

D1.2.1

Name of the project:	FosTering ehealth and social Innovations as Game-changers in sEnior and Remote care
Acronym:	TIGER
Proposal number:	ASP0500472
Project Duration and start date:	36 months, 1.9.2024
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Deliverable number:	D1.2.1
Title of deliverable:	Description of pilot action
Objective of deliverable:	A step-by-step description of the pilot action will be elaborated, including who, how and where the Systemic Support Model will be tested.
Version of deliverable:	Ver1 (23.02.2026)
Date of submission:	Scheduled for 28.02.2025
Responsible partner:	Human.technology Styria (HTS)

Description of pilot action

The TIGER pilot action will test the **Systemic Support Model (SSM)** as a coordinated, transnational way to deliver innovation support services via the **TigerPath** online access point plus **regional service points (RSPs)**, and then validate and refine the model through feedback and peer learning.

Below is a **step-by-step description**, including **who**, **how**, and **where** the SSM will be tested.

Step-by-step description of the pilot action for testing the Systemic Support Model (SSM)

Step 1 — Prepare the SSM for pilot operation

Who is involved

- **Project partners (consortium)** configure and operationalise the SSM via **TigerPath.eu** and the regional entry structure.
- **IGZ** (Activity leader) provides coordination set-up, monitoring tools and internal communication routines for the implementation phase.

How it works

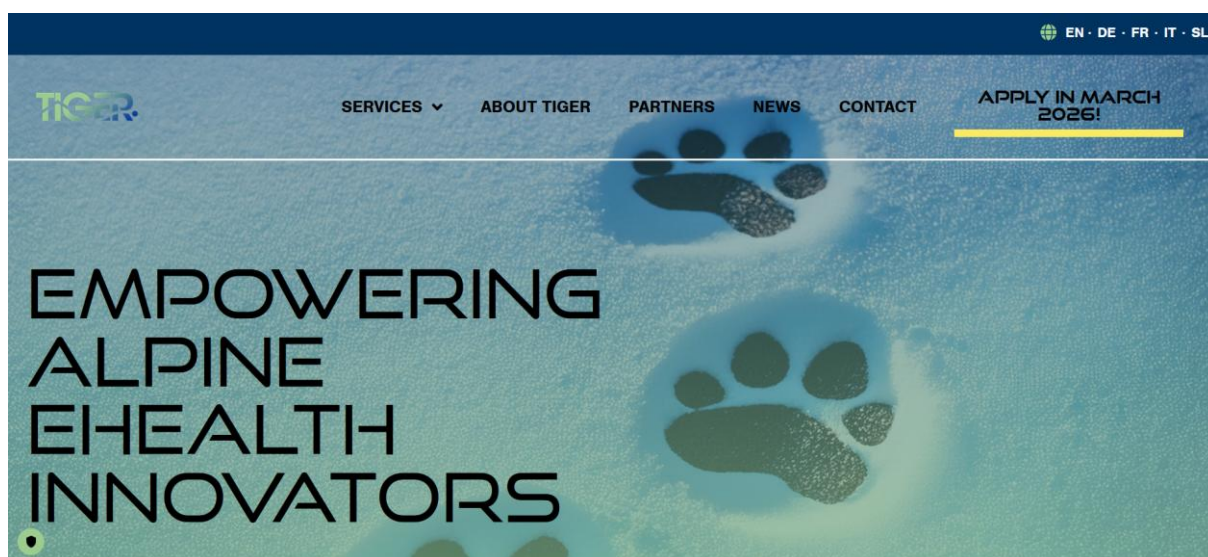
- The SSM is implemented as a **transnational one-stop-shop** (TigerPath.eu) where SMEs enter via an online access point, and are then supported by **regional service points**.

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- Partners are actively involved in **beta testing the SSM / TigerPath**, especially from the RSP perspective (handling open call applications); testing of translations is also foreseen.

Where

- Online via **TigerPath.eu** as the central access point.



Step 2 — Launch the open call (entry into the SSM)

Who is involved

- **SMEs/startups** as customers apply through the platform.
- **RSPs** receive applications automatically (plus the project coordinator and Activity leader are copied).

How it works

- SMEs apply through the **TigerPath** online application form; the website clearly states that applicants enter a **pilot process** (free support in exchange for feedback for validation).
- Cut-off windows structure applications and service availability:
 - **Cut-off 1:** 16 Sep–7 Nov 2025
 - Expert Assessment
 - Market Entry Accelerator for Innovative Technologies

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- Product Validation in Target Environment.
 - **Cut-off 2:** 3–31 Mar 2026
 - Corporate Hackathon
 - Market Access Strategy for Mature Technologies
 - Go2Business
 - Sustainability Compliance Brief
 - **Cut-off 3:** May 2026
 - Startups & Investors Platform
 - International Hackathon

Where

- Applications are submitted online via **TigerPath**.

Content Leaders per Service:



Step 3 — Eligibility check and applicant onboarding by Regional Service Points

Who is involved

- **Regional Service Points (RSPs)** as the operational “entry gate” for SMEs.
- Applicants interact with their **RSP / national TIGER expert** for the first consultation.

How it works

- RSPs check eligibility (origin in Alpine Space territory, SME/startup status, relevance to senior & remote care).
- Eligible applicants are invited to an **online meeting** where:
 - services are explained,
 - piloting requirements and mandatory feedback duties are clarified,
 - the TIGER Charter / agreement process is introduced.

Where

- Implemented by the RSPs in their territories, with meetings held **online**.

The contact people for the regional service points are:

- **Michael Pichler** from Human.technology Styria for Austria
- **Rebeka Zerovnik** for Technology Park Ljubljana for Slovenia
- **Ilhame Ameqrane** from Chamber of Commerce and Industry of Nice Côte d’Azur for France
- **Diego Santaliana** from Upper Adriatic Technology Park for Italy
- **Benjamin Stöcklein** from Innovation and Business Incubator Nürnberg-Fürth-Erlangen for Germany

ACTIVITIES:

1. RSPs check eligibility criteria

→ RSPs check i) country origin, ii) status SME & startup under EU condition and iii) relevance to senior & remote care by reading the application.

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The rule: If a company operating outside the Alpine space has applied and is registered as an entity in the Alpine space, it is also eligible.

→ RSPs perform eligibility check within 3 working days after open call is closed.

For 2nd cut-off date Application from 1.-3.4. 2026.

2. RSPs consensus meeting

→ during this meeting non-eligible applicants are confirmed and after the meeting, informing of non-eligible applicants can start.

For 2nd cut-off date app. from 6.-10.4. 2026.

3. RSPs inform non-eligible applicants

→ RSPs inform non-eligible applicants. RSPs still invite them to follow TIGER project.

For 2nd cut-off date app. from 6.-10.4. 2026.

4. RSPs invite all eligible applicants to online meeting

→ RSPs invite all eligible applicants to have online meeting. RSPs track and send reminders if the applicant does not respond.

For 2nd cut-off date app. from 6.-10.4. 2026.

5. RSPs perform online meetings with eligible applicants

→ during meeting RSP i) **discusses** which services SME is interested in and how desirable service is provided and in which languages, ii) **explains** the TIGER rules for participating in free support with providing mandatory feedback, iii) **presents** TIGER charter / agreement which needs to be signed.

For 2nd cut-off date app. from 13.-20.4. 2026.

Eligibility criteria	Description	Reference
1. Country & region origin	Applicants from Alpine Space program regions are eligible.	https://www.alpine-space.eu/about-us/cooperation-area/
2. SME and startup under EU definition	The company must i) meet the employee threshold and either the turnover or annual balance sheet total, ii) be independent, meaning it is not owned (more than 25 %) by larger company.	https://ec.europa.eu/docsroom/documents/42921
3. Relevance to senior & remote care	The company addresses senior & remote care solution.	

The process differs slightly for the “Hackathon” service:

1.step	In Italy: receive applications to the hackathon after launching the challenge
output	RCP: evaluate them with criteria to be defined (in Italy: PoloAA and UniVE with support by an external agency) – 20 hours.
2.step	Performance of Hackathon
output	PoloAA and UniVE with support by an external agency) – 2 person months including preparation and realization. In other countries: please ask them directly.
3.step	Cross-border validation
output	Validation of the hackathon with the other PPs providing the service (number of participants, winners ideas, elaboration of feedback from questionnaires) – 20 hours.
4.step	Delivery report
output	Delivery report on the hackathon realization and results (20 hours).
Parallel step	In Austria, France and Germany: local hackathon on demand
output	Hackathon offered as a service to solve challenge of one or several SMEs. Steps will be elaborated during T2.2.

Eligible Territories (regions within countries):



Step 4 — Selection by a consortium jury (service allocation inside the SSM)

Who is involved

- **Consortium jury members** evaluate eligible applications (two evaluators from different countries; RSP is one evaluator).
- **RSPs** manage the process and communicate outcomes.

How it works

- Applications are evaluated based on consortium-defined criteria (innovation potential, TRL fit, regional balance).
- Selected SMEs receive the **TIGER Charter** and can start service delivery once it is signed.

Where

- Selection is a **transnational consortium process** (cross-country evaluation and consensus).

Selection criteria	Description	Weight (%)
1. Innovation potential	The idea/product brings a new or improved approach in the field	50 %
2. TRL fits to service	TRL level fits the service that applicant applies to.	25 %
3. Regional balance	Ensuring fair distribution across alpine Regions	25 %

ACTIVITIES:

1. Evaluation by jury members

Jury members are only members of consortium partners. They evaluate according to the main criteria i) innovation potential, ii) TRL fits to service, iii) regional balance. Detailed score description and percentage to the overall score (weight) is described in table 24 and ANNEX A. Evaluation is done only for eligible applications.

The rule: Each application is evaluated by two members of consortium partners, from different countries. 1st jury member is RSP (from the company's country of origin or HTS for countries out of consortium), 2nd jury member is randomly selected among partners with equal distribution.

The rule: If there is a big discrepancy deviation (more than 30 %) between 2 evaluations, an inclusion of a third partner as a 3rd jury member is foreseen.

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For 2nd cut-off date app. from 13.-20.4. 2026.

2. Consensus meeting of all RSPs

→ all RSPs have Consensus meeting to prepare final list of:

- i selected TIGER SMEs (Scenario A)
- ii reserve list of TIGER SMEs (Scenario B)

For 2nd cut-off date app. from 21.-23.4. 2026.

3. RSPs inform applicant about selection scenario

→ RSPs inform applicants about selection scenario. For those within scenario A, a TIGER Charter6 is sent as an attachment.

For 2nd cut-off date app. from 23.-24.4. 2026.

4. TIGER charter signing process

→ once the Tiger Charter is signed by both parties, the service provision can begin.

→ RSPs inform internal / external expert to start with service delivery as described in pilot service and connect expert with applicant.

For 2nd cut-off date app. from 27.4.- 8.5. 2026.

Step 5 — Deliver the pilot services (this is where the SSM is “tested in practice”)

Who is involved

- **Selected SMEs** (service recipients).
- **Internal experts** (consortium staff delivering services) and/or **external experts** (TIGER expert pool), depending on the service and territory.
- **RSPs** monitor progress and stay in touch with the company during provision.

How it works

- Services are delivered according to the defined “customer journeys/steps” for each pilot service (e.g., Expert Assessment, Product Validation, etc.).
- The implementation lasts **18 months**, and each pilot service must be tested in **at least four territories**, accompanied by peer learning and validation.

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Where (territories where the SSM is tested)

The SSM is tested through service delivery in at least four territories within the Alpine Space partnership, operationalised through RSPs in:

- **Austria** (HTS)
- **Slovenia** (Technology Park Ljubljana)
- **France** (CCI Nice Côte d’Azur)
- **Italy** (Upper Adriatic Technology Park)
- **Germany** (Innovation and Business Incubator Nürnberg-Fürth-Erlangen)

(Additionally, HTS may cover applications from **Liechtenstein and Switzerland**, as described in the entry gate procedures.)

ACTIVITIES:

1. Performing of pilot service provision

→ testing is carried out and involves experts according to defined steps for each pilot service (see Chapter 2).

→ RSPs monitor the progress of status of performing service provision.

TIGER recommendation: testing time for service up to 4 months.

2. Request for questionnaire / feedback

→ The internal expert asks SME to fill out the questionnaire before the last scheduled session of service; Internal expert discusses feedback – especially qualitative / open questions - with SME during last scheduled session.

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	ICS	HTS	GGZ	IGZ	OTH-AW	EBM	CCI-NCA	Polo-AA	UNIVE	TPLJ	IZRIIS
Expert assessment			X	X	X	X				X	
Hackathon			X	X	X		X	X	X		
Market entry accelerator for innov. technologies		X		X		X	X			X	
Product validation in target environment			X					X			X
Market access strategy for mature technologies	X	X		X	X	X				X	
Platform								X	X		
Go2Payers	X			X		X	X				
Sustainability Compliance	X			X	X			X		X	
	Austria		Germany		France		Italy		Slovenia		

Legend :

X	Service provided with internal experts (staff cost only)
X	Service provided with external experts (by external support)
	Service provision is not considered/foreseen here

Step 6 — Collect structured feedback (validation input for the SSM and services)

Who is involved

- **SMEs** provide feedback during/after service delivery.
- **Internal experts** and (where applicable) **external experts** support feedback interpretation and improvement suggestions.

How it works

- SMEs complete an **online feedback questionnaire** as part of validation; internal experts ensure the feedback is collected before the final service interaction and discuss qualitative aspects with the SME.

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Where

- Feedback collection is primarily **online** (questionnaire via an onlineform), complemented by discussion in the final session.

Validation

Once the questionnaire is provided by the SME, the customer journey ends, however the TIGER pilot service continues its way of implementation of innovative support.

Validation is done when:

- service is delivered in at least four regions, AND
- all feedback of supported SMEs is received AND
- received feedback is evaluated with documented suggestions for improvements.

Rules and recommendations to support validation implementation

- situation when not receiving any application from one region:
 - first step - partner who is missing applicants to do all best to find one;
 - second step - ask all regions, also those not providing the service, to help find SMEs. In this case RSP from region that is lacking the applicant takes over the service provision for applicants.
- Situation when we, in individual region, receive a number of applications above expectations:
 - minimum achieved applicant provision is 1;
 - there is a general recommendation to have another 2 testings done for low TRL and another 1 for high TRL per region, considering the rule: the second and the third from each region can be served only after the service has been tested in all other three regions service ;
 - Content lead defines a final recommendation number for testing.
- Situation who provides service to the applicants from Liechtenstein and Switzerland:
 - Content lead defines this.

Feedback questionnaire

TIGER actors contributing feedback for validation are:

i) SMEs

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- ii) Internal experts = consortium
- iii) External experts (TIGER pool of experts)
- iv) EUSALP AG1 members, observers

In that way the service is co-designed by regional or by transnational health innovation ecosystem. While SMEs are providing feedback during performance of service provision, internal, external experts as well as EUSALP AG1 members and observers are providing feedback before, during and after peer learning workshops.

Elements for the questionnaire are divided into:

- general intro questions,
- quantitative part with chapters Service relevance & Quality and Impact & Future use
- qualitative part with chapters Suggestions & reflection and Tailored service questions.

The questionnaire will be sent via online form.

Step 7 — Run peer learning workshops to refine the SSM and pilot services

Who is involved

- **Content leaders** for each service, **partners who delivered the service**, **IGZ** (coordination), and **OTH-AW** (peer learning organisation/documentation).
- Also involved: **internal & external TIGER experts** and (envisioned) **EUSALP AG1 members/observers**.

How it works

Peer learning is structured in three phases:

1. **BEFORE:** service completion is confirmed; a pre-meeting is organised; SME feedback and deviations/pain points are compiled and documented.
2. **DURING:** the peer learning workshop is held online; consolidated feedback from experts/partners is produced.
3. **AFTER:** short questionnaire to participants; an after-meeting defines decisions and improvements; a uniform documentation template is used so outcomes feed into project reports and guidelines.

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Where

- Peer learning workshops are held **online** (recommended workshop size: 10–20 participants).

Peer – Learning and assessment

Peer learning is a structured process for the internal and external experts to mutually learn from each other, facilitate the exchange of experience, ensure quality, adjust the service provision, if necessary, as well as constructively critique and provide feedback to each other on their work.

At the end of peer learning workshops, the consortium needs to be able to have a clear picture of adjusted pilot services, resulting in final definitions. For services with positive validation, instructions for replication and transfer are identified. For services that have been tested with negative outcomes, a clear explanation and lesson learnt is provided.

4.1 Concept of peer learning

The concept of peer learning is divided into three phases:

- BEFORE peer learning
- DURING peer learning
- AFTER peer learning

BEFORE peer learning

Before the peer learning workshops take place, some pre-preparations will be necessary (figure 20). The most important point is the official end of service testing: the content leader must confirm to IGZ and the responsible partners (e.g., by email or document) that the service has been completed. IGZ will then inform OTH AW so that a Pre-Meeting can be organized. During this Pre-Meeting, the content leader will present the service content. All partners who have provided the service will give feedback, and the feedback collected from the SMEs (via questionnaires and on-site responses) will also be discussed. Special attention should be given to pain points, deviations, and obstacles that have been identified during testing. OTH AW will collect and document all this information.

As the main outcomes of this first phase, the feedback from the SMEs, followed by an elaborated concept for the individual peer-learning workshop will carry the greatest weight.

Recommended approach:

- to start preparation for each peer-learning workshop within two months after the service is finished.

DURING peer learning

The base of this activity is the performance of peer learning with preparation. External and internal (TIGER) experts, EUSALP members (envisioned one participation per peer learning

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workshop), the content leader, and OTH AW will be invited to the peer learning workshop. **Once the invitations are sent, the workshop will be set up.**

The number of participants will not be strictly limited, but since the workshop will be held online, it might be advisable to keep the group within a range of 10–20 participants.

The methods and content of the peer learning workshop must be defined individually, depending on the service itself and the outcomes of the Pre-Meeting. OTH AW has extensive expertise in workshop methods and coaching but can also collaborate with external experts for specific topics if needed.

The outcome of this phase should be consolidated feedback from both external and internal experts.

Recommended approach:

- experts to be invited and have possibility to vote for a peer learning date and to be invited at least 1 month and a half before performing.

AFTER peer learning

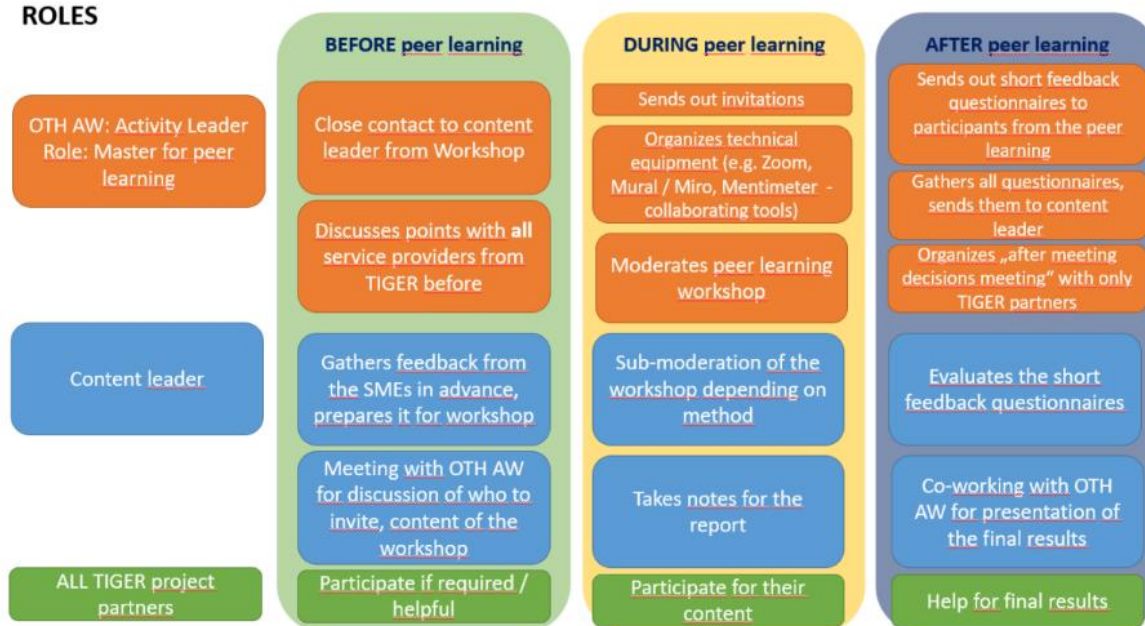
All participants of the peer learning workshop should provide feedback through a short **questionnaire**, which will be sent out after the workshop. To conclude the results, an **after-meeting** will be organized for all TIGER project partners who provided the service and participated in the peer learning workshop. During this meeting, the group will define the after-meeting decisions.

Together with the questionnaire responses, these decision points will form the outcomes of the AFTER phase.

Throughout the entire process, a uniform documentation template should be used to record all outcomes and results from the three phases. The information collected in this document will feed directly into the project reports and the development of a guideline concept.

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Step 8 — Validate the SSM and finalise improvements

Who is involved

- **Consortium partners** validate outcomes based on evidence from multi-territory service delivery and consolidated feedback.
- Validation draws on feedback from SMEs and TIGER actors and results of peer learning.

How it works

- The SSM (and each pilot service within it) is considered validated once:
 - services have been delivered across at least four territories,
 - feedback from supported SMEs is collected,
 - feedback is evaluated and translated into documented improvements.
- Outputs include refined “ideal service journeys” and replication/transfer instructions for positively validated services.

Where

- Validation is consolidated at consortium level (transnational), based on implementation evidence across the partner territories.

Testing timeline (SSM pilot implementation period)

- **18-month implementation period:** 1 Sep 2025 – 28 Feb 2027, divided into three sub-periods where testing, peer learning and reporting take place:
 1. Sep 2025 – Feb 2026
 2. Mar 2026 – Aug 2026
 3. Sep 2026 – Feb 2027
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