*< please fill out and send to your incubation manger (Marie for Prague, Veronika for Brno) >*

**Technical support**

***Request form***

***Warning***

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Technical support is meant to help **solve a technical problem**, or to **answer technical questions** that you struggle to answer while developing your product.

For questions related to spinning-in your solution into the space sector (e.g. is there a space application where my solution is relevant? What is the process to qualify my solution for a space application?), ask your BIC manager for the dedicated form.

The following is outside the scope of technical support:

* Business related matters.
* Education. Review relevant textbooks before requesting technical support.
* Earth Observation related support. Contact instead EOHelp@esa.int
* For questions about getting involved with ESA, contact the ESA SME office (sme-office@esa.int).
* For questions about getting contacts with potential partners (e.g. test facilities, suppliers, manufacturers, integrators, customers, etc.) contact the ESA SME office (sme-office@esa.int).

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**Company name:**

**Title of request:**

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| **Product / service description** | *Describe your product / service** *what it does*
* *how it is implemented (working principles, physical implementation)*
* *the stage of development*
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| **Business context** | *Describe the business context of your undertaking** *what market does your product / primarily serve?*
* *what market problem does it solve?*
* *what is the primary benefit(s) of your value proposition?*
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| **The problem** | *Describe the technical problem you are facing, which you would like to solve**If relevant, specify the question(s) which you would like to be answered as part of technical support.*  |
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| **Your request for technical support**  | *Describe your request for support** *Time frame: when would you like technical support to start / end?*
* *What specific technical questions would you like to be answered?*
* *What (concrete) objective would you like to reach?*
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| **Contact details**  | *Please provide** *name of contact person*
* *email & tel of contact person*
* *company name.*
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