

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### Contact person:

Nebojša Đorđević, President of Board of Directors

### ICT Network

Acronym: ICT Net

Organisation title in local language: ICT Network

Organisation type: Cluster/Incubator/Innovation Infrastructure

ICT Net is a new alliance, with the new strategy and organizational structure, that emerged by joining two existing business associations in Serbia – Serbian Software Cluster and Embedded.rs. The idea behind this new Cluster is to create and develop the brand of Serbian ICT industry in the global market, by inclusively forming a network of companies, entrepreneurs, universities and organizations in the field. .

Development of the services targeted towards the members and the articulation of their interest. It is important to acquire the new members and expand the membership base, becoming self-sustainable and extensively increasing the value of our membership. Short-term goal is to increase our base to hundred members.

Development of the services targeted towards the members and the articulation of their interest. It is important to acquire the new members and expand the membership base, becoming self-sustainable and extensively increasing the value of our membership. Short-term goal is to increase our base to hundred members.

Cluster consists of 19 companies with 2000 employees. Cluster cooperates with 2 scientific research and supporting institutions.

Cluster activities include:

- Cluster is mainly a place for exchange of the information in regards to the Information and Communication technologies. The transparency of operations, open and proactive communication, active seeking of the funds, grants, and the

support from the public sector, donors and projects will be at the foundations of this network.

- Collaboration of members both on innovation and the commercial projects, and a chance to merge diverse strengths, experience and the knowledge of different companies, will increase their competitiveness and capacity in the new and existing markets.

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**Contact Person:**

Rade Cvetkovic

**“Istar21” Tourist Cluster of Danube region and North Serbia**

Acronym: Istar21

Organisation title in local language: Istar 21 – Udruženje za unapređenje saradnje i razvoj turizma u Podunavlju

Organisation type: Cluster/Incubator/Innovation Infrastructure

The “Istar21” Tourist Cluster of Danube region and North Serbia was founded in 2008. The cluster consists of 17 members: 12 members represent Tourism and Hotel Industry Department (catering companies, granges, restaurants, wine-cellars, beekeeping, transport agency, spa etc), 1 R&D organization and 4 tourist agencies of Vojvodina, Sremski Karlovci, Apatin and Odzaci.

The main cluster goal is creation of authentic regional touristic product which will attract domestic and foreign clients.

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## Medical Tourism Cluster

Acronym: Istar21

Organisation title in local language: Istar 21 – Udruženje za unapređenje saradnje i razvoj turizma u Podunavlju

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Medical Tourism Cluster plans to involve all interested state and private actors, involved in providing medical and tourist services – spas, hospitals, clinics, institutes, hotels, tourist agencies, restaurants, and others who provide services adapted to medical and wellness treatment.

The Cluster's objective is to enhance marketing position of the Republic of Serbia as a medical tourism destination and to offer highly professional services to all that are seeking for medical treatments abroad.

The Cluster consists of 19 companies and is being supported by 4 scientific research organisations.

### Cluster activities include:

- To improve and develop medical tourism offer of Serbia.
- To promote the harmonization with the EU standards in building up and developing institutions and legislature in the medical tourism field, and to analyze and plan medical tourism development in Serbia.
- Preparation of brochures, guides, and online data bases with medical tourism offers of the Republic of Serbia.
- Organization of medical tourism conferences.
- To promote domestic medical tourism at specialized fairs and conferences, to participate in international Medical Tourism Associations.

### Contact

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Vlada Krstivojevic, Cluster Secretary



## Netwood Cluster - Producers of Furniture

Organisation title in local language: Netwood – Klaster proizvođača nameštaja  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Netwood cluster was created in 2007 in Sumadija and Pomoravlje district in Central Serbia. The cluster consists of 13 members (8 companies from furniture industry and Civil and Architectural Engineering Department, and 4 R&D organisations).

The cluster has the potential to establish connection with existing wood processing cluster. The main competitive advantages of cluster are: geographic concentration of cluster members and flexibility of existing production capacities. The furniture industry in Sumadija and Pomoravlje district is one of the most propulsive industries and represents the generator of new working place and potential for export growth. The cluster can have a great impact on economic development of a region.

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## Nis Cluster of Advanced Technologies (Ni-CAT)

Acronym: Ni-CAT

Organisation title in local language: Klaster Ni-CAT

Organisation type: Cluster/Incubator/Innovation Infrastructure

19 companies dealing with the production of electronic and electro mechanic devices as well as with information and communication technologies formed cluster Ni-CAT. Besides the local companies the cluster members are the institutions which are supporting those companies: University of Niš Faculty of Electronics and Mechanics, Regional Chamber of Commerce Niš, Business Incubator Niš and Regional Development Association South.

The objectives of associating into cluster are the operational support to cluster members in implementing development projects; promotion of Serbia and the City of Niš to international and local general public as important destination for doing business in the field of electronic and informational technology industry; promotion of

research and scientific activities and development of new technological products and services as well as development of new markets and business operations for all cluster members.

The cluster has been formed with the support of Niš City through its Office for Local Economic Development implementing the Support to Enterprise Competitiveness and Export Promotion - SECEP Project financed by EU with the support RS Ministry of Economy and Regional Development.

Ni-Cat cluster is open for reception of new members and the cluster invites all local dynamic companies doing business in electronic and electro mechanic industry and information and communication technology industry to join the future cluster activities.

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## **“Pekos” - Bakery Cluster**

Acronym: PEKOS

Organisation title in local language: Pekos – Klaster pekarske proizvodnje

Organisation type: Cluster/Incubator/Innovation Infrastructure

The “Pekos” - Bakery Cluster was founded at the end of 2007. The cluster consists of 19 members (14 companies and 5 R&D organisations), mainly located in Vojvodina - Novi Sad.

The cluster is local and cluster members are primarily small bakery producers, agency for introducing quality system, associations of bakeries and millers, R&D institute and non-governmental organization.

Cluster’s objective is to provide support to its members in the process of strengthening their competitiveness and generating profitable positioning on both domestic and foreign markets. Moreover, it aims to develop new health- secure products and improved production process in order to improve export and market recognition.

Cluster activities:

- Establishment of strong business relations based on trust among cluster’s members and their clients.

- Development of innovative products suited to client's needs.
- Participation in the events related to food industry: the Bread Festival and the Tourism Fair in Novi Sad.
- Quality standards implementation to cluster's members involved in production.
- Data base on producers of baked goods and mills in Vojvodina was created.

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Veljko Andjelić, Cluster Manager

**PHOENIX – Serbian Aeronautics Cluster Ltd.**

Acronym: PHOENIX

Organisation type: Cluster/Incubator/Innovation Infrastructure

Phoenix - Serbian Aeronautics Cluster Ltd. was established in September 2009 with the aim to support the growth and development of Serbian aviation industry. Phoenix brings together 12 private aeronautics companies involved in manufacturing aircraft and aircraft components, as well as exploitation and maintenance of aircraft. Cluster consists of 13 companies with 730 employees that are supported by 5 scientific research institutions.

Cluster's objective is that Serbia become leader in production of aircraft and components in the Western Balkans region in order to contribute to the creation of new jobs.

**Cluster activities:**

- Improvement of existing capabilities and quality system.
- Establishment of reliable and flexible supplier's network.
- Export promotion.
- Attracting Foreign Investment.
- Co-operation with aeronautics clusters worldwide.

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Vladica Lovic, director

**Plastics and Packaging Cluster - Cluster JATO**

Acronym: Cluster JATO

Organisation title in local language: Prvi klaster plastike i ambalaže - JATO

Organisation type: Cluster/Incubator/Innovation Infrastructure

The first plastics and packaging cluster JATO is non-profit business association of producers and entrepreneurs, whose common aim is to offer to the market a better quality and competitive products.

The Cluster with its office in Subotica consists also of 26 Members (21 companies, 5 R&D organisations). Companies are mainly located in Vojvodina. This Cluster is working on waste management and development of special software tools, which will be available to all members.

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**RE: Crafts - Cluster for the revitalization of traditional crafts in Serbia**

Acronym: RE:Crafts SSC

Organisation title in local language: RE:Crafts – кластер са ревитализацију старих заната у Србији

Organisation type: Cluster/Incubator/Innovation Infrastructure

Founded in August 2010, cluster RE: Crafts is working together with the entrepreneurs, local government and research institutions to promote and improve the production and sale of traditional handicrafts sector.

There are 9 companies active within the cluster. The objectives of cluster is promotion of Serbian cultural heritage, education in traditional crafts, empowering

women and youth entrepreneurship, sustainability of traditional crafts through the re-design of products and improving the tourist offer.

Fields of activities:

- Application for EU projects
- Networking in the Region
- Transfer of knowledge and skills through formal and informal education

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## Serbian Association of Food Manufacturers POLUX

Acronym: POLUX

Organisation title in local language: Klaster Polux

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Cluster of food manufacturers Serbia was founded in March 2010.

The aims of the cluster are: increasing business efficiency and effectiveness of member`s development, increasing productivity growth based on the exchange of information and the use of common resources and the growth of innovation based on the exchange of ideas and knowledge.

Cluster consists of 20 companies and 1099 employees and cooperates with 7 scientific research institutions.

Cluster activities:

- Creation of a joint sales network
- Education and awareness of business culture
- Joint marketing
- The conquest of new markets
- Encouraging innovation

### Contact

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Donka Radovic, Association Vice President

## **Serbian Film Association**

Acronym: SFA

Organisation title in local language: Srpske Filmske Asocijacije

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Cluster „Serbian Film Association“ brings together companies specializing in film production, which offer the services for various film and TV formats, including equipment rental, laboratory, post production, study infrastructure, and enables integrated production process in Serbia, while promoting the Serbian locations to the foreign film productions that have a migration tendency.

The cluster consists of 44 companies and cooperates with 3 scientific research institutions.

The principal aim of the Serbia Film Association is to promote and develop Serbia as a cost-effective, high-quality, competitive destination for international filmmaking, and to provide information and support to international filmmakers considering using Serbia for their productions. The commission is therefore dedicated to expanding the film location and crew/business database, improving skills and services and generally fostering a film-friendly environment in the country.

**Cluster activities include:**

- International promotion of locations, production capacities and film crews in Serbia through presence at the most relevant film markets and match making between international productions and Serbian production service companies.
- Film Friendly Environment – development of standard film permitting procedures and practices, and responsiveness of governmental and local institutions to film production needs
- Education and trainings – capacity building of Serbian companies and crews to introduce international film practices and skills, networking with international and local educational institutions and associations

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**Contact person:**

Ana Ilic, Chairmain

## Shoe Production Industry Cluster

Organisation title in local language: Klaster proizvođača obuće  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Shoe Production Industry Cluster consists of 17 members (13 private shoemaker companies and 4 R&D organisations). Cluster was founded in 2007 and companies are mainly located in Knjaževac (town situated in the eastern part of Serbia).

The cluster goals are: improvement of company's competitiveness, advertising and image building of network and region, presentation of the network and its members at trade fairs and meetings, presentation of its members to the potential customers, implementation of new technologies and raw materials in order to improve innovation skills.

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## Small Agricultural Machinery Cluster (BIPOM)

Acronym: BIPOM

Organisation title in local language: Klaster Bipom – Balkansko-Crnomorska  
Industrija Poljoprovrednih Mašina

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Small Agricultural Machinery Cluster - BIPOM has 16 Members (11 companies and 5 R&D organizations and develops joint market support aimed at export into Russia.

BIPOM has the intention to establish a network of Balkan enterprises capable of providing services to local customers and to face the role of a significant supplier of equipment in targeted segment markets of Russia, Ukraine, Maghreb (Northern Africa) and other Balkan countries - regions, covering population of over 400 million in total.

## Contact

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## South Serbia Alco-Cluster

Acronym: AlcoCluster

Organisation title in local language: Alko klaster Južne Srbije

Organisation type: Cluster/Incubator/Innovation Infrastructure

The South Serbia Alco-Cluster was established in June 2006. The Project "Formation and Development of South Serbia Alco-Cluster in the Function of regional Economic Development Strengthening" is financed by the European Union (EU) and realized by the European Agency for Reconstruction (EAR).

The project goal is strengthening regional economic development through strengthening the developmental position of small and medium-sized companies, cooperatives associations and individual producers in the field of production, processing and marketing of alcoholic drinks. The user of the grant is Cooperatives Association Union of Jablanica and Pčinj County, and the partners are Regional Economic Chamber (REC) - Leskovac and the South Serbia Consumers' Association (SSCA) - Niš.

Major activities of the project are:

- Preparation activities for forming Alco-Clusters;
- Founding and constituting clusters;
- Educating personnel for cluster association and business operations;
- Innovation of technology for producing raw materials and final products;
- Marketing activities; and
- Final summit of the project.

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E-mail: [vladimir.bojovic@komora.net](mailto:vladimir.bojovic@komora.net)**Sumadija Flower Cluster**

Organisation title in local language: Šumadijski cvet – Klaster proizvođača cveća

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Sumadija Flower Cluster consists of 40 members (35 companies and 5 R&D organizations). The overall goal of the flower producers' association is to enable an improved market position and increased competitiveness of its members based on a broad product range and unique style through the value added to the product.

Two parallel main strategies are emerging: joint efforts to improved market presence and visibility and the provision through various channels of updated knowledge in practices of production, management and business.

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E-mail: [sumadijskicvet@gmail.com](mailto:sumadijskicvet@gmail.com)**Textile Association „Asstex“**

Acronym: ASSTEX

Organisation title in local language: Asocijacija Tekstilaca

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Association of Textile „Asstex“, Novi Pazar is an association of textile manufactures, which was established in March 2009 with the aim of building capacity and increasing the competitiveness of the cluster members.

Cluster consists of 14 companies with 728 employees and cooperates with 3 scientific research organisations.

Among the cluster's objectives are the development of innovation in the textile industry and associated branches in Serbia, joint appearance of cluster members at international markets and the fight against monopoly and unfair competition.

Cluster activities include:

- Cluster promotion by participating at the international fairs, conferences, domestic and international professional congresses and workshops.
- Development of an Internet portal and B2B portal for cluster "Asstex".
- Implementation of systems for waste water treatment.
- Introduction of quality standards ISO 9000.
- Cluster network expansion.

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### Contact Person:

Eldin Međedović, Chairman

## Tourist Cluster (Municipality of Kraljevo)

Organisation title in local language: Turistički klaster opštine Kraljevo sa okolinom

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Tourist Cluster (Municipality of Kraljevo) was created in 2007. The cluster consists of 15 members (12 companies and 3 R&D organisations).

The cluster goal is to consolidate tourist offer of the region and to become the backbone for tourism development. Creation of the innovative tourist product (e.g. paragliding, rafting, hiking, cycling etc.) can attract a new clients and potential investors. Cultural and historical monuments (monasteries Zica, Studenica and Voljavaca and spas) offer an opportunity for diver's tourist offer.

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## Vojvodina ICT Cluster

Organisation title in local language: Vojvodina ICT Cluster

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Vojvodina ICT Cluster provides a single point of contact with the best ICT companies in Serbia. The cluster gathers 28 companies from the sector with the total workforce of 1,500 experienced IT professionals. The association enjoys strong support in the community, with five institutions from the areas of education, regional development and public service being honorary members.

Founded through a bottom-up initiative in 2010, this cluster is already the strongest in its field in Serbia, with member companies who have numerous references among globally recognizable clients.

The Vojvodina ICT Cluster is a recognized partner in the development and application of new ICT products and services with high profit potential and an important partner in the development of individuals, companies and regional businesses. The mission of Vojvodina ICT Cluster includes coordination of our and our partners' efforts toward a strong positive influence on social and business environment. To our members, the cluster serves as a platform for cooperation and provides a portfolio of services, such as building capacities and competitiveness of its members through training and education at the Cluster Academy, building links with the education system, creation of new business opportunities, access to new markets, lobbying activities etc. The cluster also has an important role in building tighter bonds in the triple helix Business – Education – Government.

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## 3.3 Technology and Science Parks

According to a definition by the World Bank, a science park is aimed at business support and technology transfer and constituted by several “functional” and “physical” components. On one hand, a science park is characterized by the participation of the following stakeholders: 1) businesses (MNCs, domestic companies, start-ups); 2) knowledge providers (university research and education infrastructures, applied research labs, etc.); 3) industry support services (business incubators and enterprise

development areas, usually managed by private operators); and 4) financial support services (venture capital, regional development agencies and banks). On the other hand, a science park offers a physical environment for its purpose through the provision of infrastructure and facilities (office buildings, meeting rooms, transportation, power, ICT connectivity, etc.). (World Bank 2010: 311). The terms technopolis, “technology park”, “science park”, “technology & science park” or “research park” are often used synonymously.

## **“Mihajlo Pupin” Institute - Science and Technology Park (STP MPI)**

Acronym: STP MPI

Organisation title in local language: IMP naučno tehnološki park

Organisation type: Cluster/Incubator/Innovation Infrastructure

The “Mihajlo Pupin” Institute is a leading Serbian R&D institution in ICT. Since its foundation in 1946, the Institute has been engaged in application-orientated research on behalf of key utility and transportation companies, public safety and finance, and various vertical industry sectors. The Institute presently has approximately 500 employees.

The “Mihajlo Pupin” Institute - Science and Technology Park (STP MPI) was established as part of transformation process of one state-owned R&D institute into a network of new dynamic, highly profitable, efficient and highly qualified companies, integrated within STP MPI. These companies are a source of new small and medium sized incubating spin-of companies in the field of ICT.

The STP MPI was established December 20, 2006 and covers the City of Belgrade.

STP MPI, after the ongoing transformation of the MPI, will provide member companies, in economic terms, strengthening of entrepreneurial activities as well as enhancing the synergy between enterprise – university – research – governments.

Specific policy issues:

- Promotion of innovation policy: innovation activities and innovation culture;
- Promotion of development of ICT;
- Small business infrastructure development,
- Enterprise creation and new well-paid jobs, increment value of GDP;
- Support to existing companies (outreach services) within MPI;
- Taxes for the state,
- Improved productivity, quality and exports by diversification of technology-based products and services.

The long term objectives of STP MPI are to:

- Create a powerful scientific, professional and business centre within STP MPI;
- Provide conditions for continuous, intensive professional advancement of all employees in their fields of interest;

- Provide EUR 100.000 annual income per employee in the basic areas of work;
- Create a respectable R&D institute in dedicated ICT areas;
- Form a high-education ICT centre on STP MPI premises;
- Ensure an annual total income growth rate of no less than 15%, preferably 30%;
- Reach the overall STP MPI's 50% share of product and service exports in the total income;
- Form joint venture R&D centres with national and foreign R&D institutions;
- Form companies with national and foreign companies; and
- Form incubator to provide all required support to the establishment, development and marketing of smes .

The "Mihailo Pupin" Institute (MPI) is a public, 100% state owned company. Daughter companies are 100% owned by the "Mihailo Pupin" Institute, the mother company. Top governing body of "Mihailo Pupin" Institute is the Managing Board, appointed by the Government of Serbia - Ministry of Science, where 50% of the Board members are appointed from the Institute employees - members of the Scientific Board with PhD degrees. This Ministry is the founder of STP MPI.

The project of forming the Mihajlo Pupin Science and Technology Park will be financed as follows: 20% of the total investment will be provided by the Ministry of Science; 40% of the total investment will be financed by the Serbia's Development Fund through a credit (5% annual interest rate, 5-year repayment period, one-year grace period); and 40% of the total investment will be financed by commercial bank credit (6.5 annual interest rate, 5-year repayment period).

It is planned, that the STP MPI provides the following services to "hosted" companies:

- Infrastructure (Shared reception desk, Conference hall, Presentation equipment and space, Laboratories, Library, Photocopying, Maintenance and security, Ambulance, High-capacity Internet and Intranet, Parking and Restaurant);
- Consultancy (Marketing services and support to market research, Contacts with potential service/product buyers);
- Administrative-bookkeeping services (Legal services and advising on company establishment and management, Legal advice in project contracting, patenting and intellectual property rights protection, Creation of business plans and investment studies);
- Accounting and financial services (Financial analysis - internal and external, Financial planning, Financial auditing, Organisation of finance function);
- Support to the introduction of quality management system and implementation of product quality instruments and standards (ISO standards);
- Translation services;
- Cooperation with banks and other financial institutions;
- Information required to apply for national and international research project competitions; Information on tendering procedures;
- Support to the preparation of applications and to finding partners for joint work and support to equipment and software purchase.

Educational services (Cooperation with universities and technology parks worldwide through knowledge and innovation exchange and technology transfer; Postgraduate

and specialist courses; Organisation of professional training and seminars; e-learning).

### Contact

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## Science and Technology Park Niš

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Science and Technology Park Niš will start operating in 2012 and is located in the area, which was converted from the existing army base into the S&T Park. The pre-feasibility study has already been completed in 1999/2000 by the Municipal Directorate for the Reconstruction of Niš. The Mission of the Science and Technology Park Niš is to create stimulating environment for development of high-tech high-accumulative businesses and markets in the region by providing support for creation and development of high-tech companies capable to operate on the global market.

The Mission of the Park is addressed through the following goals:

- Providing environment that would attract big international high-tech companies to locate their R&D, education and business centres in the park.
- Creation of entrepreneurial spirit and successful high-tech start-ups within a new-economy business incubator, and
- Providing necessary infrastructure and services for all companies located in the park.

The Park will provide following functions: Facilitator of start-up of small to medium companies; focus for regional R&D institutes, centres of excellence and design offices; location of new light, high-tech manufacturing enterprises; centre for software development and services; facilitates easy access to the university; provision of affordable local residential area (384 apartments).

### Contact

Website: [ntpark.elfak.ni.ac.yu/ntpark](http://ntpark.elfak.ni.ac.yu/ntpark)

## Science and Technology Park Novi Sad (STPNS)

Acronym: STPNS

Organisation type: Cluster/Incubator/Innovation Infrastructure

There is a project already implemented regarding the creation of the Science and Technology Park Novi Sad. This Science and Technology Park will start operating in 2012. It was supported by an EU Tempus grant, entitled "University Science Parks - Organisational Framework", which aimed at defining the legal and organisational framework of the future park, as well as at establishing services of a sustainable Technology Transfer Centre, understood as a consultancy for researchers engaged in technology oriented projects willing to investigate market potentials of the developed products, intellectual property management etc.

### Contact Person:

Vojin Senk (Tempus project coordinator)

E-mail: [vojin\\_senk@uns.ac.rs](mailto:vojin_senk@uns.ac.rs)

## Science and Technological Park Zemun (IHIS)

Acronym: IHIS

Organisation title in local language: Naučno i Tehnološki Park Zem

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Founder of Incubator is Petar Rakin. This Park operates in the sector Services and manufacturing.

Services that Incubator provide for tenants:

- Planning and reporting;
- Accounting;
- Marketing promotion;
- Training on business plan writing;
- Fairs and exhibitions – organizing both ways, for tenant companies and representing them;
- Business promotion activities;
- Legal assistance;
- Training and education;
- Networking with other companies;
- Communication procedures for multiple users;
- Handling of information and communication equipment;
- Handling of copying and other office equipment;
- Other services which could result from real situation and daily practice;
- Scientific and technological professional counseling services, foreign trade, translation.

## Contact

Website: [www.ihis.co.rs](http://www.ihis.co.rs)

E-mail: [ihis@eunet.rs](mailto:ihis@eunet.rs)

Address: Batajnički drum 23, 11080 Belgrade, Serbia

Phone: +381 11 2195 700

## Vinča Institute of Nuclear Sciences, Belgrade

Acronym: VINCA

Organisation type: Research Institute

The Vinča Institute of Nuclear Sciences is the largest scientific institute in the Republic of Serbia. It is located 15 km from the centre of Belgrade. The Institute incorporates two nuclear reactors, one accelerator installation, one industrial scale irradiation unit, sixteen research laboratories, two research centres, a library, administration, and all the necessary technical services.

Founded in January, 1948 as the Institute for Physics it quickly attracted the attention of young talented university graduates of almost all fields of the natural and engineering sciences. As it grew, its research activities diversified, and by 1953 it had already become a recognized nuclear sciences research centre. Its name underwent changes from: the Institute for Physics, to the Institute for the Investigation of the Structure of Matter (1950), to the "Boris Kidrič" Institute of Nuclear Sciences (1953), to arrive to its present name in January, 1992.

The foundation of the Institute was a reflection of the understanding that science is far too significant for a small developing country to be left to the care of universities alone. Consequently, with generous help from the Government, the growth of the Institute continued until the early sixties. By then, two research reactors, several well-equipped laboratories, and a rich library were put in operation.

## Contact

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E-mail: [office@vin.bg.ac.rs](mailto:office@vin.bg.ac.rs)

Phone: +381 11 3408 101

Address: "VINČA" Institute of Nuclear Sciences, P.O. Box 522, 11001 Belgrade, Serbia

## 3.4 Business Start-Up Centres/ Technology Incubators

Business start-up centres and technology incubators are facilities designed to support entrepreneurship and help start-up companies to survive and flourish through the use of shared resources, management expertise, counselling, training, the provision of services (administrative support, office equipment, marketing etc.) and



networks for potential business partners, etc. (Rouach / Louzoun / Deneux 2010: 12). Technology incubators are primarily focused on technology-based firms.

## **Business and Technology Incubator of Technical Faculties Belgrade**

Acronym: BITF

Organisation title in local language: Poslovno tehnološki inkubator tehničkih fakulteta Beograd d.o.o.

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business and Technology Incubator has been established as a partnership between the four technical faculties of the University of Belgrade (Civil Engineering, Mechanical, Electrical and Technological/Metallurgical), the Municipality of Palilula and the Democratic Transition Initiative. The project has also received support from the Organisation for Security and Cooperation in Europe (OSCE).

According to the internet source<sup>2</sup>, the ceremonial opening and promotion of the Business and Technology Incubator of Technical Faculties Belgrade was held on December 14th, 2007. The Incubator was officially opened by Ambassador of the OSCE Mission to Serbia (Hans Ola Urstad) in the presence of more than 100 guests - ambassadors, representatives of the ministries, the City of Belgrade and many municipalities in Serbia, university professors and successful entrepreneurs.

The establishment of the Incubator is based on international experiences and best practices. It has the following goals:

- To encourage and support students in starting up their own businesses and keep student in Serbia;
- To develop a pool of young and well trained entrepreneurs who will in the future create a new business core of the city; and
- To create the conditions for practical application of the results obtained through science and research activities of university professors and their associates, by spinning-off private enterprises and transfer of knowledge and technologies.

The aim of the incubator is to give support in the early stages of business development in the form of subsidized overhead (office and research space and technological and telecommunication infrastructure), administrative assistance (legal, accounting, etc.), as well as business counselling (planning, management, marketing, etc.).

### **Contact**

Website: [www.bitf.co.rs/cms/item/home/en.html](http://www.bitf.co.rs/cms/item/home/en.html)

E-mail: [office@bitf.rs](mailto:office@bitf.rs)

Phone/ Fax: +381 11 3370950, + 381 11 3370951, +381 11 3370952

Address: Ruzveltova 1a, 11120 Belgrade, Serbia

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<sup>2</sup> <http://www.entranse.org/News.aspx?ac=homepage>

**Contact Person:**

Gordana Danilović Grković, General Manager  
E-mail: [manager@bitf.rs](mailto:manager@bitf.rs)

**Business Incubator Bor**

Organisation title in local language: Poslovni inkubator Bor  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator Centre Bor is not-for-profit organisation promoting economic development of our community, which was established in autumn 2006. The Centre Bor supports new and developing enterprises, providing wide spectre of business trainings, supporting programmes, flexible loans and office supplies rent.

The Mission of Business Incubator Centre Bor is to produce successful and sustainable enterprises after leaving the programme.

The formation of the business incubators is defined through Strategic Action Plan of Municipality of Bor as an instrument of local development support. Municipality of Bor has managed to come to an agreement on financing the realization of the project by the Municipal Support Programme Eastern Serbia (European Agency for Reconstruction) and USAID Programme. Municipality of Bor has also provided office space for Business Incubator Centre and has closed a Contract on lease for 10 years with private company "Industrosirovina"Knjaževac.

The Business Incubator Centre Bor provides following services:

- Tutorial monitoring for every new enterprise lasting for 12 months;
- Pre-incubation support, developing consult and assistance in creating business plan;
- Seminars on business managing techniques, accountancy, marketing and finances;
- Seminars on procurement techniques and finding market for goods, business operations, computers;
- Credit support and procurement on leasing, accountancy;
- Flexible facilities for manufacturing and offices and "all included" membership;
- Joint meeting hall for conferences and meetings; and
- There is a possibility to rent office supplies and joint postal service, shipping space, kitchen.

**Contact**

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Fax: + 381 30 457750  
Address: Nade Dimic bb, Bor, Serbia

**Contact Person:**

Anabela Stojanović, Director  
E-mail: [stojanovic.anabela@yahoo.com](mailto:stojanovic.anabela@yahoo.com)

## **Business Incubator centre Boljevac**

Organisation title in local language: Poslovni inkubator Boljevac  
Organisation type: Cluster/Incubator/Innovation Infrastructure

### **Contact**

E-mail: [ouboljevac@open.telekom.rs](mailto:ouboljevac@open.telekom.rs)  
Address: Dragiše Petrovića 65, Boljevac, Serbia

## **Business Incubator Centre Čačak**

Organisation title in local language: Poslovni Inkubator Centar Čačak  
Organisation type: Cluster/Incubator/Innovation Infrastructure

### **Contact**

Website: [www.suadeo.org](http://www.suadeo.org)  
E-mail: [office@suadeo.org](mailto:office@suadeo.org)  
Phone: +381 32 310 192  
Address: Rajičeva 5, 32000 Čačak, Serbia

## **Business Incubator Centre Kladovo**

Organisation title in local language: Biznis incubator Kladovo  
Organisation type: Cluster/Incubator/Innovation Infrastructure

### **Contact**

E-mail: [petric\\_predrag@yahoo.com](mailto:petric_predrag@yahoo.com)  
Phone: +381 19 801 733  
Address: Stanka Džingalaševića, Kladovo, Serbia

### **Contact Person:**

Predrag Petrić  
E-mail: [petric\\_predrag@yahoo.com](mailto:petric_predrag@yahoo.com)

## **Business Incubator Centre Niš (BIC Niš)**

Acronym: BIC Niš  
Organisation title in local language: Biznis Inkubator Centar Niš  
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator Centre Niš (BIC Niš) was officially opened on September 30, 2005 as a business incubator with support of the Norwegian Government and ENTRANSE project. BIC Niš is primarily targeted at business start-ups with a growth potential in the Niš region. The owners are the City of Niš (99.29%) and the Regional Centre for Development of SMEs in Niš (0.71%). It is located in premises of Mechanical Industry Niš.

The mission of the Incubator is economic development and increase of employment rate in Niš region. The goal of the BIC Niš is to support small and medium sized enterprises development by providing them with office space and production facilities and other business-related services in the most critical development phases.

BIC Niš is available to companies in an early stage of their establishment which are in production or production-related services businesses. These businesses need to show the growth potential and prospects for new employment in the near future. BIC Niš offers space facility, office services, production equipment, and soft services, i.e. training programme, business idea analysis, market potential and access to financial resources. In the first year, BIC Niš is supporting tenants free of charge. As of second year the services are provided under non-commercial conditions. During the year 2007, ENTRANSE Project supported commercialisation phase of this pilot business Incubator (BIC Niš) and matchmaking activities between the tenant companies of the BIC Niš and the Norwegian companies started.

### Contact

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Phone/ Fax: +381 18 4291 344, +381 18 42910345, +381 18 4291 348, +381 4291 340

Address: Šumadijska 1, 18000 Niš, Serbia

### Contact Person:

Milan Randjelovic, Director and Chairman of Management Board

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## Business Incubator Centre Prokuplje

Organisation title in local language: Biznis Inkubator Centar D.O.O.

Organisation type: Cluster/Incubator/Innovation Infrastructure

The founders of Incubator are Prokuplje, NGO initiative, Eterprise for consulting services and publishing Ekonomik 94 from Belgrade. Sectoral and manufacturing services that the Incubator provides for tenants are:

- Planning and Reporting;
- Marketing promotion;

- Training on business plan writing;
- Public relations and Business promotion activities;
- Training and education;
- Access to finance;
- Handling of information and communication equipment;

### Contact

Website: [www.inkubator.rs](http://www.inkubator.rs)

E-mail: [ajelic@beotel.net](mailto:ajelic@beotel.net)

Phone: +381 27 339 001

Address: Vasilija Djurovića Žarkog 13, Prokuplje, Serbia

### Contact Person:

Dragan Paunović

E-mail: [ajelic@beotel.net](mailto:ajelic@beotel.net)

## Business Incubator Centre Užice

Organisation title in local language: Biznis Inkubator centar Užice, d.o.o.

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Regional Centre for Development of Small and Medium Sized Enterprises and Entrepreneurship „Zlatibor“, initiated the start-up of the Business Incubator Centre, one of priority programmes of the Local Economic Development Strategy for Užice Municipality in the period 2005 - 2010. The first phase of this activity was creation of a Virtual Business Incubator, which serves as an intermediate step toward establishing a business incubator to support business start-ups in Užice. The project is supported through the USAID, who allocated USD 15.000 for purchasing of the equipment. The Regional Centre invested USD 5.000.

The project is a part of the Community Revitalization through Democratic Action - Economic (CRDA-E) Programme, which is implemented in Western Serbia by International Relief and Development (IRD).

The services provided cover mainly assistance to businesses and entrepreneurs, legal and administrative support, technical assistance, mentoring, training seminars, and participation at promotion actions.

### Contact

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Fax: +381 31 534 100

Address: Dragačevska bb, 31205, Sevojno, Serbia

**Contact Person:**

Milan Čolić, Director

E-mail: [bicuzice@open.telekom.rs](mailto:bicuzice@open.telekom.rs)

**Business Incubator Centre Vranje**

Acronym: BIC Vranje

Organisation title in local language: Poslovni inkubator centar Vranje

Organisation type: Cluster/Incubator/Innovation Infrastructure

**Contact**

Website: [www.bicvranje.org.rs](http://www.bicvranje.org.rs)

E-mail: [ivanastosic2002@yahoo.com](mailto:ivanastosic2002@yahoo.com)

Phone: +381 17 424 331

Address: Radnicka br.5, 17 500 Vranje, Serbia

**Business Incubator Centre Zaječar**

Organisation title in local language: Poslovni inkubator Zaječar DOO

Organisation type: Cluster/Incubator/Innovation Infrastructure

Founder of Incubator is Municipality Zajecar.

Organizations or projects that are linked to incubator: Government bodies and agencies (National Agency for Regional Development, Office for Local Economic Development Zajecar) and other (USAID, City Administration Zajecar).

Services that Incubator provides for tenants are:

- Accounting;
- Marketing promotion;
- Training on business plan writing;
- Business promotion activities;
- Training and education;
- Networking with other companies;
- Handling of information and communication equipment.

**Contact**

Website:

[web.bit.ba/aboubi/srb/Business%20Technology%20Incubator%20of%20tehcnical%20Facultie/Forms/AllItems.aspx](http://web.bit.ba/aboubi/srb/Business%20Technology%20Incubator%20of%20tehcnical%20Facultie/Forms/AllItems.aspx)

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Phone: +381 19 443 956

Address: Negotinski put bb, Zaječar, Serbia

**Contact Person:**

Predrag Petrić

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## **Business Incubator Knjaževac (BIC Knjaževac)**

Acronym: BIC Knjaževac

Organisation title in local language: Biznis Inkubator Knjaževac

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Knjaževac Business Incubator Centre (BIC Knjaževac) was established in May 19, 2005 as the first Business Incubator in Serbia with initial funding coming via the ENTRANSE project and OSCE. The Incubator assists the creation and development of the SME sector in the municipality of Knjaževac. It is a non-profit initiative launched by the Knjaževac, based at NGO Timok Klub.

The objectives of the BIC Knjaževac are to:

- Create new jobs and promote coalitions among business organisations, local governments and civil society;
- Educate and support existing smes, create enterprise orientated environment and reduce business failure;
- Support in general the development of the municipality and diversify the local economy;
- Generate individual and local wealth and develop local business communities;
- Support reforms and democratization of serbia;
- Assure the sustainable development and advance financial stability;
- Create infrastructure for supporting self-employment;
- Assure the competitiveness of the region;
- Facilitate introduction of new technology and retraining of workers in entrepreneurial skills; and
- Offer ongoing adult learning in business management.

The BIC Knjaževac is self-sustainable and all activities are financed from own incomes. The organisational structure consists of the Advisory board (9 representatives of stakeholders and founders); the director and the Mentorship Team (9 volunteers, managers of big companies and successful entrepreneurs who assist to BIC members in their operations).

The services offered by the Centre covers the following:

- Assigned mentor to each new start-up for a period of 12 months;
- Pre-incubation and development advice for business planning;
- Providing the business space with all the necessary conditions for work, under favourable conditions on market;

- Possibility of using space for meetings and presentations with all the equipment;
- Possibility of using computers and other office materials;
- Seminars on business management skills, business functions, procuring raw materials and exporting finished goods and seminars on setting up and managing an office plus internet access & training;
- Assistance with bookkeeping (3 months free), personnel selection, training and development;
- Assistance with engineering, modernization of technical equipment and marketing;
- Consultant services for making a business plan;
- Office leading, internet use, keeping and modernization of IT equipment seminars; and
- Help in conducting marketing and public relations.

During the realization of the project, good relations with Knjaževac municipality, Belgrade's municipalities Palilula, New Belgrade and City of Niš were established. Good cooperation with Regional Chamber of Commerce was built and a Memorandum of Understanding (MoU) with the Entrepreneur's Association from Knjaževac was signed. The Incubator is assisted in establishment of several business incubators in Serbia (Valjevo, Vranje, Medvedja, Bor, Prokuplje) and is now wide recognized as a model, not only for support to entrepreneurs, but also as a national model for business incubation.

### Contact

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Address: Trg oslobodjenja 1, 19350 Knjaževac, Serbia

### Contact Person:

Snežana Pavković, Director

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## Business Incubator Kruševac

Organisation title in local language: Biznis Inkubator Centar Kruševac

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator Centre Kruševac was started in April 4, 2008. It is located on Jasičkom road, Industrial Area C of Kruševac and its total area is 1400m<sup>2</sup>.

This is the first "greenfield" investment of its kind in Serbia, which is driving local and regional economic development.

Project Business Incubator Centre is a city of Kruševac implemented in cooperation



with the Ministry for National Investment Plan and the U.S. Agency for International Development USAID".

The main purpose of creation and existence of the Business Incubator Centre is the realization of a comprehensive business support to small and medium enterprises. The aim is to support companies that go through the incubation process to be able to operate very successfully in the market, create jobs, and promote new technologies and after leaving the Business Incubator Centre.

### Contact

Website:

<http://www.inkubator.ba/Inkubator/ENG/Inc/BusinessINC/AboutInc/Krusevac/index.htm>

E-mail: [uprava@bickrusevac.co.rs](mailto:uprava@bickrusevac.co.rs)

Phone: +381 37 453 700

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Address: Jasički put bb, 3700 Kruševac, Serbia

### Contact Person:

Sanja Stojojanovic, Director

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## Business Incubator Novi Sad

Organisation title in local language: Poslovni inkubator Novi Sad

Organisation type: Cluster/Incubator/Innovation Infrastructure

The objectives of incubation in Novi Sad are to provide all the resources that the technology or other entrepreneur needs to build a successful business. A total of 4.000 m<sup>2</sup> should be developed, with a tenant focus on high-tech companies but flexibly accepting other similar companies on a temporary basis if space is available.

The Novi Sad Incubation Centre will provide:

- Quality equipped building - new or an adapted one provided by the municipality of Novi Sad;
- Shared use of specialized scientific and business equipment and common building spaces;
- On-site staff and consultant management assistance in budgeting and cost control, personnel management, purchasing and marketing;
- Networking opportunities that will encourage the entrepreneur to interact with other companies inside and outside the incubator for experience sharing and problem solving;
- Assistance in obtaining financing for equipment and operations through preparation of business plans and linkages to seed and start-up venture funds, as well as to support from regional, state and European development funds.

The Incubator is the seed of the Science and Technology Park of the University of Novi Sad – Part at the Faculty of Engineering (Technical Sciences). Based on Novi Sad Incubation Centre space and supporting services, this will dramatically increase the yield and make business start-ups an important part of the future Science and Technology Park in the future.

### Contact

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Address: Vojvođanskih brigada 28, Novi Sad, Vojvodina 21000, Srbija

### Contact Person:

Djordje Celic, CEO

## Business Incubator Subotica (BIS)

Acronym: BIS

Organisation title in local language: Poslovni Inkubator Subotica

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator in Subotica (BIS) was officially opened in December 2006 as the second business incubator in AP Vojvodina. The Incubator is supported under the project: 'Building Business Incubators' as part of the Integrated Regional Development Plan of the Autonomous Province of Vojvodina.

The BIS assists entrepreneurs with enterprise start-ups and support start ups to help establishment of sustainable businesses in the region. The business incubator in Subotica represents a separate legal entity managing the business incubator (limited liability company organizing activities, taking care of assets, trainings and advising, negotiating and contracting with stakeholders, suppliers, clients, etc).

The Incubator founders signed Ltd incorporation agreement and established the BIS Ltd.: local self-government of Subotica, Executive Council of AP Vojvodina, Technical College Subotica, ATB Sever (foreign investor company), Regional Centre for SME Development, and National Agency for Regional Development. This project is also supported by three international institutions: GTZ, ENTRANSE, ADA (Austrian Development Agency) and USAID/MEGA.

Services provided to the tenant-companies are similar to the services of the Business Incubator Zrenjanin (BIZ):

- Quality office space;
- Small non-refundable grants for equipment;
- Entrepreneurial training;

- Business development advisory services (legal, marketing, finance, business planning, etc.); and
- Technical support (utilities, ICT infrastructure).

**Contact**

Website: [www.bis-su.rs/en/home](http://www.bis-su.rs/en/home)

Phone: +381 24 544 044

Fax: +381 24 580 777

Address: Magnetna Polja 6, 24 000, Subotica, Serbia

**Contact Person:**

Ildiko Zedi, BIS Manager

E-mail: [office@bis-su.rs](mailto:office@bis-su.rs)

**Business Incubator Szenta**

Organisation title in local language: Poslovni incubator Senta

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Vojvodina Investment Promotion Fund (VIP) has recently expanded its activities related to development of business incubators and established (in February 2008) jointly with the Szenta Municipality another legal entity (limited liability company), which will manage and operate the business incubator in Szenta.

Construction works are underway to refurbish existing facilities and it is expected that the incubator facilities will be ready for tenants the end of summer 2008. In the meantime, the manager of the incubator is working with potential tenants and the incubator should be fully operational during the second half of 2008.

The incubator will host tenant companies across sectors, though I expect manufacturing sector to dominate among tenants.

**Contact**

Website: [sentainc.eu/about-incubator.html](http://sentainc.eu/about-incubator.html)

E-mail: [contact@kompanija1.com](mailto:contact@kompanija1.com)

Phone: +381 24 817 789

Address: Petefi Šandora 54, 24400 Senta, Serbia

**Contact Person:**

Milan Milanović Manager

E-mail: [contact@kompanija1.com](mailto:contact@kompanija1.com)

## Business Incubator Zrenjanin (BIZ)

Acronym: BIZ

Organisation title in local language: Poslovni Inkubator Zrenjanin "BIZ" d.o.o.

Organisation type: Cluster/Incubator/Innovation Infrastructure

The first business incubator in the Province of Vojvodina (unique in Serbia due to its conception directed solely towards information technologies) has been officially opened in December 2006. The Business Incubator in Zrenjanin (BIZ) aims to assist entrepreneurs with enterprise start-ups and business development in the field of new software development in the city of Zrenjanin (Banat region) in Vojvodina. The target group for the business incubator is the software development professionals in Zrenjanin - a town with more than a hundred unemployed IT professionals, as well as approximately 100 IT graduates every year ("Mihajlo Pupin" Faculty), mostly without job opportunities.

The BIZ is owned by the municipality of Zrenjanin and Vojvodina Investment Promotion Fund and supported under the project: 'Building Business Incubators' as part of the Integrated Regional Development Plan of the Autonomous Province of Vojvodina by German Organisation for Technical Co-operation (GTZ), ENTRANSE, OSCE, National Agency for Regional Development t, IT Faculty in Zrenjanin, Regional Chamber of Commerce, Regional Development Agency – Banat, etc.

The incubation period is three years and linkages between the industry and academia are encouraged by the initiative.

The objectives of the BIZ are common also for the Business Incubator Subotica (BIS):

- Stimulate SMEs development process;
- Improve competitiveness of regional start-up businesses;
- Encourage industry-science links; and
- Create practical and business oriented local support capacities.

The Memorandum of Understanding (MoU) was signed between Vojvodina Investment Promotion (VIP) and the local government of Zrenjanin, which allowed the establishment of the BIZ Ltd. (Limited Liability Company). The funding is provided mostly by the Regional Government of Vojvodina and the local governments of Zrenjanin. In addition, a number of donors are supporting the initiative both through financial and non-financial assistance.

### Contact

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### Contact Person:

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## **Business Start-Up Centre Kragujevac (BSC Kragujevac)**

Acronym: BSC Kragujevac

Organisation title in local language: Društvo za konsalting i menadžment poslove

Business Start-up Centre DOO Kragujevac

Organisation type: Cluster/Incubator/Innovation Infrastructure

The BSC Kragujevac as a part of a wider regional network of Business Start-up Centres and Incubators in South Eastern Europe (BSC Network) was established on May 1, 2007. The Centre is supported by SPARK (formerly ATA - The Academic Training Association) through a grant of the Dutch Government as well as in kind contributions by all project's partners. There is a Coordination Committee represented by all partners and a project manager responsible for overall management of the Centre.

The Business Start-Up Centre (BSC) Kragujevac supports young people (up to 35 years) to establish their own SMEs. In order to create 10 new SMEs, the BSC organizes Business Plan Competitions and training sessions for actual and potential entrepreneurs. Each year, BSC-Kragujevac offers individual consultancy, free registration, micro credit and Business Incubation space and services to newly established companies from the Business Plan competition.

The BSC Kragujevac enhances capacity of the local partner institutions by supporting them to develop and introduce new and innovative management and IT solutions and by supporting the University of Kragujevac to adjust its curricula to European standards to promote entrepreneurial spirit in society. Together with other BSCs from the region, the BSC Kragujevac also organises conferences and debates, in the Netherlands and other EU countries. These events target the business community, as well as government officials and NGOs, and aim to increase their awareness of issues and policies that influence the creation of start-ups and the development of the SMEs in Southeast Europe. The Centre also co-organizes regional conferences in SEE in order to share experiences between Business Start-Up Centres and Incubators (SENSI) to address policy issues to government officials from the countries in the region, as well as to donors and representatives of international organisations.

The Business Start-Up Centre Kragujevac is a project of 6 local partners: Municipality of Kragujevac; Regional Economic Development Agency for Sumadija and Pomoravlje region (REDASP); University of Kragujevac; Sumadita; SLOGA; and Chamber of Commerce and Industry Kragujevac.

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## **Incubator Centre for Entrepreneurship Development Rača**

Acronym: ICR Raca

Organisation title in local language: Inkubator centar za razvoj preduzetništva Rača

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Founder of the Incubator is the Municipality of Rača. Services that the Incubator provides for tenants are:

- Planning; Reporting;
- Marketing promotion;
- Training on business plan writing;
- Public relation;
- Business promotion activities;
- Training and education;
- Access to finance;
- Networking with other companies;
- Handling of information and communication equipment;

Organizations or projects that are linked to incubator are: Consulting Companies (Agency Konto – Plus Raca), Government bodies and agencies (Regional Agency for economic development of Sumadija and Pomoravlje), Regional Chamber of Commerce Kragujevac, Professional services of the Municipality Raca), other (General Association of Entrepreneurs Raca, Business Innovation Centre Kragujevac, Network of Business Incubators of Serbia)

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### 3.5 Other related Organisations

In addition to the above presented main innovation infrastructures, other organisations exist such as regional development agencies, banks and business support centres, etc. which provide special services which foster innovation and have positive impact on innovative entrepreneurship. The following chapter tries to give an overview of other innovation-related organisations.

#### Serbian Business Registers Agency (SBRA)

Acronym: SBRA

Organisation title in local language: Agencija za privredne registre

Organisation type: Agency/Fund

The Serbian Business Registers Agency (SBRA) was established by the Business Registers Agency Law to define its status, headquarters, activities, the means for the SBRA's foundation and work as well as its organs.

The Agency was established as the single institution in charge of coordinating business registers of importance for Serbia's overall economy. Running the registers as public electronic databases has paved the way to greater legal protection, increased investments and the creation of a more favourable business environment in Serbia.

SBRA was founded with the aim of reducing administrative barriers to starting a business. This goal has been achieved rather efficiently through a quick and simple registration procedure, reduced costs and shorter company registration procedures. Regulatory reforms have enabled SBRA to assist business entities in minimizing costs and administrative formalities in dissolution, liquidation or bankruptcy procedures. Beside, running business registers as public databases has created the conditions to increase business investments - through loan models such as financial leasing and pledges on movable property and rights. Banks too now enjoy far greater legal protection than they did before the reforms.

The main goals of the Agency are to:

- Reduce administrative obstacles for starting up a business;
- Cut costs and the amount of time needed to close down a business; and
- Improve the legal safety in the areas of banking, financial leasing and pledges over movable properties and rights.

The Serbian Business Registers Agency was established with the support of the Swedish Government (Swedish International Development Cooperation Agency), the World Bank, Microsoft - Serbia and Montenegro and USAID.

#### Contact

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**Serbian Development Fund**

Organisation title in local language: Fond za razvoj Republike Srbije  
Organisation type: Agency/Fund

As indicated in the article by E. Dejan published in the ERENET Profile, Issue Vol.II, No.2 in May 2007, the Serbian Development Fund is also a very important institution offering a number of services related to financial support to SME sector development. Through the Fund, one may primarily provide very favourable loans and start-up business loans. Conditions are quite favourable, usually with 3-4 years provided for debt servicing and a year of grace period and significantly lower interest rate than the one for commercial bank loans.

**Contact**

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**Small and Medium Enterprises and Entrepreneurship Council (SMEE Council)**

Acronym: SMEE Council  
Organisation type: Other

The Small and Medium Enterprises and Entrepreneurship Council (SMEE Council) was formed by a government decision on August 17, 2006 with the aim of discussing, monitoring and analyzing the state of the SMEE sector, offer proposals, state opinions, initiatives and expert explanations regarding the creation and implementation of SMEE development support policy. It also observes and initiates activities related to the cooperation between ministries and between ministries and other organisations and institutions.

Members of SMEE Council are nominated representatives from the Ministry of Economy, Ministry of Science, Ministry of Labour, Employment and Social Policy, Ministry of Finance, Ministry of Trade, Tourism and Services, Ministry of Education

Dissemination level: Public



and Sport, Ministry of Agriculture, Forestry and Water Management, as well as members from Serbian Chamber of Commerce and Union of Employers of Serbia. The EU funded "Support to Enterprise Development and Entrepreneurship Programme", which is managed by the European Agency for Reconstruction, provides technical assistance to the Council.

### Contact

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## UNESCO Chair in Entrepreneurial Studies (UCES) at University of Novi Sad

Acronym: UCES

Organisation title in local language: Unesco Katedra Za Preduzetništvo

Organisation type: Research Institute

The UNESCO Chair in Entrepreneurial Studies (UCES) at University of Novi Sad is the part of UNWIN programme established in 1992 with the aim to stimulate education, research and exchange of academic staff and to create a platform for information exchange in all the most important UNESCO activities.

UCES aims to become a centre of excellence in teaching and research in the field of entrepreneurship and tends to work on capacity building at different levels: UCES has the support of the Serbian National Commission for UNESCO.

Together with the UNESCO Chair for Entrepreneurship Studies at the University "J.J.Strossmayer" in Osijek, Croatia, UCES is the only Chair of that kind in the region of South - East Europe.

UCES is also becoming a part of a newly established network of UNESCO Chairs in Entrepreneurship under the leadership of the UNESCO Chair on Entrepreneurship and Intercultural Management at the University of Applied Sciences in Gelsenkirchen, Germany (see Network).

Presently there are 634 UNESCO chairs in different fields of activities

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## 5 List of Acronyms

BAS - Business Advisory Service  
BBI - Building Business Incubators  
BI - Business Incubator  
BIPOM - Small Agricultural Machinery Cluster  
BSC - Business Start-Up Centre  
CARDS - Community Assistance for Reconstruction, Development and Stabilisation  
CEI - Central European Initiative  
CEI KEP - Central European Initiative Know-how Exchange Programme  
CIP - Competitiveness and Innovation Framework Programme  
CRDA-E - Community Revitalization through Democratic Action - Economic  
EBRD - European Bank for Reconstruction and Development  
EC - European Commission  
EFB - European Fund for the Balkans  
EIB - European Investment Bank  
EU - European Union  
FDI - Foreign Direct Investment  
FP7 - 7th Framework Programme for Research and Technological Development  
GIZ - Deutsche Gesellschaft für International Zusammenarbeit  
ICT - Information & Communication Technologies  
ICT - Information and Communications Technologies  
IFC - (International Finance Corporation  
IHIS - Science and Technological Park Zemun  
IPA - Instrument for Pre-Accession Assistance  
IRD - International Relief and Development  
IRDP - Integrated Regional Development Plan  
IS – Information Society  
ISPA - Pre-Accession Structural Instrument  
IT - Information Technology  
JRC - Joint Research Centre  
MERD - Ministry of Economy and Regional Development  
MES - Ministry of Education and Science

MNC - Multi-national companies  
MNC - Multi-National Companies  
MoU - Memorandum of Understanding  
MSMEs - Micro, Small and Medium Size Enterprises  
NARD - National Agency For Regional Development  
NGO - Non-governmental Organisation  
OECD - Organisation for Economic Cooperation and Development  
ORF - Open Regional Fund  
PEP-SE - The Private Enterprise Partnership for Southeast Europe  
R&D - Research & Development  
RASME - Republic Agency for the Development Small and Medium-Sized Enterprises and Entrepreneurship  
RTD - Research and Technological Development  
S&T - Science and Technology  
SAPARD - Special Accession Programme for Agriculture and Rural Development  
SBRA - Serbian Business Registers Agency  
SIEPA - Serbia Investment and Export Promotion Agency  
SIF - Supportive Infrastructure Fund  
SMEEC - Small and Medium Enterprises and Entrepreneurship Council  
SMEs - Small and Medium Size Enterprises  
SSC - Serbian Software Cluster  
STPNS - Science and Technology Park Novi Sad  
TAM - TurnAround Management  
TAM/BAS - Turn-around Management and Business Advisory Services  
TMG - TurnAround Management Group  
UNSCR - United Nations Security Council Resolution  
USAID - United States Agency for International Development  
VIP - Vojvodina Investment Promotion Agency  
VIP Fund - Vojvodina Investment Promotion Fund  
WB - Western Balkans  
UCES - UNESCO Chair in Entrepreneurial Studies

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We would like to acknowledge the input of all contributing persons and organisations who kindly accepted to provide us with necessary feedback.

We made a huge effort to include the names of all contributing parties. If, for any reason, you are a contributor and you do not find your name in the list, please send us a short notification e-mail to [office@wbc-inco.net](mailto:office@wbc-inco.net). We aim to keep the updated version of the reports online on the homepage WBC-INCO.NET, where we can make necessary adjustments.

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