

D1.3.2

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:	D1.3.2
Title of deliverable:	Entry Gate Procedures
Objective of deliverable:	Description of standardized entrance gate procedures at various TRLs to facilitate the coordination of service provision and automation of the service access possibilities.
Version of deliverable:	Ver1 (31.08..2025)
Date of submission:	Scheduled for 31.08.2025
Responsible partner:	Human.technology Styria (HTS)

Implementation of innovation support services pilots

Duration of implementation is foreseen for 18 months, starting with 1st of September 2025. During this period each pilot service needs to be tested in at least four different territories and accompanied with peer learning workshops and validation process (figure 14).

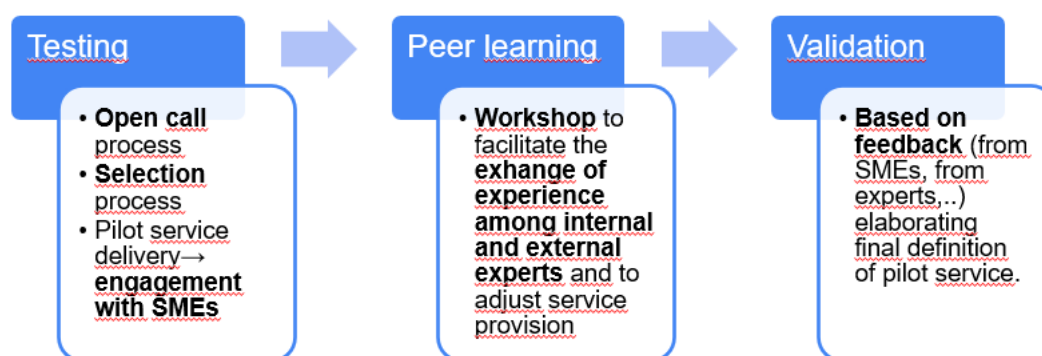


Figure: Pilot service's process

The entire implementation period is divided into **3 sub-periods** (September 2025 - February 2026, March 2026 – August 2026, September 2026 - February 2027) in which testing, peer learning and validation activities will take place.

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SMEs will be engaged in the testing by inviting them via TIGER open call. The foreseen launching date of the open call is **September 16, 2025**. Based on the definitions of pilot services developed so far¹, pilot services availabilities by subperiods are as follows:

- **For 1st cut-off-date 14.10.2025:**
 - i) Expert assessment
 - ii) Market entry accelerator
 - iii) Product validation in targeted environment.
- **For 2nd cut-off-date 31.3.2026:**
 - i) Hackathon
 - ii) Market access strategy for mature technologies
 - iii) Platform
 - iv) Go2Payers
 - v) Sustainability Compliance
 - vi) and if needed also Expert assessment, Market entry accelerator, Product validation in targeted environment.

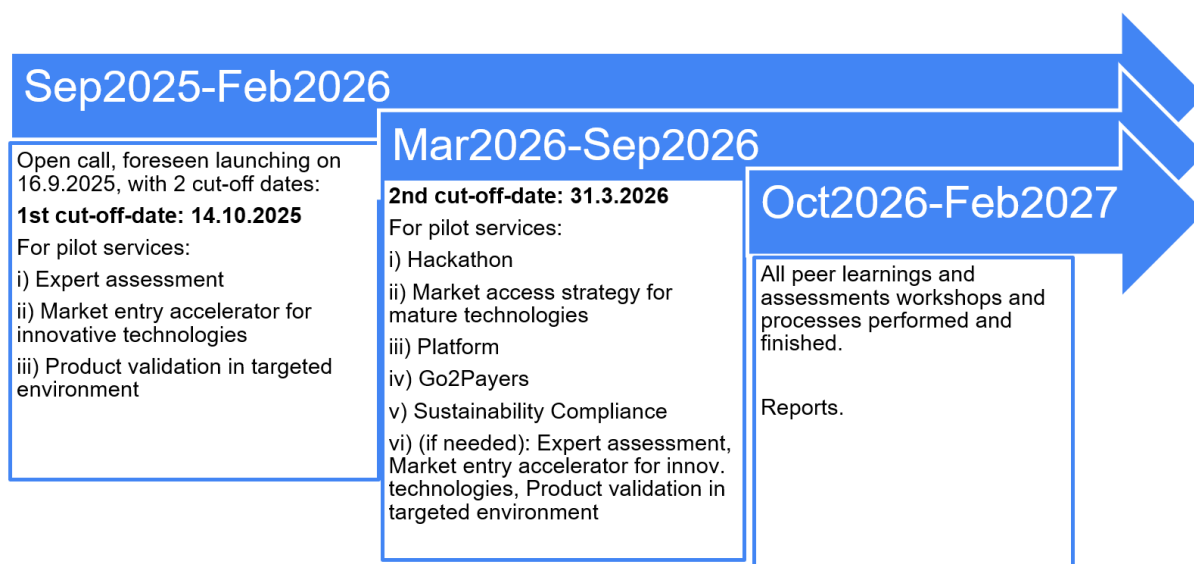


Figure: Distribution of activities and availability of pilot services per subperiods

¹ Defined during July 2025.

Open call guide

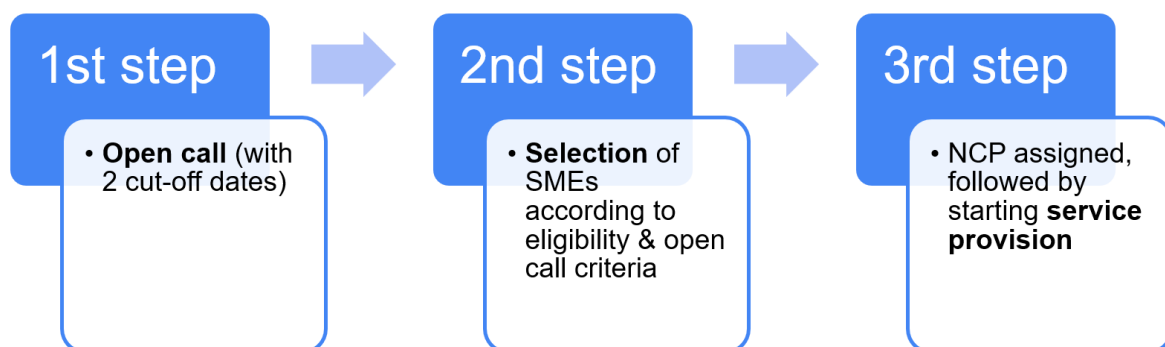


Figure: Customer journey protocol

Customers are engaged firstly by entering Open call process, followed by Selection process and if they confirm the participation for TIGER innovation support, final step is the starting of service provision.

Open call submission

TIGERpath will serve as an application interface for testing process, starting with launching an open call via its online form (<https://tigerpath.eu/application-form/>).

The website will clearly promote that companies that apply for the open call will be entering the pilot process, as they will receive support free of charge by participating, while at the same time providing feedback on the implementation of the support, which will serve for the validation process. The application must be submitted in English.

How to apply for a TIGER service?

TIGER provides comprehensive expert services for eHealth and elderly care innovators, to bridge the gap from concept to market success. The application process ensures that eligible SMEs and startups receive tailored support while contributing valuable feedback to help develop these pilot services.

Discovering Available Services

To discover the available services, visit Tigerpath.eu, then navigate to the services page. This section displays TIGER's services' portfolio with clear descriptions. Since services are delivered through open calls, companies must check which specific services are available during the ongoing call period. This information appears prominently on the homepage and within the application section.

Submitting Your Application

Once companies identify the service of interest, they complete the online application form by clicking "Apply to the Call." The form requests essential details including company location, contact information, SME status confirmation, and the TIGER service they are applying for. Note that TIGER supports only

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digital health solutions and products addressing elderly care, excluding pharmaceutical drug development. Companies can apply for multiple services simultaneously.

Initial Review and Contact

After submission of the online application, companies receive an automated confirmation email. Within two weeks, a national TIGER expert conducts a preliminary eligibility check, verifying territorial requirements, EU company status, and alignment with elderly care or telemedicine solutions. Eligible applicants are then contacted to schedule an online consultation meeting.

Expert Consultation and Selection

During this meeting with the national TIGER expert, they explain the requested TIGER services in detail, ensure a clear understanding of requirements, and verify cohesion between the company's needs and the requested service. To benefit from TIGER's services, companies are obliged to provide feedback after the service provision. Following consultations, a consortium jury evaluates all applications and selects the companies to be supported within the limitations of available spots per service and per open call.

Getting Started

The selected companies will receive notification emails from their National TIGER expert and must sign the TIGER Charter before service delivery begins. This agreement formalizes the collaborative relationship where companies receive expert support in exchange for providing feedback to allow TIGER to refine its service offer. It is then time to benefit from your TIGER free service!!

Engagement Process

Regardless of which pilot service customers enter, engagement process BEFORE and AFTER service provision the same for all.

BEFORE

→ Entry point: request submitted via online platform

Users (startups or SMEs) access our platform and submit a request to receive the TIGER business support. They select their country, which determines which regional service point (RCP) receives their entry.

→ Eligibility check by the RCP & First Call/meeting with RCP for general TIGER service procedure and for piloting requirements.

AFTER

→ The customer is asked to fulfil online questionnaire before last interaction of service provision. Both participants go through written feedback, this should be flexible (1:1 meeting, phone call, meeting).

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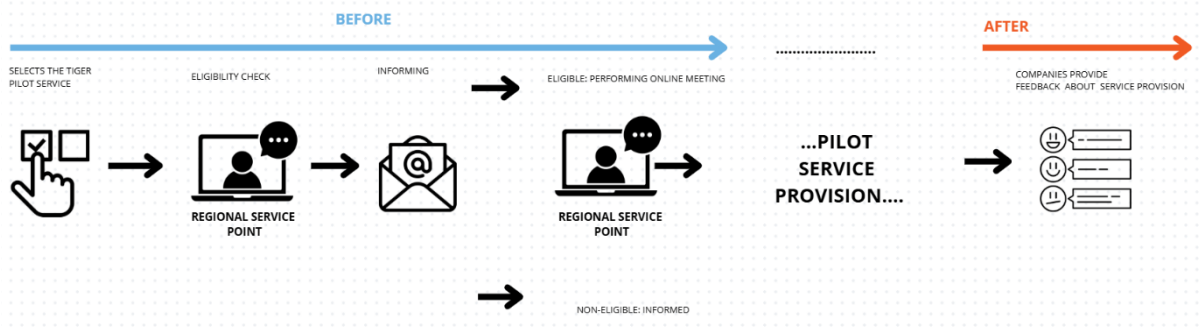


Figure: Engagement BEFORE (blue) and AFTER (red) service provision

Entry Gate Procedures

Introduction

All the information regarding the TIGER project and the offered services can be found under the page <https://tigerpath.eu/>

To give a better understanding of the following text, please keep in mind that:

- This activity is implemented in the framework of the EU Co-funded project called TIGER.
- The TIGER Project coordinator is ICS Internationalisation Centre Styria.
- The Activity 1 Leader is HTS Human.technology Styria.
- The regional service points are represented by a subgroup of our partnership, and they are responsible respectively for the applications coming from Austria, Italy, Slovenia, Germany and France. If an application comes from a different region, the Activity 1 Leader will take over.

The information is available on the website: <https://tigerpath.eu/partners/>

Sending a Form request from the TigerPath website

The SME interested in one of our services can get in touch with us in two ways:

- By clicking the button “Apply now!” and sending us a complete request form
- By clicking “Book Online Call”: in this case, 30 min videocall can be booked with a person from the TIGER Team. They will support the SME and will invite them to send an official request using the button “Apply now!”.

Please note that the request can be accepted only if the form is sent.



The form can be found here: <https://tigerpath.eu/application-form/>

The applicant must fill in all the compulsory fields and must accept the Privacy Policy.

When the applicant presses the button “SEND NOW!”:

- The form is saved in a database available in the back end.
- The form is received by email to the National Contact Point, which is responsible for taking over the request. A copy is received additionally by the TIGER Project Coordinator and by the TIGER Activity 1 Leader.
- A confirmation email is sent to the Applicant.

The regional service point has the responsibility to set up the First Meeting with the SME.

First meeting between the SME and the Regional Service Point

The regional service point, which received all the applicant information, meets the applicant in an online meeting. The meeting can be held in English or in national language.

The regional service points are the entry gate that the SMEs can contact to get access to the services. The first inquiry is sent by filling out the form available on the website. There are 5 different RCP, located in different countries and responsible for SMEs coming from their nation.

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 Stocklein** from Innovation and Business Incubator Nürnberg-Fürth-Erlangen for Germany

The regional service point introduces the TIGER project and discusses the services the SME would like to receive. Additionally, it should be clarified to the SMEs the evaluation criteria (see later), the validation duties and the timeline.

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After the meeting, the regional service point summarizes the key message in a document and shares it with the Service Provider.

The regional service points will also provide any additional information, an applicant guide and the terms and conditions.

Applicant selection

The selection is done following pre-defined basic criteria, and by the rule first-come-first-served.

The Service Providers are the ones responsible for the selection, considering their possibilities and the validation conditions.

Selection is communicated and Feedback Charter is signed

The Service Provider will communicate the selection to the SME, and will provide the Feedback Charter, which should be signed by the applicant:



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TIGER PILOT FEEDBACK CHARTER

Thank you for your interest in participating in the pilot phase of the TIGER project. By applying through this **Open Call**, your company is taking the first step toward shaping an innovative service designed to support and accelerate your paths in the life sciences sector.

The TIGER service is currently in its **pilot phase** and is offered **free of charge** to all selected participants. This early access gives your company the unique opportunity to evaluate the service ahead of full market launch and influence its development. To ensure the TIGER service meets the real needs of its users, we rely on **your feedback**.

- 01 What We Require of You**
By joining the TIGER pilot program, your company agrees to:
 - **Actively evaluate** TIGER and the chosen service(s) during the pilot phase.
 - **Provide honest and constructive feedback** on performance, usability, and overall experience (survey template will be provided).
 - Participate in occasional **short surveys**, interviews, or feedback sessions.
 - Highlight any issues or improvement opportunities you identify during use and that you are responsive in communication with TIGER actors / experts.
- 02 Why Your Feedback Matters**
Your insights are crucial. They help the TIGER project partners:
 - Understand how TIGER and its services perform in real-world settings.
 - Identify and resolve usability issues.
 - Adapt features to better suit the needs of companies like yours
 - Build a solution that creates real value for the life sciences ecosystem.
- 03 Our Commitment to You**
 - Participation is **free of charge** and non-binding.
 - Your feedback will be managed **confidentially and respectfully**.
 - You will be acknowledged as an **early adopter** helping to shape a forward-looking innovation in the life sciences field.

Let us build TIGER together—your input today helps shape the solution of tomorrow. If you have any questions or suggestions about the pilot process, do not hesitate to reach out to the TIGER project team.

Name of company: _____ Name of TIGER partner: _____
 Person in charge: _____ Person in charge: _____
 Date: _____ Date: _____
 Signature: _____ Signature: _____

Interreg  Co-funded by the European Union
Alpine Space

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The regional service point keeps an overview of the process and has the responsibility to communicate the rejection to the related applicant.

Decision and contract

Once the Feedback Charter is signed, and the timeframe is given, the regional service point stays in touch with the company for support. The service is mainly served in English, as we cannot guarantee that the Service provider comes from the same nation.

Service provided

Once the selected service has been provided, the SME must submit a feedback questionnaire to validate the application process and the service itself.

Overview Activities

ACTIVITIES TO BE CARRIED OUT:

1. SME submits application on the website



For 1st cut-off date app. from 16.9.-14.10. 2025, for 2nd cut-off date app. from 1.-31.3. 2026.

2. Receiving automated e-mails after submission

→ applicant receives the automated e-mail with the note *“that that application is submitted and that RCP will contact him/her after the eligibility checks is done”*, referring to the cut-off date.

The rule: if SMES applies during September 2025 (1st cut-off date) **for service not available** applicant receives an e-mail “Thank you for your interest. The service you applied for will be available from March 2026 and you are invited to apply then.” In addition, RCPs will maintain communications and notify all interested parties by email of the opening of the public tender before March 2026.

→ RCP receives automated e-mail about new applications. HTS also receives automated e-mail about new applications was submitted.

The rule: There are 5 different RCP² located in different countries and responsible for coordination of supporting process for SMEs coming from their nation.

The rule: RCP from HTS covers potential applications from Liechtenstein and Switzerland.

² Michael Pichler from Human.technology Styria for Austria; Monika Cvetkov 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 Stocklein from Innovation and Business Incubator Nürnberg-Fürth-Erlangen for Germany.

Eligibility & Selection

Selection of winner applicants consists of i) eligibility check, ii) intro online meeting with selected applicants, and iii) open call evaluation made by jury.

ACTIVITIES TO BE CARRIED OUT:

1. RCPs check eligibility criteria

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

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.

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



For 1st cut-off date app. from 15.-17.10. 2025, for 2nd cut-off date app. from 1.-3.4. 2026.

2. RCPs consensus meeting

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



For 1st cut-off date app. from 20.-24.10. 2025, for 2nd cut-off date app. from 6.-10.4. 2026.

3. RCPs inform non-eligible applicants

→ RCPs informs non-eligible applicants. RCP still invites them to follow TIGER project.



For 1st cut-off date app. from 20.-24.10. 2025, for 2nd cut-off date app. from 6.-10.4. 2026.

4. RCPs invite all eligible applicants to online meeting

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



For 1st cut-off date app. from 20.-24.10. 2025, for 2nd cut-off date app. from 6.-10.4. 2026.

5. RCPs perform online meetings with eligible applicants

→ during meeting RCP 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 1st cut-off date app. from 3.-10.11 2025, for 2nd cut-off date app. from 13.-20.4. 2026.

6. Evaluation by jury members

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Jury members are only members of consortium partners, 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 RCP (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 third partner as a 3rd jury member is foreseen.



For 1st cut-off date app. from 3.-10.11. 2025, for 2nd cut-off date app. from 13.-20.4. 2026.

7. Consensus meeting of all RCPs

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

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



For 1st cut-off date app. from 11.-13.11. 2025, for 2nd cut-off date app. from 21.-23.4. 2026.

8. RCPs inform applicant about selection scenario

→ RCPs informs applicants about selection scenario. For those within scenario A, a TIGER Charter³ is sent as an attachment.



For 1st cut-off date app. from 13.-14.11. 2025, for 2nd cut-off date app. from 23.-24.4. 2026.

9. TIGER charter signing process

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

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



For 1st cut-off date app. from 17.-21.11. 2025, for 2nd cut-off date app. from 27.4.- 8.5. 2026.

Table: Eligibility criteria

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/ figure 17
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	https://ec.europa.eu/docsroom/documents/42921 figure 18

³ TIGER Charter includes statements covering Open Call Requirements that SMEs » i) agree in participating in the testing process, ii) to receive the service for free and iii) to provide feedback«. See ANNEX D.

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	is not owned (more than 25 %) by larger company.	
3. Relevance to senior & remote care	The company addresses senior & remote care solution.	



Figure 1: Eligible territories (regions within country)

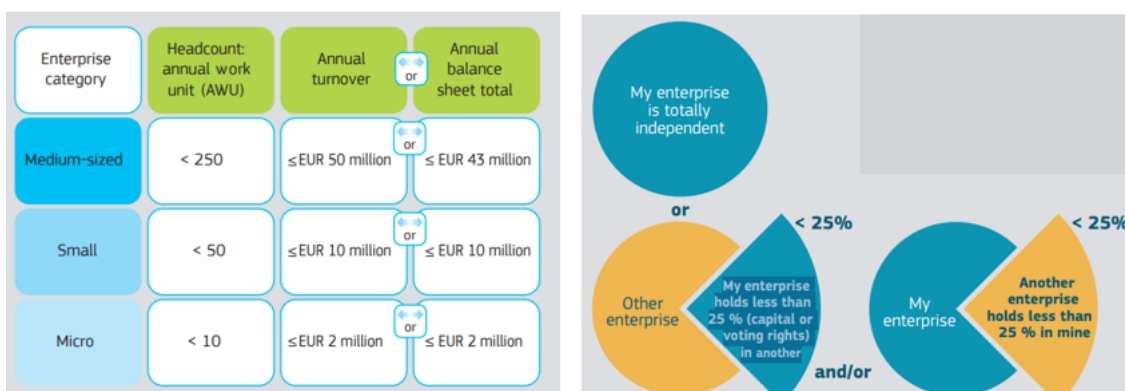


Figure: EU definition for SME (left) and independence structure (right)

Table: Open call selection criteria

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 %

ANNEX

Service provision

ACTIVITIES TO BE CARRIED OUT:



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1. Performing of pilot service provision

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

→ RCPs 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 discuss feedback – especially qualitative / open questions - with SME during last scheduled session.

Approximate dates of individual action are presented in figure 19 and ANNEX B.

One-stop-shop Website

Inspired by Excellence: Introducing the Systemic Support Model

The Systemic Support Model has been heavily inspired by the good practices shown by an existing model, called **Nordic Proof**. Nordic Proof is a network of partners created in 2015 from renowned health institutions and testing hubs in healthcare in the Nordics.

Nordic Proof partners have handled 600 incoming inquiries from the industry focusing on medical devices and e-health solutions in the period from 2018 to 2021. By committing partners, developing the services, securing procedures, and organizing a series of events and communication activities Nordic Proof has settled as a true Nordic collaboration platform and an important gateway for Nordic companies and international companies looking for test sites in the Nordics.

With the TigerPath website, we aim to build a strong support network for SMEs working in the field of elderly care in the Alpine Space.

Both the Alpine Space and the Nordics combine vast, sparsely populated areas with challenging terrain—mountains and Arctic landscapes—creating shared obstacles in delivering services efficiently to remote communities while avoiding regional duplication.

Website Structure

The one-stop-shop hub for the Systemic Support Model and its services have been called **Tiger Path** and can be found under the URL: www.tigerpath.eu

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The website is available in 5 different languages (English, German, French, Italian and Slovenian), and it shows the full set of services for SMEs developed by the consortium. To clearly address the correct target group, the services are divided in two categories: **low TRL services**



and **high TRL services:**



Open Call – Q&A and open questions

When does the TIGER Open Call start?

→ September 16, 2025

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How can SMEs submit their applications?

→ Via the link: <https://tigerpath.eu/application-form/>

In which language should the application be submitted?

→ English

What are the deadlines?

→ 1st cut-off date: September 16 – October 14, 2025

→ 2nd cut-off date: March 1 – March 31, 2026

What happens after the Open Call is closed?

→ If an SME applies during the 1st cut-off date (September 2025) for a service that is not yet available, the applicant will receive an email:

"Thank you for your interest. The service you applied for will be available from March 2026, and you are invited to apply then."

In addition, RCPs will maintain communication and notify all interested parties by email about the opening of the public tender before March 2026.

How does the eligibility and selection process work?

- RCPs check eligibility criteria
- RCPs hold a consensus meeting
- RCPs inform non-eligible applicants
- RCPs invite all eligible applicants to an online meeting
- RCPs conduct online meetings with eligible applicants
- Evaluation by jury members
- Consensus meeting of all RCPs
- RCPs inform applicants about the selection outcome
- TIGER Charter signing process

Overview Services

8 TIGER Innovation Support Services



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Services (Short descriptions)

<p>Expert Assessment</p>	<p>After a meeting and a filling out a questionnaire, a requirements profile is drawn up together with the company and a clear plan with next steps is drawn up at the end</p>	<p>Product Validation in Target Environment</p>	<p>Developers of innovative new health care products can request a product testing under realistic conditions or in its actual usage environment to ensure it meets specific requirements and functions as expected</p>
<p>Hackathon</p>	<p>We offer the planning and realisation of hackathons to develop innovative solutions for current challenges in the healthcare and social sector</p>	<p>Market access strategy for Mature Technologies</p>	<p>Delivered in three steps: Market Pre-Selection by AI, Expert Consulting by PP, Refinement and In-Depth-Analysis (either by external expert or company with experience in the specific market)</p>
<p>Market Entry Accelerator for Innovative Technologies</p>	<p>A business canvas for elderly care in the "Alpine Space" helps companies to adapt their business models to the specific requirements of the healthcare system, especially with regard to financing and reimbursement mechanisms.</p>	<p>Startups & Investors Platform</p>	<p>Platform which connects Startups and Investors, including Product Showcasing, Collaboration & Networking and Mentoring & Pitch Improvement. The platform will be linked to the TIGER services platform</p>





Outlook new Services (Short descriptions)

