

EMN Peer-to-Peer

Visiting Organisation	Hosting Organisation
Date of the event: 14 October 2021	
Name: Fundación Gaztenpresa	Name: MicroStart
Country: Spain	Country: Belgium
Names and emails of people involved: <ol style="list-style-type: none"> 1. Inma Ramos – iramos@gaztenpresa.org 2. Oscar Muguerza- Oscar.muguerza@laboralkutxa.com 	Names and emails of people involved: <ol style="list-style-type: none"> 1. Jente.minne@microstart.be 2. david.taquin@microstart.be 3. tiphaine.gire@microstart.be 4. emmanuelle.decleve@microstart.be 5. olivia.vandenbogaert@microstart.be
Objectives of your visit: Gaztenpresa is carrying out the memory of impact and digitization of the services and therefore we wanted to know the experience of MicroStart, ways of working, impact and digitization	

Background of the meeting and the visiting delegation: (consider why you wanted to talk to the hosts & what you wanted to learn – 1-2 paragraphs)

Fundación Gaztenpresa has over 25 years helping out people that are willing to become entrepreneurs but do not have the tools and knowledge to do so. Created by the Credit cooperative Laboral Kutxa, Gaztempresa gives non financial services and support which are then complemented by the financial offer made by Laboral Kutxa. Within the Spanish territory, the scope of our activities is only centered in the Autonomous Communities of the Basque Country and Navarra. We are currently reaching 2.000 people per year, 400 businesses are created through a portfolio of around 14,5 millions de euros.

Although we publish our institutions memmoires, they are not centered around impact. We have come across the microStart Annual report as an example of Good Practice presenting their annual workplan around the impact that they have created. Taken inspiration on that, Gaztempresa is interested in how the impact is taken into consideration in all areas of the MFI.

On the other hand, we are digitizing the entire care service for entrepreneurs. We have almost everything finished except the dashboard with all the metrics. We are doing it in a SaaS and Moodle system. But Gaztempresa is currently having quite a bit of trouble with this part of digitization. Moment at which the Study Visit to microStart comes with outmost need as we are

able to learn first hand not only the internal digitalisation process but also the external (client platform) and how this is integrated to the overall scheme.

Lessons learnt during the visit:

- The internal work process (before digitization) is quite similar to the one we have at Gaztenpresa, as well as the relationship with alliances.
- The way of presenting the impact indicators is very interesting.
- Regarding digitization: Know the entities with which they have worked and the systems they have used.
- DASHBOARD: Indicators and metrics used.

Adaptation of some key lessons to your own organisation (do you plan to adapt any thing you learnt in your own organisation):

- Regarding digitization: Know the entities with which they have worked and the systems they have used. We are having some vendor issues and would like to know other solutions that are working well.
- DASHBOARD: Indicators and metrics used. We are very interested in seeing how it has been raised and the metrics used to be able to compare with ours.

Please rate the following statements by circling the appropriate number:

1= No, not at all	2= Not really	3= Neutral	4= Yes, somewhat	5= Yes, absolutely
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•Did the event match your needs?

1 2 3 4 x

Additional comments:

•Did you feel supported by EMN in identifying expertise and facilitating the event?

1 2 3 4 x

Additional comments:

• Did you gain relevant knowledge and information?

1 2 3 4 x

Additional comments:

Yes, of course, all EMN especially Adriana and Francesca were very attentive at all times.

• Will you apply the information from this event in your work?

1 2 3 4 x

Additional comments:

In general, it has been a very interesting comparison with our organization, although the dashboard part, we saw it superficially and it is not in the presentations.

Which topics interest you the most for future events?

- Digitization, metrics y dashboard,

On which topics could you host a visiting MFI?

EIF EaSI micro and social implementation.

How to work financial and non-financial systems with alliances.

Non-financial support service: From the idea, preparation of the business plan, registration of the activity, management of grants and consolidation of the business (through the YBS and YBI mentoring program).

How to keep an alliance that lasts 25 years (Public entity, private entity and social entity)