

D1.1.1

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Objective of deliverable:	It outlines the developed framework and rules of procedure of the jointly developed collaboration model.
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Responsible partner:	Human.technology Styria (HTS)

Preliminary Systemic Support Model (SSM)

1. Introduction

The **Systemic Support Model (SSM)** is the jointly developed collaboration framework of the TIGER project (ASP0500472). It establishes a coordinated, structured and transnational mechanism for the provision of innovation support services to SMEs and startups active in eHealth, senior care and remote care in the Alpine Space.

The SSM serves as:

- A **framework tool** for harmonised service provision,
- A **governance structure** defining roles and procedures,
- A **process model** for entry, selection, delivery and validation of services,
- A **collaboration mechanism** between internal experts, external experts and regional service points,
- A **foundation for sustainability and post-project continuation.**

The model is implemented operationally through the one-stop-shop platform **TIGERpath** (www.tigerpath.eu).

This document presents the **preliminary version** of the SSM, as developed prior to full pilot validation.

2. Objectives of the Systemic Support Model

The SSM aims to:

1. Ensure **standardised yet flexible service provision** across participating Alpine regions.
2. Enable **transnational coordination** of innovation support services.
3. Provide **structured access pathways** for SMEs across different TRLs.
4. Guarantee **quality assurance and comparability** of pilot services.
5. Integrate **continuous feedback and peer learning mechanisms**.
6. Establish a model that can be **sustained and transferred beyond project duration**.

3. Conceptual Framework of the SSM

The Systemic Support Model is built around five core pillars:

3.1 Pillar 1 – Structured Entry via One-Stop-Shop

All SMEs access services via:

- **TIGERpath online platform**
- Open call mechanism
- Standardised application form

The entry gate system ensures:

- Transparency
- Equal treatment
- Eligibility verification
- Allocation to appropriate TRL-based services

(Defined in D1.3.2 Entry Gate Procedures)

3.2 Pillar 2 – TRL-Based Service Architecture

The SSM structures services into:

Low TRL Services

- Expert Assessment (EA)
- Hackathon (Italy – early stage)
- Market Entry Accelerator (MEAIT)

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High TRL Services

- Product Validation in Target Environment (PVTE)
- Market Access Strategy (MASMT)
- Platform (Start-up/Investor)
- Go2Payers (G2P)
- Sustainability Compliance (SC)
- Corporate Hackathon (Austria, France, Germany)

(Service portfolio defined in D1.3.1
Testing framework defined in D2.1.1)

This architecture ensures that companies receive **stage-appropriate support**.

3.3 Pillar 3 – Defined Governance & Roles

The SSM defines clear actor roles:

Actor	Function
SME	Service beneficiary & feedback provider
Regional Service Point (RSP)	Entry gate, eligibility check, coordination
Internal Experts	Service delivery
External Experts	Specialised input
Service Content Leader	Methodological lead per service
Activity Leader (WP2)	Coordination and monitoring
Jury Members	Evaluation and selection

This role clarity ensures **accountability, transparency and coordination**.

3.4 Pillar 4 – Standardised Service Lifecycle

All services follow a harmonised lifecycle:

Phase 1 – Entry

- Application via TIGERpath
- Automated confirmation

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- Eligibility check
- Introductory RSP meeting

Phase 2 – Selection

- Jury evaluation (innovation, TRL fit, regional balance)
- Consensus meeting
- Charter signing

Phase 3 – Service Delivery

- Service implementation according to defined methodology
- Monitoring by RSP
- Cross-regional exchange where applicable

Phase 4 – Validation & Feedback

- SME feedback questionnaire
- Peer learning workshops
- Documentation of improvements
- Consolidated validation

This lifecycle ensures systemic coherence across all services.

3.5 Pillar 5 – Validation & Continuous Improvement

The SSM integrates validation as a structural component:

Validation occurs when:

- Service is delivered in at least four regions,
- Feedback from all supported SMEs is collected,
- Improvements are documented.

Peer learning is embedded:

- BEFORE implementation
- DURING implementation
- AFTER implementation

(Defined in D2.1.1)

This makes the SSM adaptive and iterative.

4. Rules of Procedure

4.1 Open Call Procedures

- Two cut-off dates per implementation cycle.
- English-language application mandatory.
- Automated communication system.
- Transparent eligibility criteria:
 - Alpine region origin
 - EU SME definition
 - Relevance to senior/remote care
- Evaluation criteria:
 - Innovation potential (50%)
 - TRL fit (25%)
 - Regional balance (25%)

4.2 Decision-Making Rules

- Each application evaluated by two partners from different countries.
- 30% score deviation triggers third evaluator.
- Final list confirmed in RSP consensus meeting.
- Service provision starts only after Charter signing.

4.3 Service Delivery Standards

- Each service follows predefined steps (as defined in Service Portfolio).
- Documentation required:
 - Meeting minutes
 - Reports
 - Validation questionnaires
- Testing duration recommendation: up to 4 months.

4.4 Communication Rules

Internal communication:

- MS Teams channels
- SharePoint document repository
- Regular check-ins

External communication:

- TIGERpath platform
 - Open call announcements
 - SME communication via RCP
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5. Coordination Mechanism

The SSM ensures coordinated implementation through:

- Central monitoring by WP2 leader
- Technical setup (monitoring tools, dashboards)
- Cross-country expert involvement
- Standard templates
- Harmonised timelines

The implementation period is divided into three sub-periods to structure testing and learning cycles.

6. Digital Backbone – TIGERpath

TIGERpath functions as:

- Application interface
- Information hub
- Service overview portal
- Communication gateway
- Data collection instrument

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Future development foresees:

- Automation of intro sessions
- Integrated feedback collection
- Sustainability beyond project duration

7. Collaboration Model

The SSM represents a **multi-level collaboration model**, integrating:

- Regional innovation ecosystems
- Healthcare institutions
- Business support organisations
- Internationalisation experts
- Investors and payers
- Sustainability compliance advisors

The collaboration is:

- Structured
- Role-defined
- Process-based
- Transnational
- Iterative

This ensures a coordinated Alpine innovation diffusion network.

8. Sustainability Perspective

During project duration:

- Services provided free of charge.

Post-project:

- Services transition to paid model.
- Innovation Support Guide published.
- Services available via MoU-based uptake.

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- Platform continues as transnational gateway.

9. Conclusion

The Preliminary Systemic Support Model establishes a structured, coordinated and transnational framework for innovation support in senior and remote care across the Alpine Space.

It integrates:

- TRL-based service logic
- Standardised entry procedures
- Transparent selection mechanisms
- Defined service methodologies
- Peer learning and validation cycles
- Digital one-stop-shop infrastructure

The model will be further refined through pilot testing and validation and forms the basis for long-term sustainability of the TIGER innovation ecosystem.

