

Best Practices observed in the Region of Murcia

Regional Context

[Murcia](#) strategically integrates R&D&I into its policies, enhancing business competitiveness and public services. To ensure progress and long-term sustainability, it is essential to continue to research and encourage innovation procurement across the region, laying the foundations for adopting best practices that have already proven to be effective. Thanks to the PREPARE project, in The Region of Murcia the first Regional Innovative Public Procurement Unit, with the aim of stimulating innovation, development, and modernisation of the business network was launched. The InnPr Unit has two areas of action. The first is 'Open Innovation', which seeks to bring the benefits of purchasing innovative solutions to companies in the region. The second aims to increase collaboration and coordination with other government departments or public entities, such as universities, to promote an innovative and social regional strategy.

Importance of identifying good practices


To improve the uptake of innovation in the region, it is crucial to identify and apply best practices that have proven to be effective. For example, the use of co-creation programmes where companies work closely with the public sector to develop innovative solutions has been remarkably effective, as demonstrated by the projects InDemand and InDemand RCT (both projects are explained below) which focused on demand-driven innovation and co-creation. These programmes not only facilitate the adoption of new technologies but also improve the relationship between the public and private sectors, creating a more collaborative and efficient environment. Once there is a proper environment, it is key to involve the end-users to improve the usability and ensure adoption.

Best practices observed

In the Region of Murcia, some initiatives have stood out for their success, especially in three sectors: Health, Education, and Defense.

- [inDemand](#). inDemand was the **first InnPr experience of the Murcia Health System**. It proposed a **new model** in which healthcare organisations and companies created digital health solutions, with financial support from regional public funds. 24 companies co-created solutions that solved needs that were previously detected by healthcare professionals (Murcia Health System). inDemand's great commitment was to promote innovation by combining two factors: that it is the **demand** that identifies what it needs (in this case, the healthcare professionals of the Murcia Health Service) and that the development of the solution is a process of **co-creation** (healthcare professionals together with technology companies). The result was a higher success rate in digital solutions, as they have been developed together with the client, with a continuous process of feedback and a global vision of the needs. In addition, in the Region of Murcia, the companies had the opportunity to conduct a pilot experience in SMS medical centres. Within inDemand, the Murcia Health System **adopted 5 out of the 8 pilots performed**, whose means more than 60% of the adoption rate.
- Other successful experiences have been [CHERRIES](#) or the current [HealthChain project](#).
- [Hercules](#) (Semantics of University Research Data) offers a global vision of the research data of the Spanish University System, to **improve management, analysis, and possible synergies between universities** and the general public. Its objective was to create a Research Management System





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In the defence sector, different initiatives are in place of the [Cartagena Navy](#) through the [Quartermaster's Office](#) in the [Spanish Public Sector Procurement Platform](#). In the Platform, we can check both the [Tender](#) and [Minor Contracts](#) published by the Cartagena Navy and their timeliness and frequency, which shows great activity. During 2024, we can find up to 3 tenders exceeding one million euros in value, concerning the maintenance of the ships, their engines, and the installation of photovoltaic panels to ensure the transition towards greater energy efficiency.

Besides these sectors, we can find the previously mentioned initiatives such as:

- [inDemand RCT](#). Following up on the inDemand model entails the performance of a Random Control Trial (RCT) to **check the efficacy of an innovation support model for SMEs** (the inDemand model, innovation driven by demand). The technological challenges identified by large/tractor companies are from economic sectors included in the S3 of the Murcia region. This call consists of some 14 technological challenges related to business innovation, digitalisation, and response to COVID-19 identified by large/tractor companies located in the Murcia region, sector agnostic.
- [Fundación Isaac Peral Open Innovation](#). Since 2018, each year large participating tractor companies define technological challenges and publish them. Entrepreneurs select those challenges in which they are interested and propose innovative solutions. Then, the tractor companies reward the winners for providing innovative solutions to their needs.

In the framework of the Smart Specialisation Strategy ([RIS4 Region of Murcia](#)) and led by INFO Murcia, the [Caetra Programme](#) aims to promote R&D, innovation, technology entrepreneurship, and International Cooperation and Technology Transfer in dual-use technologies for Defense, as well as in Security and Post-disaster rebuilding, benefiting from EU ERDF and ESF co-funding.

Closing Remarks

The identification and implementation of best practices, as seen in the examples from the Region of Murcia, are essential to foster innovation in various sectors. Whether through co-creation models in healthcare, innovation in education, or strategic initiatives in defence, these efforts highlight the importance of collaboration between the public and private sectors. **By engaging end-users and integrating cutting-edge technologies, the region has succeeded in boosting the adoption of innovative solutions, thereby creating a sustainable environment for future growth.** As these initiatives continue to be supported and scaled up, the lessons learned from Murcia's best practices can serve as a guide for other regions looking to drive innovation and improve public services.

