

# THE SERVICE SECTOR



## A STRONG ICT REGION

**Karlstad has a large portion of knowledge-based companies. There is advanced expertise within ICT (Information & Communication Technology) and the Compare cluster is one of the biggest regional ICT networks in Sweden.**

The Compare Karlstad institution, which was started in 2000, is a platform to promote collaboration between companies in the region that work within ICT.

Focusing on businesses, relocations, start-ups and competence support, Compare's goal is to create growth for member companies. This will be achieved by Compare working strongly for collaboration between companies, the public sector and the University of Karlstad.

The institution has over 90 member companies employing around 3,000 people within ICT. The companies collaborate in establishment, recruitment, marketing and projects. The objective is to strengthen Karlstad as an IT region and, in so doing, ensure its own competitiveness and its recruitment needs.

Leading-edge expertise is found, primarily, within wireless communications, intelligent network services,

business and commercial systems and various IT-based solutions for the forest industry. Large companies in the district include Tieto Enator, the Ninetech Group, Benefit, Telia Sonera, Sogeti, ÅF and others.

Tieto Enator has now established its forest industry IT section in Karlstad.

### **IMPORTANT PRODUCT INVENTED IN KARLSTAD**

One of the most important products within IT and telecommunications that was invented in Karlstad is unknown to most people. It is an intelligent little component that is a part of digital networks and switches. Without this component, systems such as 3G would not function. It is called SS7 and is a world standard within telecommunications. The first commercial product was developed in Karlstad at the beginning of the 90s at Eriksson Infotech, now TietoEnator. They were the first in the world to develop commercial products in accordance with the new standard. Today, TietoEnator has approximately 520 employees in Karlstad.

### **COMPARE TESTLAB**

Compare Testlab is a competence centre for independent testing and quality as-

urance for software and systems used in IT and telecoms.

A joint resource for ICT businesses in the region, Compare Testlab offers highly modern technical infrastructure and independent testing. A competence centre run by local companies and Karlstad University, Compare Testlab provides an environment that promotes business and competence development within simulation and quality control.

By aiding local co-operation, Compare Testlab helps to market the region's companies and their software skills.

### **THE INDIVIDUAL AND ORGANISATION**

Consultant activities are strong within other fields and not least within the forest industry and when it concerns the individual and organisation. The Centre for Service Research (Centrum för Tjänsteforskning) contributes a great deal to the profile through its research and other activities. The focus is on management within the service sector. The Centre was established in 1986 and is a part of the University of Karlstad.

Karlstad is also home to plenty of know how in communication and advertising, with several consultants active in these fields.

