



*H2020-NMBP-HUBS-2019*

# **FlexFunction2Sustain**

**Open Innovation Ecosystem for Sustainable Nano-functionalized Flexible Plastic and Paper Surfaces and Membranes**

Starting date of the project: 01/04/2020

Duration: 48 months

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## **= Deliverable D7.2 = Helpdesk set up**

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| <b>Dissemination level</b> |   |   |
|----------------------------|---|---|
| PU                         | Public  | x |
| PP                         | Restricted to other programme participants (including the Commission Services)        |   |
| RE                         | Restricted to a group specified by the consortium (including the Commission Services) |   |
| CO                         | Confidential, only for members of the consortium (including the Commission Services)  |   |



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## Executive Summary

This document describes deliverable D7.2 “*Helpdesk set up*” which belongs to Task 7.1 “*Attraction and selection procedure for 20 SME pilot cases and Helpdesk*”. The task includes the definition of application rules for a subsidized support of up to 20 businesses as pilot clients of the FlexFunction2Sustain Open Innovation Test Bed (OITB) services and early adopters of the advanced nano-functionalized surfaces and membranes.

The Helpdesk, a point of contact for FlexFunction2Sustain Open Call applicants, has been set up by AMIRES team prior to opening the Call for Pilot Cases. During the period between September 2021 and January 2023 interested parties and potential applicants will be able to contact the Helpdesk and send their enquiries via telephone (+420 226 217 422) and by email ([helpdesk@flexfunction2sustain.eu](mailto:helpdesk@flexfunction2sustain.eu)). Both telephone and email support will be operational from Monday to Friday, from 9:00 - 17.00 CET/CEST. Inquiries received will be logged by the staff operating the Helpdesk and will be responded within two business days.

The Helpdesk will improve continuously its services, and, if necessary, update the information published on the FlexFunction2Sustain website on the basis of identified bottlenecks and issues.

The Helpdesk will run regular webinars (at least 1 before each cut-off date) on explaining the Open Call procedure and criteria for evaluation. The first Webinar is scheduled for 5<sup>th</sup> October 2021, 10:00.

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## 1. Introduction

Deliverable D7.2 “Helpdesk set up” belongs to Task 7.1 “Attraction and selection procedure for 20 SME pilot cases and Helpdesk”. The task includes the definition of application rules for a subsidized support of up to 20 businesses as pilot clients of the FlexFunction2Sustain Open Innovation Test Bed (OITB) services and early adopters of the advanced nano-functionalized surfaces and membranes.

A support from the €2.25M Pilot Cases Fund will be provided to execution of Pilot Case projects in order to decrease the early adoption risk. FlexFunction2Sustain will serve the needs of the end-users and future customers of the OITB via these Pilot Cases. The Fund will be used to operate pre-competitive services where there is considerable business risk and strategic value to FlexFunction2Sustain. In exchange of receiving discounted services, the Pilot Case clients are requested to give feedback on service quality and recommendations for service improvements and better alignment.

The Open Call for Pilot Cases has been launched on M18 (Sep 2021). All information needed for the applicants is published on FlexFunction2Sustain website (<https://flexfunction2sustain.eu/open-call/>), including deadlines, clear procedures and guidelines. Three cut-offs are anticipated within the Open Call – at Jan 2022, Jul 2022 and Jan 2023. The Call announcement is being heavily promoted via FlexFunction2Sustain website and a targeted communication campaign through social media to reach potentially interested businesses.

## 2. Helpdesk set up

Prior to opening the FlexFunction2Sustain Open Call for Pilot Cases, AMIRES set up a Helpdesk for Open Call applicants as part of Task 7.1. and provided the relative information about it in the Open Call documents, which have been published on the FlexFunction2Sustain project website (<https://flexfunction2sustain.eu/open-calls/>). The Helpdesk will be a point of contact, and it will be managed by the AMIRES team.

During the period between September 2021 and January 2023 interested parties and potential applicants will be able to contact the Helpdesk and send their enquiries via telephone (+420 226 217 422) and by email ([helpdesk@flexfunction2sustain.eu](mailto:helpdesk@flexfunction2sustain.eu)). Both telephone and email support will be operational from Monday to Friday, from 9:00 - 17.00 CET/CEST.

The Helpdesk will, basically, offer the following types of assistance to potential applicants:

1. Administrative: explanations about the Open Call rules, how to apply for the Call, how to complete the application form, etc.;
2. Technical explanations about technology offerings, possibilities with nano-functionalised technologies, applications, TRL discussion, etc.

The applicants are encouraged to check the technical and business feasibility of their ideas well in advance of submission.

The Helpdesk will be the point of contact for the FlexFunction2Sustain Open Call applicants and will be operated in accordance with GDPR principles. The support to be provided to the applicants will be based on a set of rules and guidelines, contained in the FlexFunction2Sustain Open Call documents, which were prepared prior to Call opening by AMIRES and approved by all other partners. The following Open Call documents have been prepared: Text of the Call, Application Form, Application Guidelines, Joint Implementation Agreement (JIA).

The Helpdesk team comprising administrative and technical support is committed to providing an efficient service to all interested parties by replying to received enquiries within two days of their receipt via email/phone. All enquiries will be saved as .pdf files and will be recorded in an excel file, which will collect the following information: type of enquiry, sender/job title, company/country, receipt date, action/reply, and link to the saved pdf file of enquiry and the corresponding reply to it. This log file will be administrated confidentially and will only be used for tracking and monitoring efficient responses to enquiries.

These enquiries will also help to create a Frequently Asked Questions (FAQs) document, which will be drafted and constantly updated. In case a question is received that cannot be answered in accordance with predefined approaches and procedures, the question will be discussed with the partners involved in WP7. As a result, with time, the approaches and procedures will be extended and refined.

The Helpdesk will have an important role in identifying bottlenecks, and issues which will help to improve its services, and, if necessary, the guidance information published on the FlexFunction2Sustain website.

### 3. Conclusions

The Helpdesk, a point of contact for FlexFunction2Sustain Open Call applicants, has been set up by AMIRES team prior to launching the Open Call for Pilot Cases.

The Helpdesk will, basically, offer administrative and technical assistance to the potential applicants. Interested parties will be able to contact the Helpdesk and send their enquiries via telephone (+420 226 217 422) and via email ([helpdesk@flexfunction2sustain.eu](mailto:helpdesk@flexfunction2sustain.eu)) between September 2021 and January 2023. Both telephone and email support will be operational from Monday to Friday, from 9:00 – 17:00 CET/CEST.

The Helpdesk will improve its services, and, if necessary, the guidance information made available to companies interested in FlexFunction2Sustain Open Call, through the website, on the basis of identified bottlenecks, and issues.

### 4. Degree of progress

The deliverable is 100% fulfilled.

### 5. Dissemination level

The Deliverable D7.2 “Helpdesk set up” is public and therefore it will be available to download on the project’s website.

## Annex I: Announcement of the Open Call on FlexFunction2Sustain website

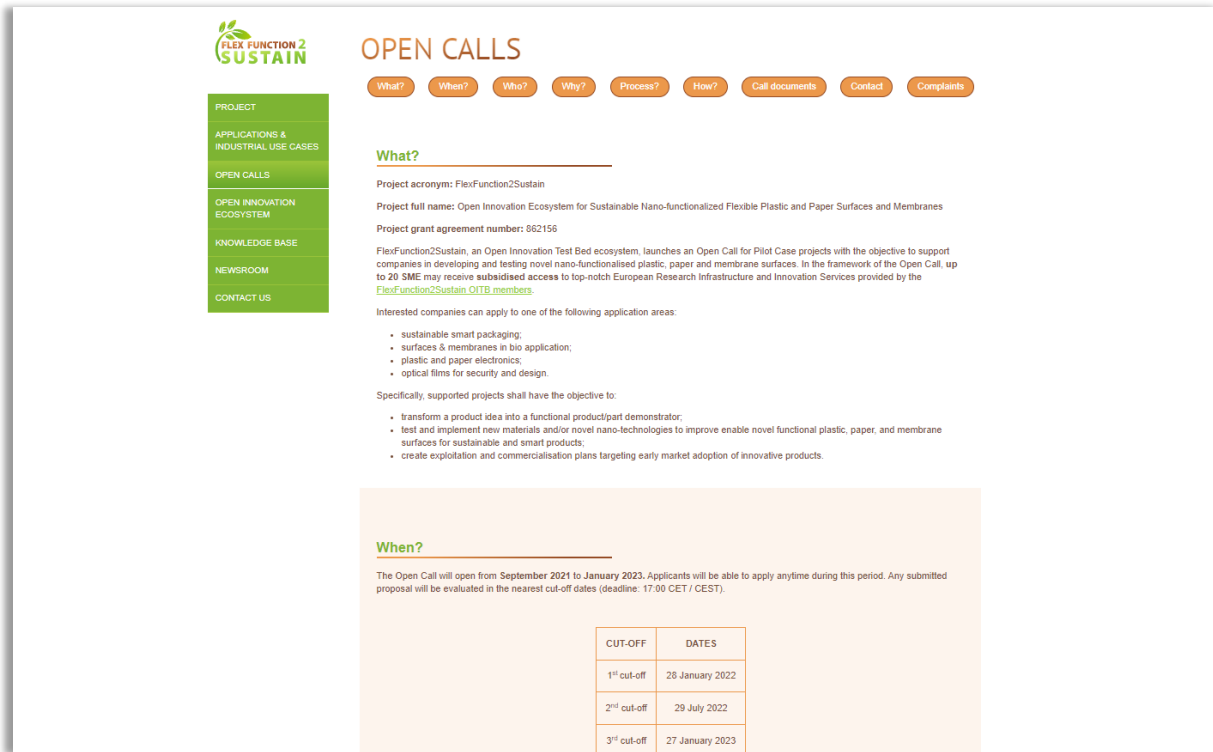


Figure 1: Excerpt of open Call section on FlexFunction2sustain website

## Annex II : Open Call flyer



Figure 2: Promotional material used for promoting the Open Call