



# From Policy to Start-ups: Guiding Innovation Dynamics

**WSIS Forum 2017 – Notel Poland – Michał Chrostek**  
Monday 12th June (14h15-18h15, ITU Tower Room A)





## **Notel Poland Introduction – Company Profile**

- **Notel** was founded in 2006 as private equity company by group of telecommunication enthusiast
- **Company mission** from day one was improvement of overall telecommunication networks performance, quality of service and end customer service quality awareness as a key for business growth
- **Main business segments and focus areas**
  - Telecommunication Solutions (Services + System Components)
  - Telecommunication Web Portal – **RFBENCHMARK.eu**
  - Software & Equipment Development
- **Customers & Partners group:**
  - Mobile & Fixed Network Providers, Private Sector – Big and Medium Size Enterprises, Telecommunication Regulators, Public Customers



## Company Milestones

- / 2006 **Notel IT Consulting** Founded
- / 2010 First release of Performance Management Software - **N-GIBBON** - V 1.0
- / 2012 New project control process enabled – **NOTEL JIRA**
- / 2013 **Change of ownership and new legal entity - Notel Poland LTD**  
**Change of company strategy and main focus areas**
- / 2014 Release of **RFBENCHMARK** public WEB portal and mobile application
- / 2015 Participation in Memorandum for Quality of Service Improvement - Poland  
Start of discussion with polish regulator (UKE) on **RFBENCHMARK** „pro bono” initiative
- / 2016 **First sales - RFBENCHMARK** „crowd data” solution and mobile application  
Large investments in Research & Development



## Challenges & Problems Solutions

- **Definition of long term Strategy & Investment Plan**
- *Implementation of Mechanism of efficient Change Management Process*
- **Financing of pro-bono Initiatives & Research and Development Activities**
- *Efficient project management & delivery in order to stay competitive and win more business*
- *Internal Processes and Outsourcing*
- *Keeping the right balance between CAPEX and OPEX Spending*

## RFBENCHMARK evolution





## Where we want to be?

- *More Projects for Enterprises outside Telecommunication Industry*
- *Higher visibility of RFB Community - Pro-bono Initiative*
- *Further traffic and Community Growth*
- *Closer Cooperation with Telecommunication Regulators*