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Abstract

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1 Introduction

The overall objective of Work Package WP4 is to provide all the environment facilities and technical support needed by the SMEs and web-entrepreneurs during the development and final test of their applications.

It includes :

- The technical assistance required to use and integrate the technologies supplied by FIWARE :
Generic and Specific Enablers,
- The provision of various Living Lab facilities (Focus Groups and Field User Tests) in order to include the users within the specification and development process.

This document reports the work performed so far against those two tasks.

2 Technical assistance to developers

The use of the FIWARE technology is a key point of this programme. Since that technology was new (and sometimes not fully stable) at the beginning of the FI-C3 project, a technical support was essential both to make developers familiar with the technology and to help them during development. This work has been implemented thanks to the efficient assistance of FIWARE¹.

In the first months of the programme, the interaction process between the accelerators and FIWARE have been defined and a *FIWARE coach* has been appointed to serve as a link between the accelerators and their sub-grantees, and the technology providers. The following supporting documentation sites have also been made available:

- knowledge base for enablers' specific questions, in wiki, in StackOverflow.com as well as in the e-learning portal,
- StackOverflow.com (FIWARE lab cloud hosting environment),
- <http://www.fiware.org/> (general questions on FIWARE).

A process has been defined to request assistance with a predefined email address (fiware-fic3-coaching@lists.fi-ware.org), creating entries into the FIWARE ticketing system.

The supporting documentation and the assistance process have been explained to the FI-C3 sub-grantees who have been invited to open a ticket for any issue either with the enablers or with the FIWARE infrastructure. However the JIRA support desk has been rarely used because the assistance request is made public while SMEs prefer to have private discussions. Support then mostly took place by e-mail or skype.

Technical assistance required by the Call 1 sub-grantees was discussed during “negotiation” and has regularly been addressed at every evaluation session (every 3 months) to which the FIWARE coach took part.

The questions raised by the projects to the FIWARE coach concerned mainly:

- reviewing the architectural approach and its relevance within the FIWARE environment (for that purpose, projects supplied their architectural diagram),
- getting a community account to access the FIWARE lab (8 projects over 11 asked for a community account and got it in place).

As a result it can be stated that after 6/9 months of development, about 80% of Call 1 projects are on track in making use of the FIWARE technology. They integrate several connected enablers, benefiting from the NGSI unified interfaces. Use of SEs from FI-START and FI-Content is effective for 5 of the funded SMEs.

A particular attention has been put on 2 SMEs (NEVEO, YAGRAM) which are in-line with the FIWARE selection rules regarding the use of enablers but do not have an architectural approach in which they really take benefit from the FIWARE event based paradigm (the FIWARE exchange standard based on REST services and NGSI interfaces). Discussions took place between these companies and the FIWARE coach and are expected to lead to a tighter FIWARE integration to be demonstrated during the next review (October 2015).

Those interactions revealed some paths to ease FIWARE take-up by the sub-grantees:

- SMEs were asked to make use of FIWARE ‘enablers’. However, a clear distinction between enablers having specific FIWARE interface (such as the NGSI one) and the one being only a link to 3rd party projects (i.e. ObjectStorage, Kurento) have been done to make the FIWARE architectural

¹ Support on the FIWARE technology started already before (sub-grant) project selection : technological assistance has been an important component of the promotion campaign that was organised before the call in order to motivate the candidates. Technical support has then continued during the evaluation phase. The evaluators have been trained to FIWARE fundamentals; the FIWARE related selection criteria to be applied during the evaluation process have been presented to them.

model more visible (FIWARE is sometime seen as a directory of open-source resources and the overall paradigm is not understood).

- Stability of FIWARE lab and SE/GE instances is critical, even for testing. Examples of SMEs having a demonstration failing in front of customers/ investors due to a FIWARE lab failure has been met.

With the help of the FIWARE Coach assigned to FI-C3, most of the issues have been solved and no blocking point is presently open.

In terms of statistical use of the FIWARE technology, the following figures can be put forward, concerning the 12 (11 still active) call 1 projects:

- In total : 30 enablers are used
 - Starting from 1 and up to 12 enablers per project
- 19 Generic enablers are used by 9 projects (the same enabler can be used by several projects)
 - 2 enablers are used by 45% of the projects
 - 3 enablers are used by 36% of the projects
- 4 FI-CONTENT2 enablers are used by 3 projects (the same enabler can be used by several projects)
- 7 FI-STAR enablers are used by 3 projects (the same enabler can be used by several projects).

3 User driven innovation facilities

This section reports the work performed to include the end users in the specification and development process through focus group approach and field user tests.

During the negotiations, a specific attention has been paid to check that all projects adopted a client centric approach. This could be focus group or similar instrument, to be adapted to the specific business of each project. In fact it was noticed that all projects had already taken into account that approach where relevant and that almost all the sub-grantees already started with their own focus group.

Field user tests were obviously not within the timescale of year 1 since most projects were not mature enough. However this point has been addressed during the last evaluation session (1-2 July 2015) and it was decided during the last evaluation session (1-2 July 2015) to start a field test for NEVEO. It is expected that at the next evaluation for call 1 projects some other projects will be concerned. It has to be noticed that many projects are self-sufficient to perform their own test with end users (this is particularly true for projects developing an e-health application for a specific population or in a specific environment).

In the sections following, the user driven innovation facilities for each Call 1 project is reviewed, showing the means adopted by each project to take into account a client approach in their development process.

1.1 Call 1-01- Guide me Right

Project Name	Guide Me Right
Summary	Guide Me Right (GMR) is a cross-platform community marketplace where you can discover and book new social experiences with a Local Friend: somebody who shares with his local knowledge and lifestyle, the same he usually does with a friend.
Project Duration	15 months
Focus Group	<p>GMR started with focus groups even before the project started in 2014. They launched the Beta version of their Website in July 2014 so as to test the service in Sardinia. During the summer they focused on:</p> <ul style="list-style-type: none"> - get the feedback from users so as to improve the user experience on Guide Me Right; - recruiting Local Friend in Italy, focusing on Lombardy (Milan) and Tuscany. <p>In October 2014 they launched the Beta version of their Mobile Application for iOS, Android and Windows Phone.</p> <p>Metrics till November 2014 were:</p> <ul style="list-style-type: none"> - 450 applications to become Local Friend; - 80 active Local Friend across 4 Regions; <ul style="list-style-type: none"> - 1000 potential Guests registered to the website; - 42 Experiences booked <p>GMR performs ongoing technical tests with a restricted group of test users, part of the Guide Me Right team.</p> <p>Test users use different Operation Systems and various browsers in order to verify the compatibility of the system with required systems.</p> <p>They login and look for the map to list LFs, Activities and POIs of that city they are trying to look on and also to upload new POI and Events for testing.</p> <p>Where possible, results of testing are documented in a standard format provided by GMR. GMR get this information through a questionnaire to be compiled by test users. Any outstanding/reported issue is documented for further follow up with the GMR development team in order to improve the Map.</p>
Outcome of the Focus Group	The results of the focus group and user testing as well as technical tests helped to improve the Website and the Mobile application while expanding the service to other 5 Regions before March 2015. They first focused on Lazio, Veneto, Emilia Romagna,

	Piemonte and Umbria and succeeded to have +200 Local Friends available on the web site.
FUT	<p>In the moment a large field user test is running in for the 20 M. travellers that visit Milan and Italy during EXPO 2015. At the next review on October 2015 they will present the first user test results from the FUT in Milan.</p> <p>As next step they want to run field user tests in Southern European countries such as Spain, France, Portugal and Greece, but not in Germany, Belgium or France- as they think the business model works best in the south with customers from Germany, France and other west-northern European countries.</p>

1.2 Call 1-02- Oliva Card

Project Name	Olivacard
Summary	Oliva Card uses innovative technologies and business model to empower merchants and promote local economy. Integrating merchants into a universal yet customized loyalty program and equipping them with data analytics and targeted marketing tools, Oliva Card helps small merchants prevail in today's retail market transformed by new technologies, thus preserving and fostering local economy in a globalized world.
Project Duration	12 months
Focus Group	They have conducted several surveys and Focus groups among their potential customers (small merchants).
Outcome of the Focus Group	Positive welcoming from customers. They are already launched the product and they already have 68 customers (small merchants) using Oliva Card.
FUT	Oliva Card didn't ask FI-C3 to help them with the Field User Tests.

1.3 Call 1-03- SmarTaxi

Project Name	SmarTaxi
Summary	Smartaxi is a social platform for taxi drivers, which collect their location data, analyse it with own Artificial Intelligence algorithms and provide to taxi drivers a heat map indicating where they can find customers more likely.
Project Duration	12 months
Focus Group	They have conducted several surveys among taxi drivers. However they have asked FI-C3 project help to organize some Focus Groups. The Focus Groups have not been conducted due to the decision of the FI-C3 Monitoring Committee of freezing Smartaxi project until the business model is clarified (that model has changed from the initial one). In the future, FI-C3 will help SmarTaxi to design and conduct the Focus Groups if the Monitoring Committee defrosts the project.
Outcome of the Focus Group	Focus Group not done yet.
FUT	Smartaxi didn't ask FI-C3 to help them with the Field User Tests.

1.4 Call 1-04- HostaBee

Project Name	Hostabee
Summary	HostaBee is a connected beehive with associated services to remotely manage the apiaries life cycles in cities
Project Duration	12 months
Focus Group	Hostabee has strong links with professional beekeepers and got first contacts with specialized researchers (INRA-Institut National pour la Recherche Agronomique). They directly involve and stimulate existing urban beekeepers communities.

	Tests are actually on going with 5 hives.
Outcome of the Focus Group	As a first feedback, the live tests on going confirm the same results as INRA. One milestone from the 3 rd review (Jan 2016) is: Testing and feedback reports from the users + conclusions and expected adjustments of the features.
FUT	In a large scale of experimentation, Hostabee already expressed the need to get help from FI-C3 to plan the FUT. This FUT could occur after the 3 rd project review.

1.5 Call 1-05- Team Turquoise

Project Name	Empathic Wearable Technology
Summary	Doppel is a wearable device that improves your capacity to manage the pressures of time and stress in your daily life. It enables you to become more alert or to relax, without drugs such as caffeine or alcohol, or time-consuming methods such as meditation.
Project Duration	12 months
Focus Group	They were working with focus groups and conducting user testing to develop both the wristband and the app.
Outcome of the Focus Group	After the first review, this project has been stopped. The main reasons were that : <ul style="list-style-type: none"> • a crucial milestone (availability of the App Prototype) had not been reached and the plans to reach that milestone were considered as unrealistic. • Moreover, there was no credible strategy to adopt FIWARE technology.
FUT	Not applicable.

1.6 Call 1-06- NEVEO

Project Name	NEVEO
Summary	NEVEO tries to connect elderly with their family in an easy and user-friendly way.
Project Duration	18 months
Focus Group	NEVEO has been involved in focus groups with elderly people in partnering elderly homes and with befriended elderly people.
Outcome of the Focus Group	The outcomes of the focus groups were being used in the development of their front-end application. However, NEVEO sees the real opportunity in doing large scale FUT's
FUT	NEVEO is setting up FUT's in cooperation with iMinds as part of their Living Lab offer (decision to support NEVEO for FUT's has been taken at 2 nd evaluation-1-2 July 2015)

1.7 Call 1-07- FI-Glass

The new name of that project is WiiM

Project Name	WiiM (former FiGlass)
Summary	WiiM aims to solve two major problems that affect hearing impaired people: hard to perceive acoustic signals and also hard to communicate in case of emergency. They will solve it using wearables (smart watches).
Project Duration	9 months

Focus Group	They have contacted the Spanish National Organization of Deaf People (CNSE Confederación Estatal De Personas Sordas) and plan to organize Focus Groups with them.
Outcome of the Focus Group	The potential customers approached are really welcoming an initiative like WiiM.
FUT	Being a very specific population of customers (hearing impaired people), WiiM didn't ask FI-C3 to help them with the Field User Tests. On the other hand, they will set two pilots on their own: 1) One pilot in the house of a deaf friend; 2) One pilot in the facilities of the Spanish National Organization of Deaf People (CNSE Confederación Estatal De Personas Sordas).

1.8 Call 1-08- MotoSmarty

Project Name	MotoSmarty
Summary	MotoSmarty develops a digital driving license, collecting data and building a community of young drivers
Project Duration	12 months
Focus Group	MotoSmarty has been conducting multiple focus groups with the different actors in their value network (i.e. insurance companies, young drivers, parents, e.a.). With the support of iMinds, they have conducted an in-depth analysis of the State of the Art.
Outcome of the Focus Group	Based upon the value network analysis including focus groups, the business model of MotoSmarty has been streamlined and a clear direction has been captured in the Monitoring Committee, which was presented during the 2nd validation meeting (1-2 July 2015).
FUT	MotoSmarty has expressed the support from FI-C3 for Field User Tests. This FUT could occur after the 3 rd project validation. Given the restrained budget for Living Lab validation, we recommend to assess the top ranked projects from Open Call 2 before granting the additional FUT support.

1.9 Call 1-09-Smart Parking

Project Name	Smart Parking
Summary	Smart Parking provides a solution to enable ticketless parking, combining Automatic License Plate Recognition, a mobile payment app and a central database and admin.
Project Duration	12 months
Focus Group	Smart Parking has been involved in extensive life tests to validate the quality and correctness of the automatic license plate recognition, the core of their innovation. Smart Parking teamed up with their customer to validate and optimise the mobile payment app, so far it was not yet validated with end users.
Outcome of the Focus Group	The outcomes of the validation process of the mobile app and the ALPR solution have been integrated in the next versions of both components.
FUT	Smart Parking has expressed the interest for a Field User Test, preferably in the city of Antwerpen. iMinds is facilitating via the City of Things Lab activities the conversations with Digipolis, the ICT department of Antwerpen. As Smart Parking is one of the success stories of FI-C3, we should consider support to the FUT after 3 rd project validation.

1.10 Call 1-10- Yagram

Project Name	Yagram
Summary	Via an application, Yagram focuses on patient empowerment and treatment adherence. Via physician-approved information, they want to guide patients through their patient life cycle.
Project Duration	18 months
Focus Group	Yagram is currently involved in large scale focus groups with HIV-patients. The focus groups are in collaboration with their research partner Saint-Pierre University Hospital Brussels.
Outcome of the Focus Group	The outcomes of the focus groups will be presented during the 3 rd project validation in October.
FUT	Yagram has expressed the need and help from FI-C3 for Field User Tests. This FUT could occur after the 3 rd project validation, when Yagram is able to convince the Monitoring committee of stability and a structured validation approach of their solution.

1.11 Call 1-11- ZEBRA

Project Name	Zebra Academy
Summary	Zebra Academy provides a telemedicine solution for stroke care. Integrating a telemedicine device into the ambulance and connecting treating doctors already remotely to in-ambulance stroke patients double the chances of favourable outcomes.
Project Duration	18 months
Focus Group	Zebra Academy is the result of a research project in cooperation with a Brussels academic hospital. In this research project, Zebra Academy engaged heavily in focus groups with care personnel, doctors and ambulanciers to develop their solution.
Outcome of the Focus Group	As an outcome they developed their poc as optimal as possible and were able to fine-tune the tele-solution on 4G network.
FUT	Zebra Academy already started doing field user tests with their initial partner hospital in Brussels and recently announced a second collaboration with a second hospital. This last collaboration tests their current solution for which they also receive first income flows. No FUT's needed.

1.12 Call 1-12- AlzhUp

Project Name	Alzhup
Summary	Reta Al Alzheimer S.L. is a company focused on 2 clear goals: Delay of cognitive impairment and help of active ageing, focusing on Alzheimer's in a first stage, but aiming to different dementias in the future.
Project Duration	12 months
Focus Group	They have conducted several focus groups in hospitals with doctors, patients and family of patients.
Outcome of the Focus Group	The potential customers approached are really welcoming an initiative like Alzhup.
FUT	Being a very specific population of customers (doctors and people suffering Alzheimer and further dementias), Alzhup didn't ask FI-C3 to help them with the Field User Tests.