

# AEC Hubs Classification 2020-2023




## Hub Classification System

The classification of the Hubs Network provides a clear framework for accommodating the diversity of the network across the AEC. The classification system also assists the network operators to build local strategies. It will allow hubs to self-assess and identify their strengths and their market, and plan future direction, resources and investment.

It will equally help the network to identify gaps and weaknesses in the offering, find fitting solutions and address competitiveness and collaboration opportunities in a sectoral or geographic context while avoiding duplication or displacement effects. The classification framework is a qualification and quality control process to ensure hubs 'do what they say on the tin' – see accompanying Service & Support Packages. Some hubs will aim to provide additional services to clients and stakeholders by virtue of the classification, especially if funding and incentives apply. Other hubs will retain existing service provision and refer clients to more specialised hubs.

The Hubs Classification is divided into a five-category framework which reflects the natural groupings and focus of the hubs infrastructure across the AEC. The five classifications are briefly outlined below followed with a graphic illustration of overlapping areas of activity and focus.

- 1




**Enterprise Hub**

Local enterprise driver providing space, facilities and services for start-up, HPSUs, remote workers. Hosting events and acting as a connector for entrepreneur networks.

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- 2




**Scaling Hub**

A step up from a general enterprise hub with strong focus on post start-up clients being supported through scaling and investment stages. High level services for acceleration and export development. Global entrepreneurship events and programmes.

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- 3




**Research and Development Hub**

Specialist Hub usually attached to HEI with focus on clients in early stages of Research and Development of new products and services. Provides office or desk space and access to meeting rooms, laboratories etc. A full-time manager and other staff are employed to support business development through incubation and acceleration.

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- 4




**Co-working Hub**

Provides clients with private offices or desks with access to meeting rooms and event space. Offers clients plug & play facilities but not business support. Often co-located with other facilities and shared management.

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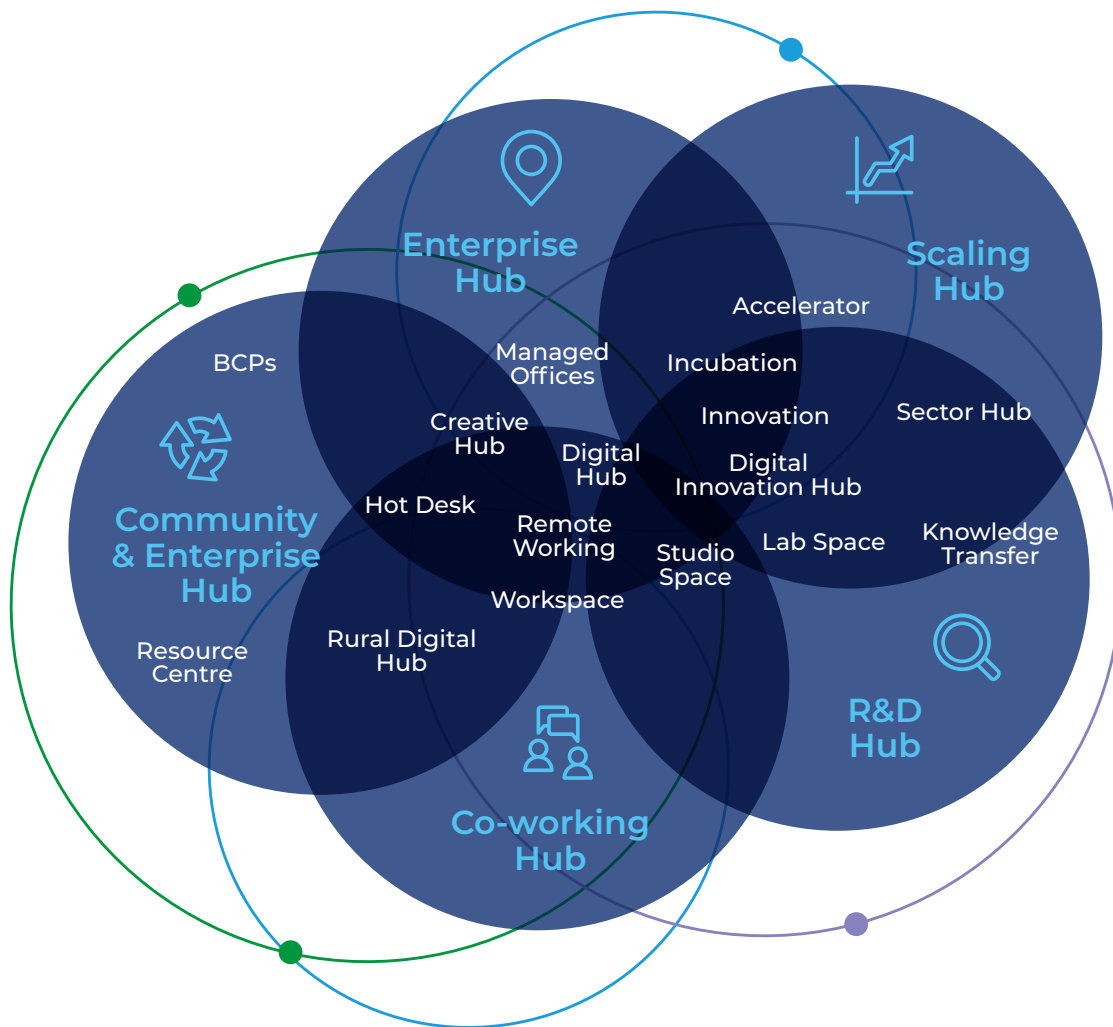
- 5



**Community & Enterprise Hub**

A centre whose primary focus is to provide community services and has office space, dedicated and/or hot desks as well as meeting rooms available to clients. The business facilities will complement the community services and provide an income for the community. These hubs can be run by full-time managers, Community Employment staff and in some cases by volunteers. Some of these hubs drive innovative projects in the areas of sustainability and digitisation in their locale.

Hubs Classifications Graphic (containing sub-references and sub-sets)



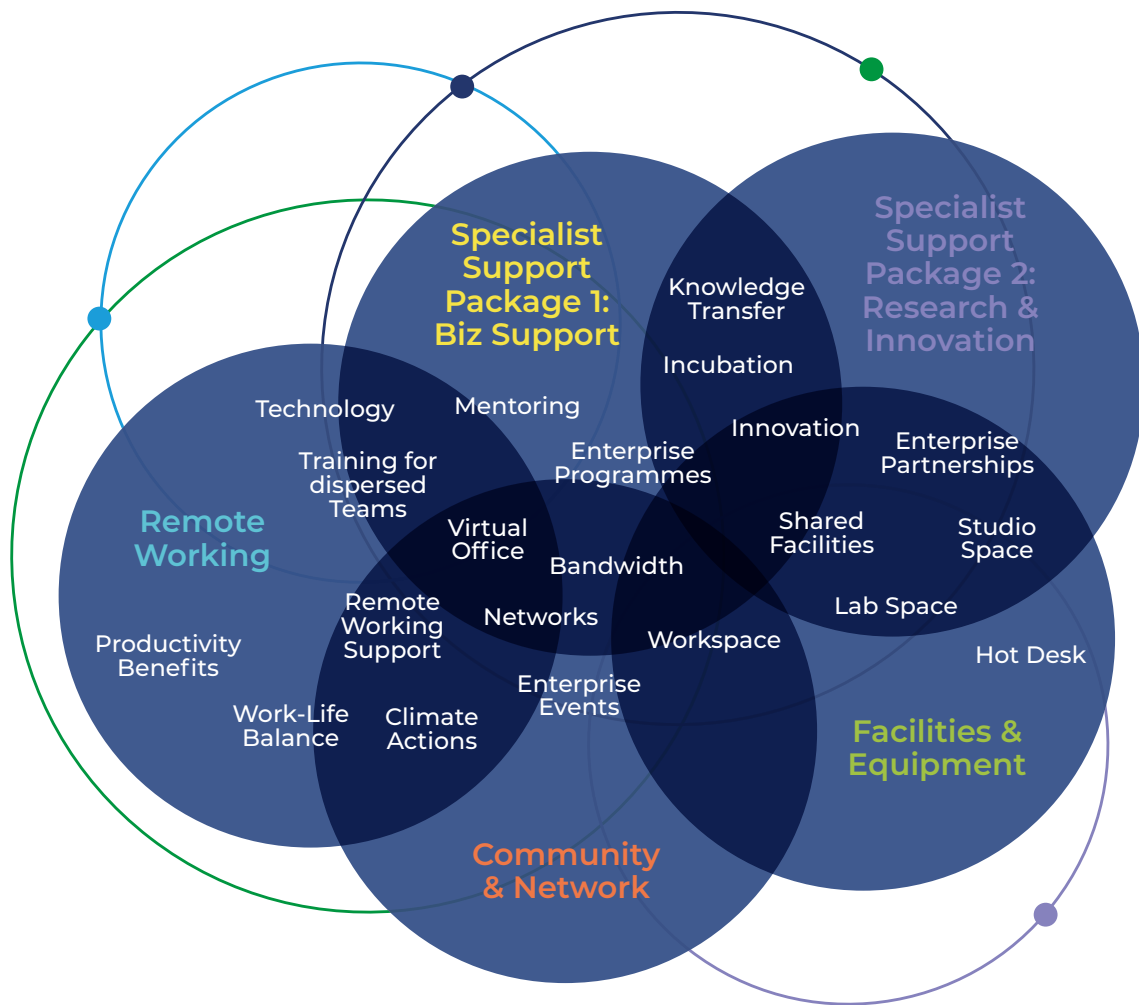
## Hub Service & Support Packages

In addition to the hub classifications or 'Hub Categories' above there is a second layer of factors that must be considered which is the hub support and service offering.

There are also 5 key categories of Service & Support Packages identified, which are overlaid with the 5 Hubs Classification providing an insight into the operational profile of the hubs and their areas of focus and client services. This element of the classification is outlined in the graphic below and is an equally important feature in the classification and description of the Hubs Network. These 'Service & Support Packages' describe, in a menu-type format, what is actually offered to the clients and stakeholders.

These groups of 'Service & Support Packages' will be the client facing piece of the Hubs Network and will allow hub owners and stakeholders to self-assess and classify their facility within the network. The matrix on page 24 provides a typical match of facilities and services to hub type. This will allow hubs to plan their investment and resources and progress towards a definitive model. This is not an exhaustive list and it is recommended that a rating of the facilities and services is developed to indicate the scale and maturity of the offering over time.

Hubs Support Packages Graphic (containing sub-references and sub-sets)



### Overlaying Hub Types & Support Services

The matrix below brings together the two elements of the classification system to produce an assessment or audit tool to help hub managers and owners to plan their investment and activities in a strategic way over the longer term. This matrix is not intended to be overly prescriptive for any individual hub to meet specific facilities or service standards but more of a guide to which services, supports and facilities are most relevant to each category or classification of hub type.

It will act as a planning and assessment tool for hubs that are seeking to expand their offering and/or making investment plans for the future. The framework will also allow groups or sub-networks to build a model of shared services and resources to offer to their clients and stakeholders without having to invest in all functions in all locations. For the AEC Hub Network as a whole, the framework can help to look at the overall offering to investors and entrepreneurs when selling the AEC externally or internally.

## Matrix of Hubs Classifications &amp; Support Package Offering

Service and Support Packages	AEC Hubs Classification				
	Scaling Hub	Enterprise Hub	Co-working Hub	R&D Hub (HEI/ Research element)	Community & Enterprise Hub
<b>Central / Shared Services</b>					
Full Time Manager	Y	Y	Desirable	Y	
Part Time Manager			Y		Desirable
Voluntary Manager					Y
Reception service (mail / information / printing / lockers)	Y	Y	Y	Y	Y
HSB Broadband	Y	Y	Y	Y	Y
Back Office IT Suite for bookings; events promotion; cloud docs; etc	Y	Y	Y	Y	Y
Meeting rooms	Y	Y	Y	Y	Y
Canteen / kitchenette	Y	Y	Y	Y	Y
Breakout space	Y	Y			
<b>Facilities &amp; Equipment</b>					
Full Time Manager	Y	Y	Desirable	Y	
Part Time Manager			Y		Desirable
Voluntary Manager					Y
Reception service (mail / information / printing / lockers)	Y	Y	Y	Y	Y
HSB Broadband	Y	Y	Y	Y	Y
Back Office IT Suite for bookings; events promotion; cloud docs; etc	Y	Y	Y	Y	Y
Meeting rooms	Y	Y	Y	Y	Y
Canteen / kitchenette	Y	Y	Y	Y	Y
Breakout space	Y	Y			
Community Event Space	Y	Y			Y
Parking	Y	Y			Y
Childcare facilities (co-location)		Desirable			Desirable

Service and Support Packages	AEC Hubs Classification				
	Scaling Hub	Enterprise Hub	Co-working Hub	R&D Hub (HEI / Research element)	Community & Enterprise Hub
<b>Specialist Support Packages (1) Biz Support (2) Research &amp; Innovation</b>					
Start-up Programmes	Y	Y		Y	
Biz Mentoring	Y	Y		Y	
HR Supports	Y	Desirable		Y	
Research Programmes (3rd Level) Partner	Y	Desirable		Y	
Structured Knowledge Transfer (formal / HEI)	Y			Y	
Funding support - Innovation Vouchers / Venture Capital	Y	Desirable		Y	
Accelerator Programmes - attractive to HPSU's	Y	Desirable		Y	
Incubation Services	Y	Y		Y	
DAF					
Funding support for innovation e.g. Disruptive Technology Fund					
<b>Community &amp; Network</b>					
Community Networking Events (enterprise ecosystem & local community)	Y	Y			Y
Social Development Services (access to social finance, CUs etc.)		Y			
Virtual client network facilitation	Y	Y	Desirable	Desirable	
Industry Partnerships	Y			Y	
Digital strategy / Smart Communities Partnerships	Y	Y			Y
Innovation demonstration & knowledge transfer (informal)	Y	Y			
Enterprise week - Community Awareness & Information Sessions	Y	Y	Y	Y	Y
Sustainable Communities		Desirable		Desirable	Desirable
<b>Remote Working</b>					
Remote Working (assistance package)		Y	Y		Desirable
Virtual office access supports		Y			
Technology support with set-up and training		Y	Desirable		Desirable
Remote workers & co-workers network support group		Y	Y		Y
Employer facing support suite		Y			
<b>Governance / Ownership / Stakeholders</b>					
NACEC Membership					
Enterprise Ireland Funded / Supported					
Self funded / Partially Self Funded					
Local Authority / LEO Owned					
Chamber / Economic Forum stakeholders					

