



D2.1 FIERCE digital toolbox

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Executive Summary

This document constitutes Deliverable D2.1 of the FIERCE project, reporting on the successful deployment of the FIERCE Digital Toolbox (Task 2.1) and the development of its corresponding service content (Task 2.2).

To maximise accessibility and leverage established digital infrastructure, the consortium successfully implemented a decentralised technical architecture. The central FIERCE website was deployed as the primary hub, hosting the Learning Hub, the Self-Assessment and Diagnosis Tool, and the Replication & Policy Toolkit. Concurrently, the FundingBox OnePass platform was configured and launched to function exclusively as the secure application and evaluation engine for the project's Open Calls.

This report details the technical integration, core functionalities, and initial usage metrics of these interconnected tools, confirming that the digital infrastructure is fully operational and actively supporting the onboarding and assessment of SMEs within the FIERCE Support Programmes.

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1. Introduction

1.1 Background and Scope of the Deliverable

FIERCE is a 36-month Coordination and Support Action funded by the European Health and Digital Executive Agency (HaDEA) under the Horizon Europe Programme for Research and Innovation (2021-2027). With a mission to accelerate Europe's green and digital transition, FIERCE is executing two core support tracks: the Financial Support Programme, which allocates 2,500,000.00 EUR to 70 SMEs, start-ups, and scale-ups, and the Advisory Services Programme, which provides non-financial advisory support to 140 SMEs. These programmes aim to fuel the development, demonstration, and commercialisation of green space-enabled solutions, alongside providing specialised technical and business advisory for process innovation in areas such as circularity, raw materials, environmental monitoring, and corporate sustainability.

Deliverable D2.1 documents the execution of Work Package 2 (FIERCE Digital Toolbox Setup and Service Content) and in particular Task 2.1 and Task 2.2. The overarching objective of the digital toolbox is to provide a single point of reference for SMEs, start-ups, and scale-ups to access learning resources, evaluate their green transition maturity, engage with external service providers, and apply for the FIERCE Support Programmes.

To maximise accessibility and leverage established digital infrastructure, the FIERCE Consortium adopted a decentralised technical architecture. The central FIERCE website serves as the primary hub hosting the broader toolbox, while OnePass functions exclusively as the secure Open Call application and evaluation engine.

Consequently, the scope of this deliverable is to outline the deployment of the six core tools comprising the FIERCE Digital Toolbox (Task 2.1), alongside a description of the design and development of their respective service content (Task 2.2):

1. The FIERCE website and its Open Call portals.
2. The OnePass platform and its Open Call portals.
3. The Self-Assessment and Diagnosis Tool.
4. The FIERCE Learning Hub.
5. The Network and Community functionality.
6. The Replication and Policy Toolkit.

1.2 Structure of the Deliverable

To systematically present the deployment and functionality of the aforementioned tools, this deliverable is structured as follows:

- Chapter 1 – Introduction: Provides the background, scope, and objectives of the deliverable.
- Chapter 2 – Methodology: Details the decentralised technical architecture adopted by the consortium and outlines the division of technical and content development responsibilities among the partners.
- Chapter 3 – The Digital Toolbox: Constitutes the core of the report, offering an in-depth review of each digital component. This chapter is subdivided into sections corresponding to the key toolbox elements (Open Calls Portal and FIERCE website, OnePass, Learning Hub, Self-Assessment and Diagnosis Tool, Network and Community, and Replication and Policy Toolkit), outlining their design and development processes, key features and functionalities, and their initial tool usage and improvements.

2. Methodology

To maximise accessibility and leverage established digital infrastructure, the FIERCE consortium adopted a decentralised technical architecture for the Digital Toolbox. Rather than building a single monolithic system, the methodology focused on integrating specialised sub-platforms.

The execution of this methodology relied on a clear division of technical responsibilities. Q-PLAN led the design, development, and technical integration of the central FIERCE website, which serves as the primary routing hub for the project, along with the Open Call portals for information and applicant engagement, the Replication & Policy Toolkit and the Network and Community functionality.

EMNP undertook the design and development of the Self-assessment and Diagnosis tool as well as the FIERCE Learning Hub, for which Q-PLAN undertook the integration within the FIERCE website. Importantly, EMNP led the content development of the Learning Hub, providing the framework for content collection among partners and integration within the website.

FundingBox was overall responsible for the coordination of Task 2.1, and for the design and development of the Open Call portals in OnePass. In particular, FundingBox managed the Open Call application process by deploying and configuring its proprietary OnePass system as a secure, standalone evaluation engine. FundingBox additionally supplied all necessary Open Call support documentation for Q-PLAN to integrate into the central website.

The basic specifications for all the tools were designed at the eve of the project by the tool leaders and validated by the project partners. However, the consortium's methodology embraced an agile approach to tool development. During the implementation phase, a feasibility review of the proposed Self-Assessment Tool was conducted. The consortium concluded that the wide thematic scope and the varying stages of the SME Advisory Service journey required a more flexible user experience. As a result, the methodology was adapted to split the tool into two distinct components—a baseline questionnaire and a post-service Diagnosis Tool—ensuring that all functionalities mandated by the Grant Agreement were fully preserved and optimised for the users.

3. The digital toolbox

3.1 Open Calls Portal and FIERCE website

The FIERCE Website serves as the project's central digital entry point, providing structured information about the project's objectives, consortium, tools, news, and results. Integrated within the website, dedicated landing pages for the Open Calls have been developed to present all relevant information regarding eligibility criteria, timelines, application procedures, and supporting documentation. In addition to hosting the Open Calls, the website operates as the main gateway to the FIERCE digital toolbox, enabling access to key tools such as the Learning Hub, the Self-Assessment & Diagnosis Tool and other supporting resources. It therefore functions as the primary communication, navigation, and engagement hub for potential applicants and stakeholders.

3.1.1 Design and development

The design and development of the FIERCE Website were undertaken by Q-PLAN, building upon the project's established visual identity, including the official logo and colour palette defined at the beginning of the project. The objective was to ensure full alignment with the FIERCE branding guidelines while creating a user-friendly, accessible, and scalable digital environment capable of supporting the project's communication, Open Call management, and digital toolbox integration needs, while ensuring compatibility across different devices, including mobile and tablet.

At an early stage, a detailed sitemap was developed to define the overall structure and navigation architecture of the website. The sitemap outlined the main sections (e.g. Open Calls, Tools, Resources, etc.) as well as subpages and thematic areas, ensuring logical content hierarchy and intuitive user journeys. Particular attention was given to ensuring clear navigation across the website structure and providing direct access to key sections, especially the Open Call landing pages. The initial sitemap and structural concept were shared with all consortium partners for consultation and feedback, enabling a collaborative refinement process prior to technical implementation. This iterative approach ensured that the website structure adequately aligned with the overall objectives of the project.

In parallel, detailed technical specifications were prepared to define the content layout, page structure, functionalities, and integration requirements. The website architecture was designed in a modular structure in order to allow the progressive addition of new sections, digital tools and Open Calls throughout the project lifecycle.

The development of the 4 Open Call portals followed the same design approach whereby Q-PLAN prepared a first version of the subpages and partners provided feedback which subsequently informed the updated final versions.

During the design of the Open Call portals and the website as a whole, particular attention was given to:

- the coherent presentation of the messages without overwhelming the user,
- the integration of downloadable resources,
- social media connectivity,

- the inclusion of Privacy and Cookie Policy
- mobile responsiveness and cross-device compatibility.

3.1.2 Key features and functionalities

FIERCE Website

The FIERCE Website¹ operates as the main public-facing interface of the FIERCE Open Calls and the digital toolbox, and it is designed to ensure a unified navigation environment. The main navigation structure combines direct access pages and dropdown menu elements that group related subpages under thematic sections (e.g. “Open Calls”, “Tools”, etc.), enabling hierarchical content organisation while maintaining coherent and centralised access across the platform.

The main navigation menu includes:

- Home
- In a nutshell
- Open Calls
- External Service Providers
- Tools
- Resources
- News & Events

Each section fulfils a distinct functional role within the overall website architecture, for example “Home” page serves as the central and most dynamic entry point of the FIERCE website. It provides immediate visibility of active Open Calls and time-sensitive announcements, ensuring that visitors can quickly identify which opportunities are open and which are closed.

The homepage includes:

- a central introductory section highlighting the FIERCE Open Calls and their strategic focus on downstream space technologies,
- an announcements area presenting updates on the status of the Open Calls (open or closed), relevant deadlines and direct “Apply now” call-to-action elements linking to the respective call landing pages,
- a “Latest news” section featuring recent project activities, webinars, Info Days and consortium updates.

The structure of the homepage prioritises operational information (e.g. open calls, deadlines and results) before general content, reflecting its role as a gateway to active engagement rather than solely an informational page.

¹ <https://project-fierce.eu/>

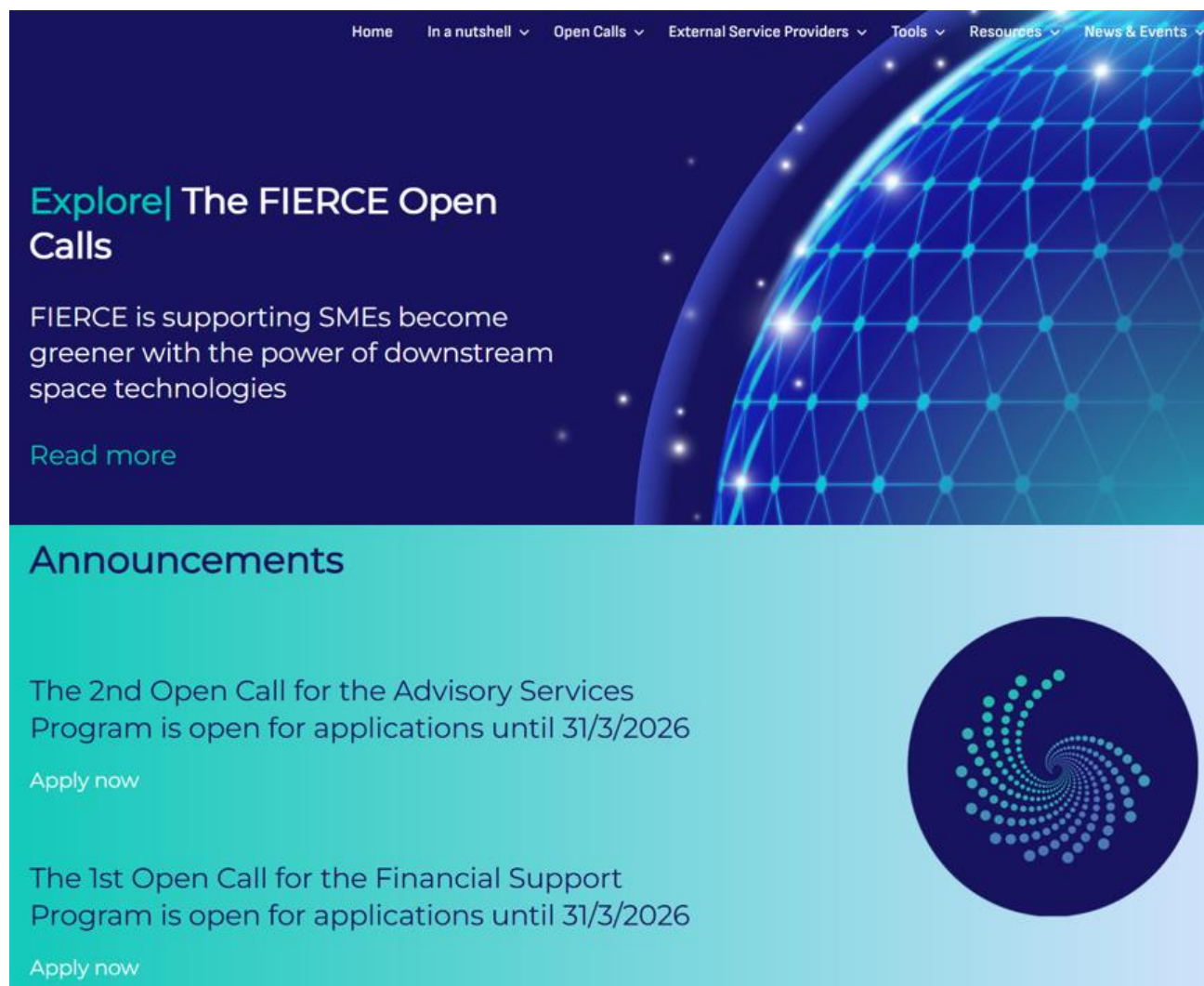


Figure 1. FIERCE homepage.

The remaining pages of the website will be presented in the subsequent sections, in accordance with the tools with which they are associated.

Open Call Portals

The “Open Calls” section provides structured access to the Open Calls for the Support Programs launched under the FIERCE framework. Each Open Call is presented through a dedicated landing page containing:

- description of scope and objectives,
- eligibility criteria and target groups,
- application deadlines and timeline milestones,
- downloadable official documentation (e.g. Guidelines for Applicants)
- supporting material such as Info Day recordings and “How to Apply” webinar videos,

- Frequently Asked Questions section,
- redirection to the OnePass application platform,
- call status indication (open, closed or upcoming).

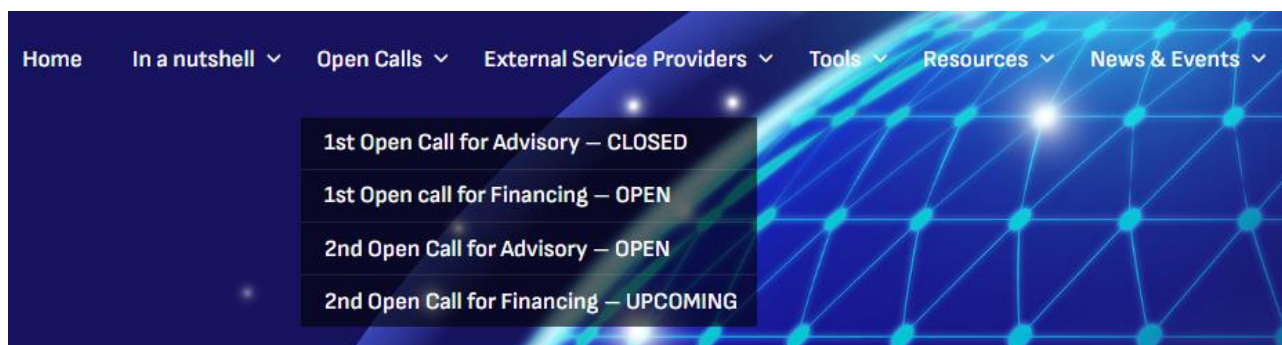


Figure 2. Open Call portals in “menu”

Each Open Call page is accessible via the main website and available under a distinct URL, while following a consistent layout for the presentation of program information and documentation.

Table 1. Dedicated URLs of the FIERCE Open Call landing pages.

Open Call	URL
1 st Open Call for the Advisory Services Program	https://1st-advisory.project-fierce.eu/
2 nd Open Call for the Advisory Services Program	https://2nd-advisory.project-fierce.eu/
1 st Open Call for the Financial Support Program	https://1st-financing.project-fierce.eu/
2 nd Open Call for the Financial Support Program	https://2nd-financing.project-fierce.eu/

Indicative examples of the Open Call landing pages are presented in the figures below, illustrating the layout and key information sections used across the different calls.



The program can fund projects spanning from ideation all over to final-stage solutions

[Click here to start your application](#)

Deadline for submissions:
31/3/2026 at 23:59 CET (Brussels time)

The Open Call numbers

1250000€ Budget	35 SMEs	50000€ Max ammount per SME
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Figure 3. Part of the landing page “1st Open Call for the Financial Support Program” (1/2).

Timeline



This Guide for Applicants will guide you through the process

Take the time to read it!

[Guide for Applicants](#)



Figure 4. Part of the landing page “1st Open Call for the Financial Support Program” (2/2)

For the closed Open Calls, a distinctive banner was added at the top of the page to clearly indicate that the opportunity is “closed.” In addition, a visually engaging infographic was incorporated into these banners to present the results of the Open Call at a glance.

This Open Call closed on 30/11/2025

[Click here for the results](#)



Are you an SME interested in downstream space data?

Do you want to get ready for our [Financial Support Program](#) in January 2026?

We got you.

We can help you set the technical and business requirements for your solution, find you a suitable external service provider for the Financial Support Program, and generally build your capacity to tap the full potential of space-enabled innovation.

The only thing you have to do is to apply now to our Open Call for the Advisory Services Support Program!

100 winners will get our expert support and you could be one of them!

Figure 5. Status indication (“Closed”) displayed on the 1st Open Call for Advisory Services landing page.

An individual page was created even from the first months of the project for all Open Calls, to enable interested SMEs to express their interest through a dedicated “Expression of Interest” form. This approach proved highly effective and was necessary, as partners began promoting the Open Call at a very early stage. This mechanism ensured continuity of engagement and prevented the loss of contact with stakeholders who had expressed interest at an early stage. An example of this implementation can be seen on the page for the upcoming “2nd Open Call for the Financial Support Program”.² All emails were collected and processed in accordance with the project’s privacy policy.

Indicatively, the Expression of Interest form of the 1st Open Call for the Financial Support Program collected over 170 emails of SMEs, which were in turn contacted via email for the announcement of the launch of the Open Call.

External Service Providers Section

The “External Service Providers” section was created to support the needs of the Financial Support Program. This section provides access to an “external service provider” marketplace, whereby SMEs can identify and contact service providers relevant to their transformation projects. The section includes two subpages:

- Register as an External Service Provider³ which redirects interested organisations to the dedicated registration form. This registration form was created to enable diverse organisations to become part of the pool of external service providers. The form introduces the Financial Support program and its particularities, especially with regard to the service provision and payment processes.
- External Service Providers⁴ – which provide (i) access to a marketplace-style environment displaying the external service providers and (ii) FAQs

Through this marketplace interface, users can explore diverse external service providers -by service area and by project stage- and directly initiate contact via the integrated “Ask for quotation”

² <https://2nd-financing.project-fierce.eu/>

³ <https://project-fierce.eu/register-as-external-service-provider/>

⁴ <https://project-fierce.eu/external-service-providers/>

functionality. This configuration enables SMEs to easily identify potential providers and initiate preliminary communication prior to submitting an application under the Financial Support Program.

The marketplace was created and is being managed by FBC/FBA and directly feeds from the “External Service Provider” registration form, with 163 service providers already included.

The Pool of Service Providers has reached 3.1K visitors in the last 90 days, totalling 4.7K page views, an average visit duration of 5 minutes, more than 150 direct contact clicks (email), and over 1K web visits, with around 1K views per month during its launch. Seventy percent of its traffic comes directly from the fierce.eu website, twenty percent from LinkedIn, and the rest from direct traffic.

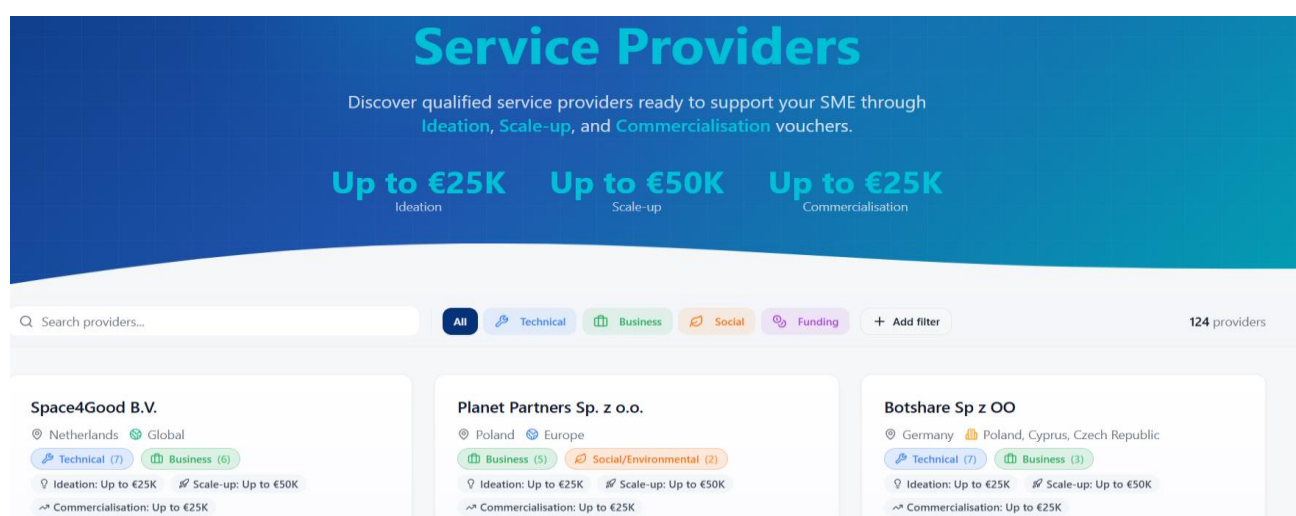


Figure 6. The external service providers marketplace.

3.1.3 Tool usage and improvements

The FIERCE website has been publicly available since M4 (February 2025) and functions as the central digital entry point of the project. From its initial release, the platform was designed to support both the communication of the project and the operational implementation of its Open Calls and digital toolbox components. Since its launch, the website has been progressively expanded and enriched in line with the evolution of the project activities.

The website and the Open Call landing environments are continuously monitored through complementary analytics systems reflecting the technical architecture of the platform. The main project website is monitored through Google Analytics, which provides aggregated information regarding visitor activity, traffic acquisition channels and geographic distribution of users.

Observations from the analytics monitoring indicate continuous visitor activity across the platform, with users accessing mostly the Open Call portals and digital tools. Notably, the website managed to attract 11,000 visitors so far, as shown in the image below.

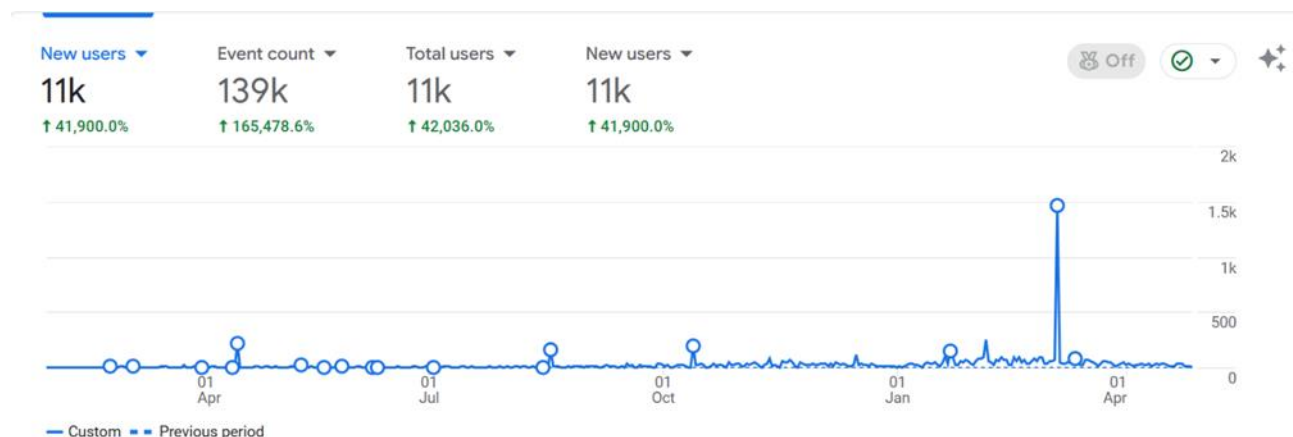


Figure 7. Website analytics overview presenting visitor activity on the website.

The Open Call landing pages operate under dedicated subdomains and follow a one-page design configuration. For these environments, traffic monitoring is implemented through the Koko Analytics plugin⁵ which enables monitoring of visitor activity and engagement without requiring cross-domain analytics configuration. The table below presents the number of visitors recorded for each Open Call landing page by early April 2026.

Open Call	Number of visitors
1 st Open Call for the Advisory Services Program	5,966
2 nd Open Call for the Advisory Services Program	13,444
1 st Open Call for the Financial Support Program	1,819
2 nd Open Call for the Financial Support Program	386

Overall monitoring observations indicate strong visibility of the platform and sustained interest in the opportunities offered by FIERCE, with visitor traffic originating from multiple channels, including direct visits, search engines, referrals from cascade funding platforms and professional social media networks.

The platform continues to evolve throughout the project lifecycle. Content updates are implemented on a regular basis in order to reflect the status of the Open Calls and the progress of project activities. These updates include the publication of new project news items, the enrichment of the Learning Hub with additional learning materials and the progressive integration of new content across the digital toolbox components.

Through this continuous development process, the Open Call portals and the FIERCE website as a whole remain dynamic and evolving platforms supporting the communication, engagement and operational implementation of the support programs.

⁵ <https://www.kokoanalytics.com/>

3.2 Open Calls Portal – OnePass

3.2.1 Design and development

The Open Calls portal is materialised through the OnePass platform, a proprietary open call management system developed and maintained by FundingBox.

The platform is built on privacy-by-design and Self-Sovereign Identity (SSI) principles, ensuring high standards of transparency, user consent, data portability, identity control, and user protection. It operates as an independent environment, seamlessly linked via redirect buttons from the main FIERCE website's Open Call landing pages, ensuring a smooth transition for applicants from the informational hub to the formal submission system.

3.2.2 Key features and functionalities

OnePass provides a comprehensive, user-centric environment designed to reduce applicant friction and streamline the submission and evaluation workflow. Key functionalities include:

- **Flexible Authentication:** Applicants can seamlessly register and sign in using existing Google or LinkedIn credentials, or by creating a dedicated OnePass account with an email and password.
- **Centralised Applicant Dashboard:** Upon logging in, users access a dashboard summarising the Open Call details, including application periods, cut-off dates, maximum voucher values, and direct links to crucial documentation such as the Guide for Applicants and the Frequently Asked Questions (FAQ).
- **Dynamic Application Form:** The submission form is divided into distinct, manageable sections: Legal and Contact Information, Project Information and Outline, Self-Declarations, and Feedback and Suggestions. The form utilises conditional logic; for example, selecting between a "Type A" (process improvement) or "Type B" (product development) project automatically opens the specific Excellence and Impact questions relevant to that track.
- **Collaborator Integration:** The platform allows the main applicant to invite "collaborators" to the application, enabling team members from the same enterprise to share the workload of drafting the proposal.
- **Automated Progress Saving:** To prevent data loss, the system automatically saves the applicant's progress, while also providing a manual "Save draft" button, allowing users to pause and resume their application at any time before the deadline.
- **Submission Validation:** Before final submission, OnePass conducts an automated self-check to alert the applicant of any missing mandatory fields. Upon successful submission, the system generates a unique Application ID and dispatches an automated confirmation email to the user.

3.2.3 Tool usage and improvements

OnePass is utilised continuously throughout the Open Call lifecycle to manage the influx of proposals and execute the Admissibility and Eligibility Checks (Initial Check). To assist users in navigating the platform, the Consortium produced a dedicated "Applicant Journey" video tutorial, walking SMEs step-by-step through the OnePass registration, form completion, and submission processes.

The platform also acts as the central hub for the external and internal experts during the evaluation phase, providing them with a secure Evaluation Dashboard to access assigned proposals, review conflict of interest declarations, and submit their scores and mandatory qualitative feedback.

All personal data and confidential business information submitted by applicants is strictly processed and retained within the secure OnePass environment, in full compliance with GDPR requirements and the project's Data Management Plan.

3.3 Learning Hub

3.3.1 Design and development

The FIERCE Learning Hub⁶ is designed as a central reference point for learning resources and practical tools supporting space-enabled green entrepreneurship. Curated from reputable European and international sources, the Learning Hub provides SMEs with structured access to technical, business, and sustainability-oriented learning materials aligned with the FIERCE advisory services.

The Hub consolidates learning content, tools, and FIERCE masterclasses into a single, user-friendly online environment embedded within the FIERCE web portal. It supports SMEs at different maturity levels from beginner to advanced, enabling easy discovery, filtering, and selection of relevant resources across FIERCE thematic areas such as Business Strategy & Funding, Technical & Business Space, Circular Value Chains, Impact Monitoring & CSRD, Raw Materials, and IP Essentials.

During the FIERCE Kick-Off Meeting in November 2024, the consortium decided to integrate the Learning Hub directly into the FIERCE web portal rather than hosting it within the OnePass platform. This decision was taken to provide a seamless, all-in-one user experience, avoiding additional registration steps and external redirections. Q-PLAN undertook technical development, while EMNP led the design, wireframing of the Learning Hub, and the content collection and curation activities.

This process ensured the alignment, coherence, quality, and thematic consistency of the materials with the FIERCE advisory framework. The partner-submitted learning materials were thoroughly reviewed, and further content was requested to address any identified gaps in topics or levels of difficulty.

In parallel, EIT RawMaterials focused on the adaptation of the RawMatCop Academy learning materials to the FIERCE Learning Hub. Dedicated technical meetings were organised with EMNP to align on scope and objectives. As a result, EIT RawMaterials launched the RawMatCop Academy Introductory Course on the FIERCE Learning Hub.

3.3.2 Key features and functionalities

The Learning Hub has been developed as a content-rich, user-friendly digital library, consisting of:

⁶ <https://project-fierce.eu/learning-hub/>

- **A landing page:** introducing the purpose, scope, and navigation of the Learning Hub. In addition, a feedback option allows users to provide qualitative input, supporting the continuous improvement and relevance of the Learning Hub.

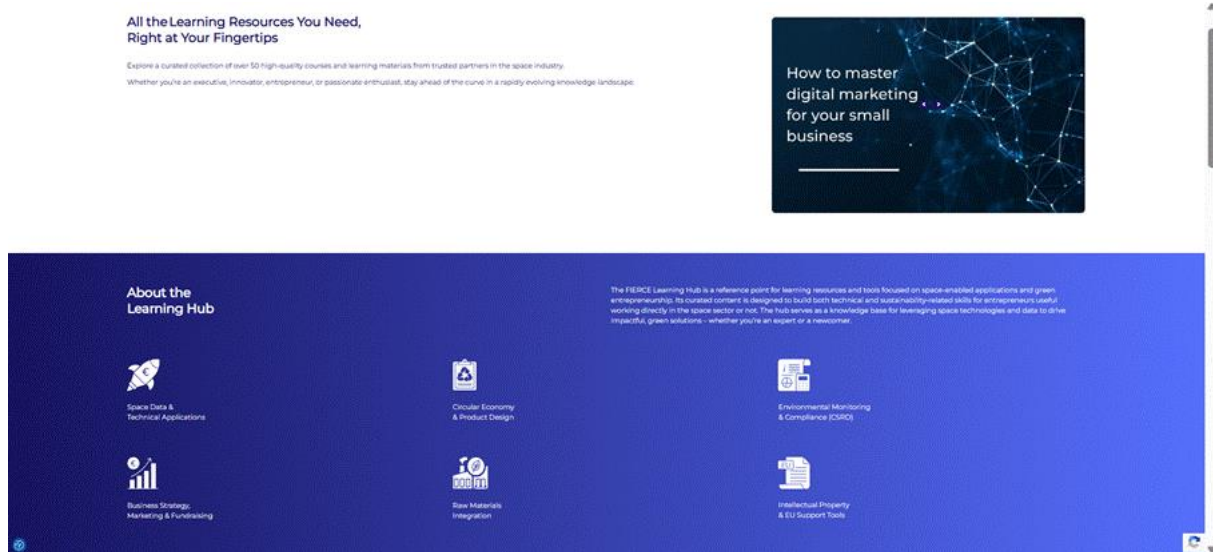


Figure 8. The landing page of the FIERCE Learning Hub

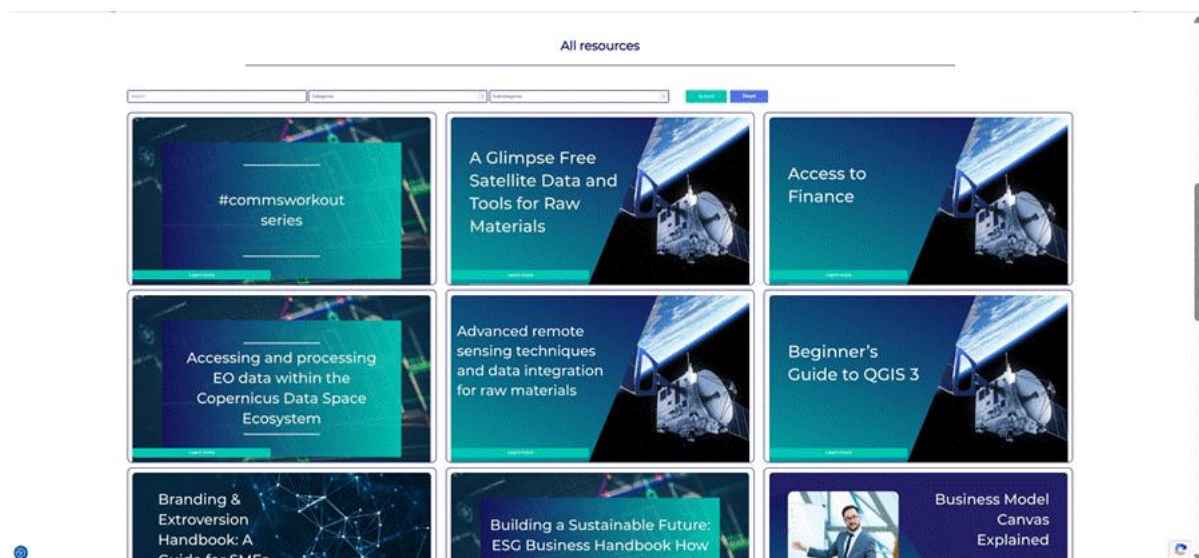


Figure 9 The landing page of the FIERCE Learning Hub

- **Individual pages for each learning material:** Each learning resource is presented on a dedicated page that provides a detailed description of the content and its learning objectives, along with clearly structured metadata such as the relevant thematic area, subcategory, difficulty level, format, source, and access conditions. The page includes a direct link to access the learning material and offers users the possibility to score and assess the usefulness of specific learning material.

Access to Finance

Business Strategy, Marketing & Fundraising Funding



In this course you will learn more about the European Union funding instruments for research projects, start-ups, scale-ups and larger companies.

Registration is not required to view this material.

[Link to the material](#)

Level	Intermediate
Type	Video
Tags	Funding

Figure 10. The subpage of a learning material at the Learning Hub

Funded by the European Union

On a scale of 1-10 how likely are you to recommend this FIERCE learning material to other professionals?

(4 votes, average: 7.25 out of 10)

Figure 11. Scale for users to rate learning material at the Learning Hub

The Hub currently hosts a library of over 112 curated learning resources, covering all FIERCE thematic topics, and is complemented by 11 dedicated FIERCE masterclasses developed within the project, and 13 web-based tools and methodologies.

Key features include:

- Categorisation by thematic area, such as Business Strategy & Funding, Technical & Business Space, Circular Value Chains, Environmental Monitoring & CSRD, Raw Materials, and IP Essentials, and filtering options by subcategory
- Direct links to authoritative EU-funded and internationally recognised learning sources

- Direct feedback mechanisms, including a Google Survey for qualitative feedback on the Learning Hub and a scoring option for each learning material available on its designated subpage.
- Integration with the Self-Assessment Tool, ensuring that users are guided from the results of their self- assessment to relevant learning pathways.

These features enable a dynamic and user-centred learning experience, ensuring that SMEs can both benefit from and contribute to the ongoing refinement and relevance of the Learning Hub content. The Learning Hub, in its current form, enables SMEs to autonomously build their competencies in green transformation and space-enabled applications while ensuring that learning resources are accessible, relevant, and tailored to their current stage of knowledge and development.

3.3.3 Tool usage and improvements

EMNP provided continuous support to the technical design of the Learning Hub, with particular focus on ensuring interoperability between the Self-Assessment Tool and the Learning Hub content.

All learning materials collected from the partners were grouped into advisory themes and competency levels. Where gaps were identified, EMNP requested additional content from the responsible partners to guarantee comprehensive thematic coverage. The final content integration resulted in a balanced portfolio of learning materials, supporting SMEs from basic awareness building to advanced technical and strategic capacity development.

Existing high-quality materials were prioritised and reused to maximise efficiency and sustainability, while new FIERCE-specific resources, such as the masterclasses, that were developed within the Advisory service delivery to address user-specific capacity building needs.

The continuous update and expansion of the Learning Hub remains an ongoing activity throughout the project lifetime and beyond, ensuring that new materials, tools, and relevant policy or market developments will be incorporated as they emerge.

3.4 Self-Assessment and Diagnosis Tools

3.4.1 Design and development

The Self-Assessment and Diagnosis Tool has a dual function. It provides support to the Advisory Services activities and Lead Mentors with a structured overview of each SME's maturity across all FIERCE advisory themes, forming the basis for personalised transformation roadmaps. It also offers all SMEs (regardless of their participation in the Advisory Services) balanced learning recommendations based on their unique strength, gaps and thematic interests within the FIERCE Advisory Service Topics.

During implementation, the consortium conducted a feasibility review and concluded that the wide thematic scope, varied user objectives and different stages of the SME's Advisory Service journey required a simplified and more flexible user experience. To address this, the consortium decided to extend its efforts and develop two components under the unified Self-Assessment and Diagnosis Tool, while ensuring that all functionalities described in the Grant Agreement remain fully preserved. This approach improves usability and clarity, supports SMEs both inside and outside the Advisory Services, and allows effective integration with mentoring activities.

Under this structure, the Self-Assessment component provides a broad, accessible entry point for all SMEs, providing all functionalities determined in the Grant Agreement, while the Diagnosis component is used within the Advisory Services for assessment and analysis of SME journeys within the Advisory Services.

Development of the Self-Assessment component was coordinated by EMNP, in close cooperation with Q-PLAN, NVS and DREVEN. This process involved a series of structured meetings, working sessions and feedback rounds in which the exact functions and requirements of the tool were defined and cross-checked by all consortia members. Partners provided input to the Self-Assessment tool with regards to their thematics and Advisory Services.

Development of the Diagnosis tool component was coordinated by EMNP, with the support of DREVEN. This process involved structured meetings and feedback rounds in which the exact functions and requirements of the tool were cross-checked by all consortium members.

3.4.2 Key features and functionalities

Taken together, the two components of the Self-Assessment and Diagnosis Tool form a holistic assessment system that guides SMEs through a structured diagnostic process, identifying strengths, capability gaps and priority learning needs. The main functionalities include:

A comprehensive digital questionnaire developed in the Tally software evaluates SMEs across the full scope of FIERCE Advisory Areas, covering the following topics in the form of the Self-Assessment form:

- technical and business competencies,
- downstream space-related requirements,
- sustainability practices and resource efficiency,
- circularity and responsible sourcing approaches,
- monitoring frameworks and environmental footprint,
- corporate responsibility and compliance (including CSRD),
- innovation potential,
- investment readiness and fundraising capacity.

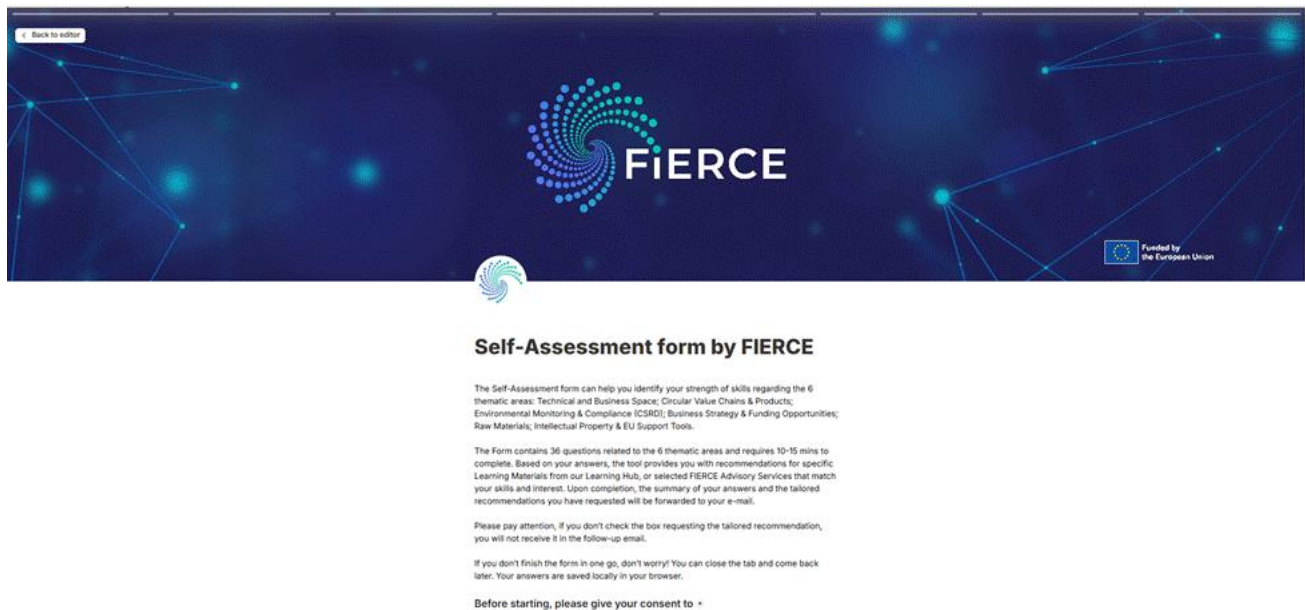


Figure 12. The landing page of the Self-Assessment form

The insights generated through the Tally questionnaire establish the baseline used by Lead Mentors throughout the Advisory Service programme.

The questionnaire incorporates a conditional logic structure, ensuring that SMEs only receive questions relevant to their sector, maturity level and thematic interests. This includes:

- structured question flows,
- differentiated answer options, and
- tailored learning recommendations based on assessed levels.

This enables a precise and targeted assessment, where SMEs are guided toward the most appropriate learning materials and advisory pathways.

Based on the assessment results, the Tool generates tailored recommendations that structure each SME's journey through the FIERCE Services. These recommendations include:

- relevant advisory services,
- relevant masterclasses,
- suggested learning resources and tools from the FIERCE Learning Hub.

These outputs support Lead Mentors to define the Transformation Roadmaps aligned with the SMEs' skills, needs and priorities during the Advisory Service.

The Diagnosis Tool component is used at the end of the SME's journey to assess improvements achieved and collect structured feedback on the Advisory Services.



Figure 13. The landing page of the Diagnosis Tool

3.4.3 Tool usage and improvements

The dual-tool architecture has already demonstrated advantages in clarity, flexibility and targeted functionality.

The Self-Assessment & Diagnosis tool usage follows the SME journey:

- Application & Baseline Assessment: SMEs complete the assessment to establish their maturity level and inform Lead Mentors before the 1st Lead Mentor meeting.
- Assessment & Roadmap Definition: Detailed diagnostic outputs are used by mentors to co-design the transformation roadmap.
- Advisory & Learning Phase: Tools continuously recommend through its use relevant learning content, masterclasses and advisory sessions based on the SME's identified gaps and level.
- Progress Monitoring: Mentors and SMEs use the Diagnosis tool to assess growth across the Advisory Service topics

Currently, 152 SME benefitted from the Self-Assessment tool and 91 SMEs have provided feedback by using the Diagnosis tool.

Looking forward, the consortium will continue refining the tools to improve user experience and curate further learning materials. Feedback from SMEs and mentors is systematically collected and analysed to guide iterative enhancements.

3.5 Network and Community Functionality

3.5.1 Design and development

The Network and Community functionality of the FIERCE digital toolbox is implemented through the LinkedIn group “The FIERCE Group - Making downstream space a mainstream place for innovators”.⁷

During the first semester of the project, the requirements and specifications of the “FIERCE Network and Community functionality” were defined by Q-PLAN in collaboration with the consortium (e.g., enabling easy user profiling and interaction, facilitating the search for suitable external service

⁷ <https://www.linkedin.com/groups/8377114/>

providers, etc.). To address these requirements, it was decided to implement the “FIERCE Network and Community functionality” through a LinkedIn group, thereby leveraging the profiling, search, and interaction capabilities of an already well-established platform with a large and active user base. A user base that, in principle, covers our target audience well.

The design and setup of the community environment were coordinated by Q-PLAN. The structure of the group, its visual presentation and descriptive content were developed in alignment with the overall branding and communication identity of the project. The proposed configuration and appearance of the group were presented to the project consortium for feedback and discussion before its public promotion, ensuring alignment with the objectives of the tool.

Following partner consultation and approval, the LinkedIn group was activated as the main networking and interaction channel supporting the FIERCE stakeholder ecosystem, mostly with respect to facilitating the “matchmaking process” in the context of the Financial Support Program.

The group was launched with an introductory post welcoming members to the FIERCE community and presenting the purpose of the network as a space for catching up with the Open Calls, receiving weekly information about deadlines, eligibility and other Open Call-related information, but most importantly to enable the interaction between SMEs and service providers.

3.5.2 Key features and functionalities

The FIERCE LinkedIn community group functions as an interactive networking environment supporting stakeholder engagement and information exchange. The community currently includes more than 450 members, consisting of representatives from SMEs, innovation organisations, research institutions and other actors interested in downstream space innovation.

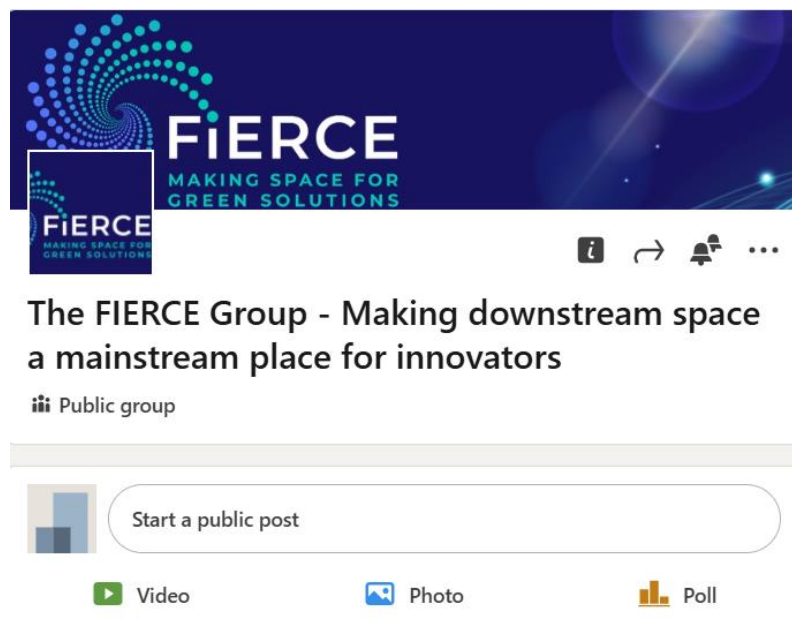
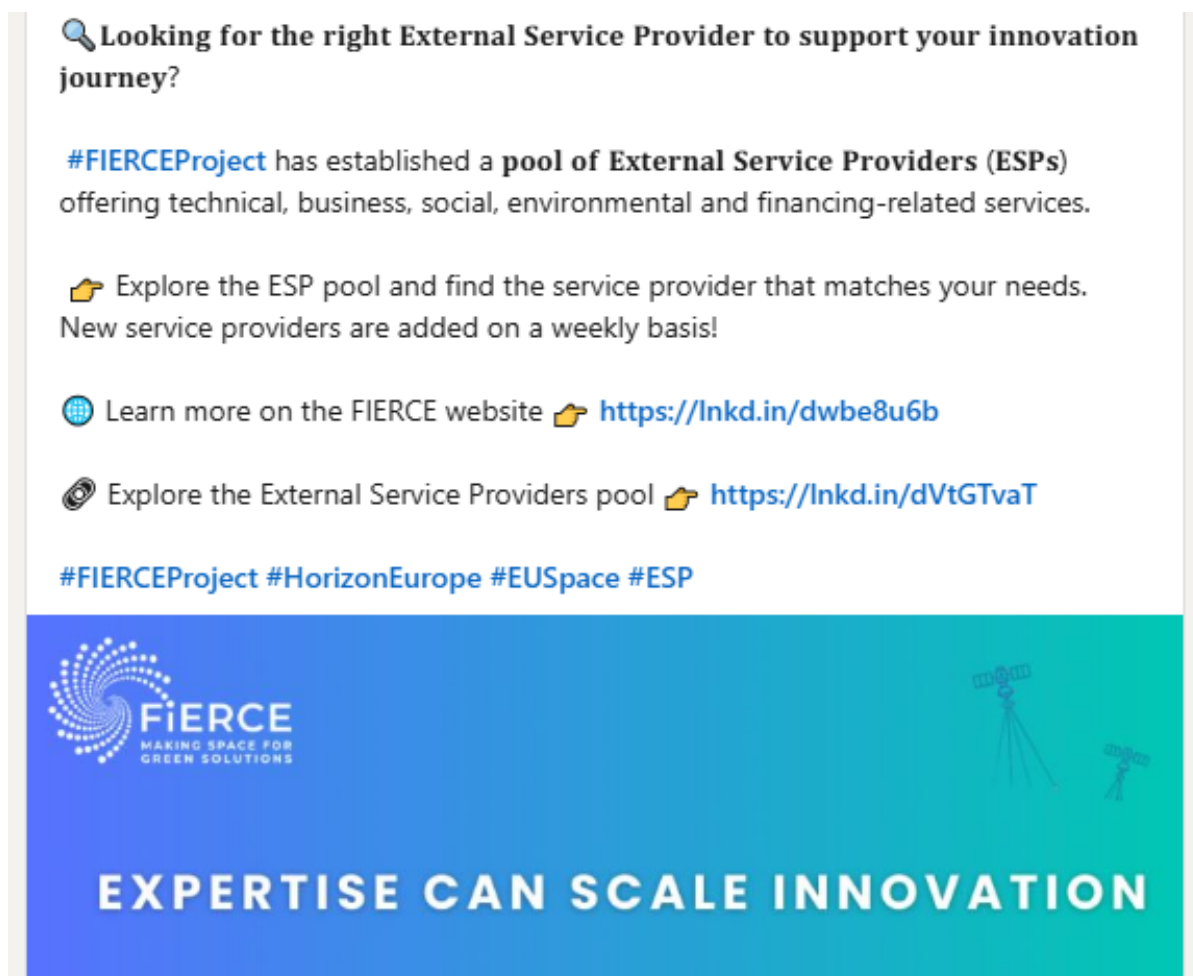


Figure 14. The FIERCE LinkedIn community group.

The group enables multiple forms of interaction among members. Participants can publish posts, comment on discussions and interact directly with other members. Through the LinkedIn group, members are also able to view each other’s professional profiles and connect directly, facilitating networking and potential matchmaking among stakeholders. Open Call-related content is shared on

a frequent basis, including application procedures, eligibility aspects and important deadlines. These updates help ensure that community members remain engaged.

With a view to fostering the matchmaking process in the context of the Financial Support Program a post about the External Service Provider marketplace was created and pinned at the top of the group.



🔍 Looking for the right External Service Provider to support your innovation journey?

#FIERCEProject has established a **pool of External Service Providers (ESPs)** offering technical, business, social, environmental and financing-related services.

👉 Explore the ESP pool and find the service provider that matches your needs. New service providers are added on a weekly basis!

🌐 Learn more on the FIERCE website 👉 <https://lnkd.in/dwbe8u6b>

🔗 Explore the External Service Providers pool 👉 <https://lnkd.in/dVtGTvaT>

#FIERCEProject #HorizonEurope #EUSpace #ESP

FIERCE
MAKING SPACE FOR GREEN SOLUTIONS

EXPERTISE CAN SCALE INNOVATION

Figure 15. Post encouraging SMEs to explore the External Service Providers marketplace.

In parallel, the “Join the Community” subpage was integrated into the FIERCE website to provide structured access to this functionality. The subpage includes a short description of the community and a direct call-to-action allowing visitors to join the LinkedIn group. A pop-up message on the website landing page further supports the attraction of new members.

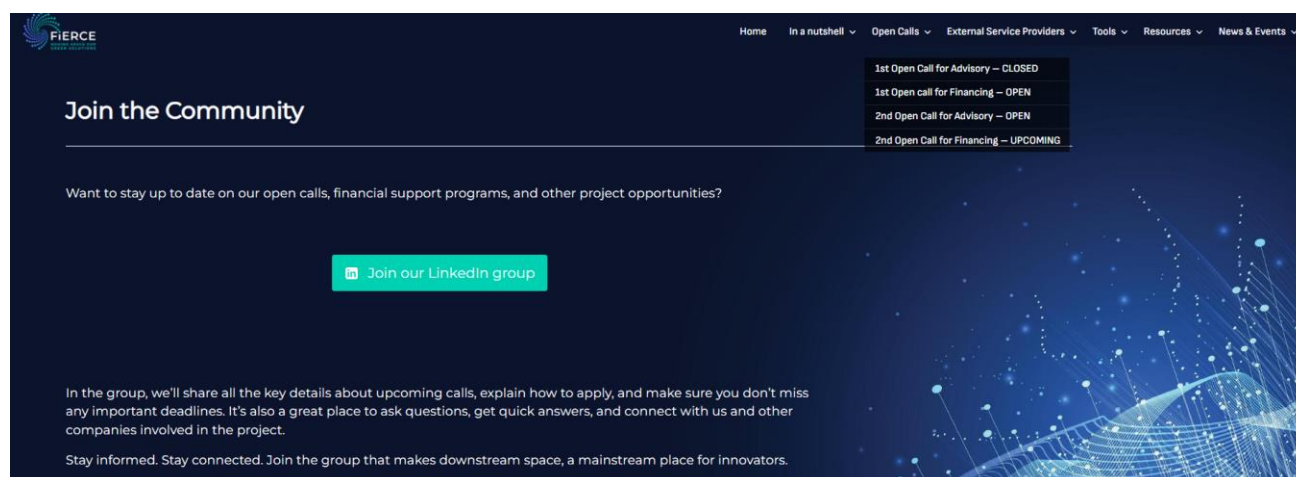


Figure 16. The “Join the Community” subpage in the FIERCE website.

3.5.3 Tool usage and improvements

The LinkedIn community environment has been actively utilised by the consortium to engage with stakeholders and disseminate information related to the FIERCE Open Calls. Continuous activity within the group has contributed to the steady growth of the community and the expansion of the project’s outreach. In particular, the group facilitated targeted outreach through direct engagement with its members. Personalised messages were used to inform group members about the launch of the FIERCE Open Calls and to encourage their participation in the programme. Although this activity required considerable effort, it proved highly effective, as many members expressed genuine interest, requested additional information/ meetings, and were ultimately more motivated to submit applications.

One major improvement was the group's connection with the FIERCE website. While the group initially operated as a stand-alone networking environment, the creation of the “Join the Community” subpage within the Tools section of the website (and a corresponding pop-up at first entry to the website) provided a structured entry point to the community through the website. The group continues to evolve as a complementary channel, providing a more interactive environment where information can be shared rapidly, and stakeholders can engage directly with the consortium.

3.6 Replication and Policy Toolkit

3.6.1 Design and development

The Replication and Policy Toolkit serves as a key knowledge transfer component of the FIERCE digital toolbox, aiming to capture and disseminate practical insights, policy-relevant knowledge and replication-oriented guidance generated throughout the implementation of the FIERCE project. The toolkit will be integrated into the FIERCE website as an embedded individual section of the website, allowing visitors to access case studies, lessons learned, and policy-oriented outputs produced during the project.

At the current stage of the project, the first element contributing to this toolkit is the Case Studies webpage⁸ which is already available through the FIERCE website. The current case studies present

⁸ <https://project-fierce.eu/case-studies/>

examples of SMEs that have successfully integrated downstream space data and services into their products, services or operational processes. These examples, deriving from T1.1, aim to provide practical inspiration and illustrate real-world applications of downstream space technologies across different sectors and countries, highlighting the potential of space-enabled solutions to support innovation and sustainability-oriented transformation.

3.6.2 Key features and functionalities

The Case Studies environment has been implemented as a dedicated one-page web interface within the FIERCE website. The visual layout, graphics and overall presentation were designed and developed by Q-PLAN, ensuring consistency with the project's visual identity and communication approach and enabling a clear and accessible presentation of the case study content. Visitors can navigate through the available case studies using filtering options and select individual examples in order to explore the detailed information presented for each SME.

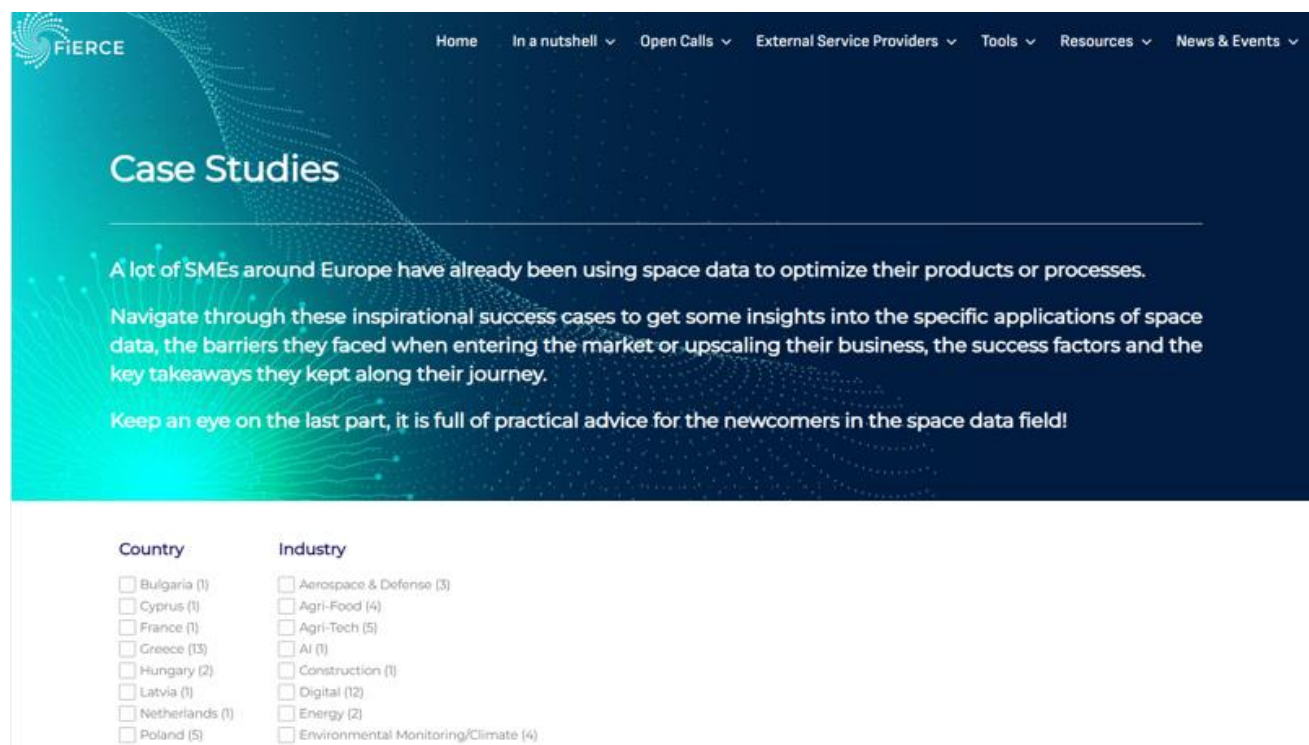


Figure 17. Introduction and filtering of the “Case Studies” webpage.

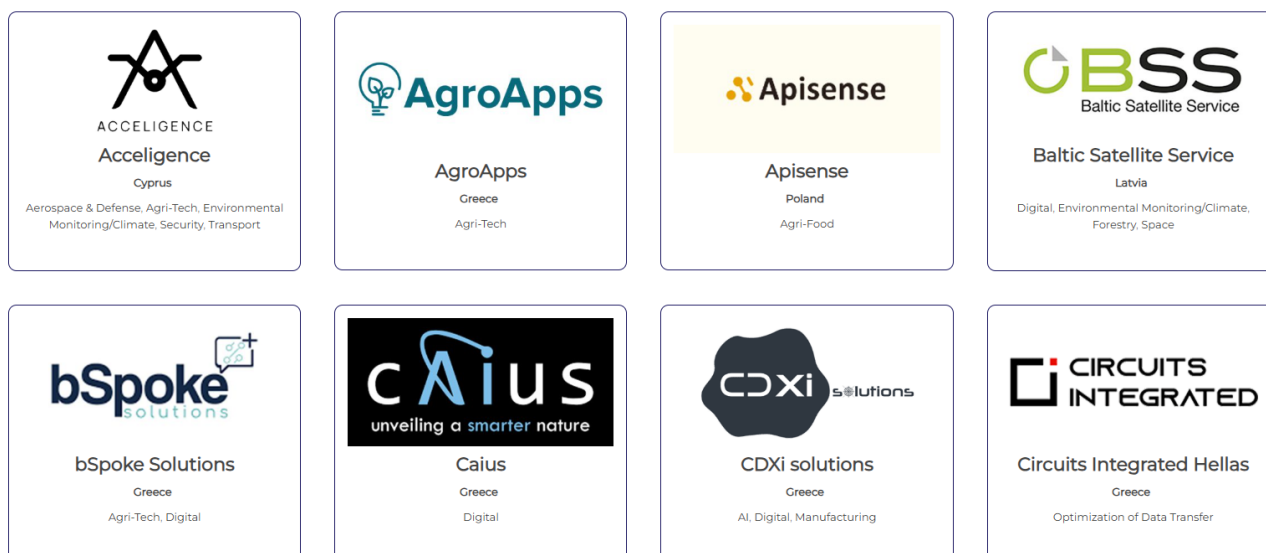


Figure 18. Overview of Case Studies.

Each case study presents structured information regarding the SME profile, its use of space data, the challenges encountered, the key success factors and the lessons learned from the innovation process.

The preparation of the case studies required close collaboration with the SMEs featured in the examples. Consortium partners contacted the respective companies, conducted interviews and collected information regarding their experience with downstream space technologies and their innovation journeys, the challenges encountered during the development of their solutions and the innovation pathways they followed. The drafted content was subsequently shared with the interviewed SMEs for confirmation and approval before publication, ensuring the accuracy and reliability of the presented information.

In parallel with the preparation of the case studies, communication campaigns were carried out by Q-PLAN in order to promote the SMEs that participated as case studies and increase the visibility of their innovation activities within the downstream space ecosystem.

3.6.3 Tool usage and improvements

At the current stage of the project, the Replication and Policy Toolkit is under progressive development and has not yet been fully operationalised as a complete component of the FIERCE digital toolbox. The Case Studies website has so far attracted 908 visitors, and this number refers to the main landing page and not the individual case studies.

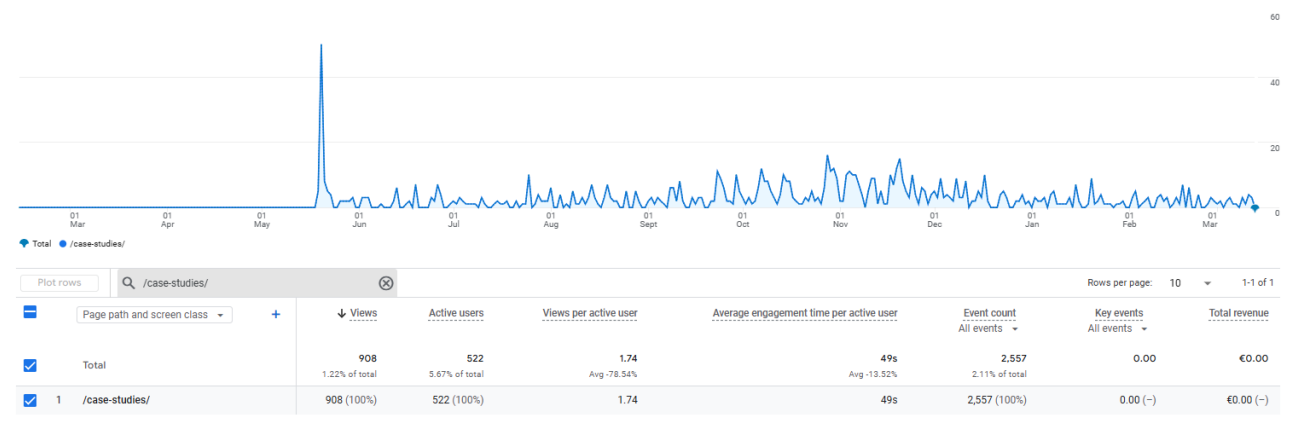


Figure 19. Visitor statistics for the Case Studies landing page.

The Replication and Policy Toolkit will be further expanded during the later stages of the FIERCE project. In particular, Task 5.3 foresees the development of an additional batch of case studies based on SMEs that successfully complete their FIERCE Transformation Projects, as well as the preparation of Replication Handbooks that will provide guidance on the replication of space-enabled innovation practices. In parallel, Task 5.4 foresees the development of Regional Policy Briefs and a Policy Recommendations Guide, providing policy-oriented content. These outputs will be progressively integrated into the Replication and Policy Toolkit, which will gradually evolve into a comprehensive repository supporting knowledge transfer, replication of successful innovation approaches and the dissemination of policy recommendations related to downstream space applications.

4. Conclusions

The deployment of the FIERCE Digital Toolbox marks a significant milestone in establishing an integrated, user-oriented support environment for SMEs engaging in space-enabled green innovation. The adopted decentralised architecture has proven to be a robust and scalable solution, effectively combining specialised platforms into a coherent ecosystem while avoiding the limitations of a monolithic system. The central role of the FIERCE website as a single entry point has ensured clarity of navigation and facilitated access to services, tools, and Open Call opportunities. Overall, the progress against the set targets can be seen in the table below:

Indicator	Target	Value up to M18
Toolbox/ Functionalities developed	1/>6	1/>6
Training resources collected	>50	112
External tools collected	>10	13
Masterclasses recorded and uploaded in Learning Hub	>10	11
External service providers on toolbox	>70	163

Evidence from initial usage metrics confirms strong stakeholder engagement and validates the relevance of the toolbox components. High traffic across Open Call portals, sustained interaction with the Learning Hub, and active participation in the community environment demonstrate that the toolbox is not only operational but already delivering tangible value to its target groups. The early collection of expressions of interest and the significant number of applicants further highlight the effectiveness of the outreach and engagement strategy.

A key achievement lies in the adaptive and user-centred design approach adopted by the consortium. The restructuring of the Self-Assessment Tool into a dual-component system (Self-Assessment and Diagnosis) represents a critical methodological improvement, enhancing usability while preserving analytical depth. This adjustment reflects a broader strength of the project: the capacity to iteratively refine tools based on feasibility assessments and user needs rather than rigidly adhering to initial specifications.

Moving forward, the FIERCE Digital Toolbox will continue to evolve under Task 5.1. Specifically, the Replication and Policy Toolkit will be significantly expanded during the later stages of the project. In alignment with upcoming tasks, the toolkit will integrate an additional batch of SME case studies, Replication Handbooks, Regional Policy Briefs, and a Policy Recommendations Guide. This continuous expansion will ensure the platform gradually matures into a comprehensive repository that actively drives knowledge transfer and the wider replication of space-enabled innovation practices.



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