Implementation Plan Annex - Senior AI

> *EIC Accelerator Full Proposal* (Maximum 10 pages) **DRAFT VERSION - Based on current available information**

Work Plan and Resources

1. Overall Structure

Project Overview: Senior AI is undertaking an 18-month acceleration program to advance from TRL 5 (validated in lab) to TRL 8 (complete and qualified system) for our voice-first AI assistant designed for elderly users and people with cognitive challenges.

Strategic Approach: The work plan follows a three-phase TRL progression: - **Phase 1 (M1-M6): TRL 5→6** - Freeze security architecture, deliver end-to-end alpha platform with 4 domains, establish BankID sandbox integration, complete DPIA draft - **Phase 2 (M7-M12): TRL 6→7** - Feature-complete beta with 8-10 domains, pass penetration testing, launch multi-site pilots, achieve accessibility pre-audit, secure BankID production approval - **Phase 3 (M13-M18): TRL 7→8** - Complete 10-15 operational pilots, obtain security and accessibility certifications, validate GDPR compliance, achieve production readiness v1.1

Key Innovation Elements: 1. **Conversation Atlas with multi-resolution information gradient** reducing cognitive load 2. **Non-destructive conversation branching** preserving full context while enabling exploration 3. **Visual AI Apps with workflow skeletons** making complex tasks transparent and confidence-building 4. **Privacy-by-design** with E2E encryption and local processing options 5. **BankID integration** enabling secure task execution for vulnerable users

Logical Work Package Structure: Eight work packages ensure systematic development: - WP1 coordinates overall project management, risk, ethics, and IPR - WP2-WP5 deliver core technical capabilities (security, platform, accessibility, BankID) - WP6 ensures regulatory compliance (GDPR, EN 301 549, ISO/IEC 42001) - WP7 validates through real-world pilots - WP8 prepares market readiness and exploitation

Critical Dependencies: - WP2 (security architecture) must freeze by M3 to enable WP3/ WP5 development - WP4 (accessibility) informs WP3 (platform) iteratively throughout - WP5 (BankID) sandbox completion (M4) gates production integration (M12) - WP6 (compliance) DPIA (M3) gates pilot launch (M7) - WP7 (pilots) requires WP3 beta (M9) and WP6 pre-audits (M10)

2. Work Package Lists

Grant Component Work Packages (up to TRL 8)

WP #	Type	Title	Objectives	Lead	PM	Start	End	Target TRL
1	Management	Project Management, Risk and Ethics	On-time/ budget delivery; risk management; ethics oversight; EIC reporting	Founder 1	18	M1	M18	-
2	Development	Architecture, Security & Privacy-by-Design	Zero-trust architecture; GDPR-by-design; BankID security foundation	Founder 2	24	M1	M12	6-7
3	Development	Core Platform & Conversation Engine	Production-ready conversation system; card UI; voice stack; MLOps	Tech Lead	48	M1	M18	5-8
4	Development	Accessibility UX & Human-Centered Design	EN 301 549 conformance; elderly-optimized UX; cognitive accessibility	UX Lead	30	M1	M18	6-8

WP #	Type	Title	Objectives	Lead	PM	Start	End	Target TRL
5	Development	BankID Integration & Agent Security	Secure task execution; BankID flows; scam protection	Security Engineer	20	M2	M15	6-8
6	Compliance	Regulatory Compliance & Certification	GDPR validation; accessibility certification; ISO/IEC 42001	Compliance Manager	22	M2	M18	7-8
7	Validation	Pilot Testing & User Validation	10-15 operational pilots; 250-450 elderly users; real-world validation	BD/Pilots Lead	28	M4	M17	7-8
8	Dissemination	Market Readiness & Exploitation	Partnerships; procurement packages; investment readiness	Founder 1	16	M6	M18	8

Total Person-Months: 206 PM over 18 months

Investment Component Work Packages (TRL 9)

WP #	Type	Title	Objectives	Lead	Start	End	Target TRL
9	Scale	Production Infrastructure Scaling	Multi-region deployment; performance optimization;	CTO	M19	M24	9

WP #	Type	Title	Objectives	Lead	Start	End	Target TRL
			100k+ user capacity				
10	Scale	Municipal Rollout Program	Framework agreements; 25+ municipalities; 10,000+ users	BD Lead	M19	M30	9
11	Market	Market Expansion & Partnerships	Care providers; health payers; telco partnerships; Nordic expansion	CEO	M19	M36	9
12	Product	Advanced Features & Domains	20+ task domains; advanced memory features; family coordination	Product	M19	M30	9

3. Detailed Work Package Descriptions

Work Package 1: Project Management, Risk and Ethics

Title: Project Management, Risk and Ethics

Duration: M1-M18 | **Person-Months:** 18 PM | **Lead:** Founder 1

Objectives: - Deliver project on time and within €2.5M budget - Manage technical, resource, and regulatory risks proactively - Ensure ethical treatment of vulnerable user groups - Protect and manage intellectual property - Maintain excellent communication with EIC

Description of Work:

Task 1.1: Project Coordination (M1-M18, 8 PM) - Monthly milestone tracking against Gantt chart - Bi-weekly team standups and monthly all-hands - Quarterly reviews with advisory board - EIC reporting (mid-term M9, final M18) - Budget monitoring with 90-day reforecasts - Stage-gate decision points at M6, M12, M15

Task 1.2: Risk Management (M1-M18, 4 PM) - Maintain comprehensive risk register (technical, resource, regulatory, market) - Monthly risk reviews with mitigation actions - €300k contingency reserve managed through formal release process - Scenario planning

for critical dependencies (BankID approval, certification timing) - Disaster recovery procedures for key person dependencies

Task 1.3: Ethics Oversight (M1-M18, 3 PM) - Ethics application to Swedish Ethical Review Authority (M1-M2) - Establish Pilot Safety Monitoring Committee (PSMC) with independent experts - Informed consent protocols for vulnerable users (capacity assessment, plain language, ongoing consent) - Safety monitoring dashboards for pilot distress signals - Incident response procedures aligned with Swedish/Norwegian safeguarding requirements

Task 1.4: IP Management (M1-M18, 3 PM) - Patent landscape monitoring - Document novel UI patterns (Conversation Atlas architecture, conversation branching, AI Apps workflows) - Provisional patent applications for key innovations (M6, M12) - Freedom-to-operate analysis - Open-source component compliance

Resources: - Founder 1: 50% allocation - PMO tooling: €10k - Advisory board: €15k - Legal (IP): €20k

Deliverables: - D1.1 Project plan, risk register, ethics framework (M1) - D1.2 Mid-term review package (M9) - D1.3 Final report and exploitation plan (M18)

Work Package 2: Architecture, Security & Privacy-by-Design

Title: Architecture, Security-by-Design and Privacy-by-Design

Duration: M1-M12 | **Person-Months:** 24 PM | **Lead:** Founder 2

Objectives: - Define and implement zero-trust, capability-scoped architecture suitable for vulnerable users handling sensitive tasks (banking, healthcare, government) - Design for GDPR and BankID security requirements from day one - Establish security baseline meeting Swedish KLASSA and ISO 27001 requirements

Description of Work:

Task 2.1: Security Architecture (M1-M3, 8 PM) - Threat modeling using LINDDUN (privacy) and STRIDE (security) - Zero-trust architecture design: no implicit trust, continuous verification - Capability-scoped tokens for agent execution (least privilege principle) - Data classification schema (public, internal, confidential, sensitive personal data) - Key management and secrets rotation strategy - Multi-factor authentication flows - Session binding and device attestation alternatives - Break-glass procedures for emergency access

Task 2.2: BankID Security Architecture (M2-M4, 6 PM) - BankID integration architecture aligned with official specifications - Sandbox setup and test environment - Secure session binding preventing man-in-the-middle attacks - Ephemeral token handling (never store

personal numbers) - Transaction verification flows with clear user confirmations - Fallback authentication strategies (Freja eID compatibility)

Task 2.3: Privacy Engineering (M2-M5, 6 PM) - Data minimization strategy: collect only what's necessary - Purpose limitation enforcement in data schemas - Privacy budgets for AI processing - Configurable data retention policies - User control interfaces (data export, deletion, consent withdrawal) - Records of Processing Activities (Article 30 GDPR) - Data Processing Agreement templates - Sub-processor management

Task 2.4: DPIA and Privacy Documentation (M2-M3, 4 PM) - Data Protection Impact Assessment (DPIA) for high-risk processing - Identify residual risks requiring mitigations - Transfer Impact Assessment (TIA) for any cross-border processing - Privacy notices for elderly users (plain language, large fonts) - Consent management specifications

Resources: - Founder 2: 60% allocation M1-M6, 30% M7-M12 - DevSecOps Engineer: 0.5 FTE M3-M12 - Security consultant (threat modeling): €15k - DPIA legal consultant: €15k

Deliverables: - D2.1 Architecture & security design freeze + DPIA v1 (M3) - D2.2 BankID sandbox integration spec and test plan (M4) - D2.3 Privacy engineering spec and data schemas (M5)

Milestone: - MS1 Security/architecture design freeze (M3)

Work Package 3: Core Platform, Conversation Engine and MLOps

Title: Core Platform, Conversation Engine and MLOps

Duration: M1-M18 | **Person-Months:** 48 PM | **Lead:** Tech Lead

Objectives: - Deliver production-ready conversation system with non-destructive branching (DAG structure) - Implement Conversation Atlas multi-resolution interface with card rendering - Build robust voice stack (STT/TTS) optimized for elderly Swedish/ Norwegian speakers - Establish MLOps infrastructure ensuring safety, observability, and continuous improvement - Achieve TRL 8 performance: <1.2s P95 latency for UI actions, <300ms STT partials

Description of Work:

Task 3.1: Conversation Engine (M1-M18, 16 PM) - DAG persistence for conversation branches: rewind, branch, merge operations - Beat detection algorithms for natural conversation segmentation - Progressive summarization (5 compression levels) - Context management and token optimization - Conversation category system (Regular/Function/ Meta) with color coding - Grounding and safety guardrails - Prompt routing policies - Confidence gating on AI outputs - Human-in-the-loop escalation triggers

Task 3.2: Card-Based UI Engine (M1-M18, 12 PM) - Conversation Atlas multi-resolution architecture: - Timeline View: Conversation summaries with temporal organization - Key Points View: Essential decisions and facts extraction - Full Detail View: Complete conversation with context-aware filtering - Card rendering system (headline + 2 lines + action buttons) - Conversation branching visualization - Large touch targets (minimum 44x44px) - High contrast themes (WCAG 2.2 AA minimum) - Keyboard navigation support - Screen reader optimization - Cross-platform rendering (tablet/desktop)

Task 3.3: Voice Stack (M2-M15, 10 PM) - Speech-to-Text (STT): - Swedish/Norwegian ASR tuned for elderly speakers - On-device/off-device fallback strategy - Wake-word detection - Barge-in capability - Noise robustness - Target: <300ms partials - Text-to-Speech (TTS): - Prosody controls for cognitive accessibility - Natural pacing (adjustable speed) - High-quality voices - Offline capability for core functions - Voice UX optimization through elderly user testing

Task 3.4: AI Apps & Workflow Skeletons (M3-M15, 8 PM) - Visual workflow system showing: - Completed steps (past) - Current state and progress - Available next actions - Template workflows for: - Bank transfers - Healthcare portal navigation - Government form completion - Calendar bookings - Image generation - Structured task execution with verification steps - Error recovery and resumption

Task 3.5: MLOps and Observability (M2-M18, 12 PM) - Model registry and version control - Prompt versioning and A/B testing framework - Evaluation harness with elderly-specific test suites - Red-team datasets (safety, bias, age-appropriateness) - Synthetic and curated corpora across 14+ domains - Bias and safety evaluation protocols - CI/CD pipeline with automated testing - Rollback procedures - SLO monitoring: - Latency <1.2s P95 for UI actions - ASR <300ms partials - Availability 99.5% during pilot phase - Error tracking and alerting - Performance dashboards

Resources: - Senior AI/ML Engineers: 2 FTE M1-M18 - Full-stack Platform Engineers: 2 FTE M3-M18 - Voice/ASR specialist: 0.3 FTE M2-M15 - Cloud infrastructure: €120k over 18 months - LLM API costs: €80k over 18 months (test + pilot usage) - Voice services (STT/TTS): €25k

Deliverables: - D3.1 E2E alpha (voice+cards, 4 domains), MLOps v1 (M6) - D3.2 Feature-complete beta (8-10 domains), SLOs defined, test automation suite v1 (M9) - D3.3 Production v1.0 (M12) - D3.4 Production v1.1 hardening with pilot feedback (M18)

Milestones: - MS2 Alpha release (M6) - MS3 Beta release (M9) - MS4 Production v1.0 (M12)

Work Package 4: Accessibility UX and Human-Centered Design

Title: Accessibility UX and Human-Centered Design

Duration: M1-M18 | **Person-Months:** 30 PM | **Lead:** UX Lead

Objectives: - Achieve EN 301 549 conformance (European accessibility standard) - Validate UX for elderly users (65+) and people with cognitive challenges - Establish cognitive load metrics and optimize accordingly - Conduct iterative usability testing with target user groups

Description of Work:

Task 4.1: Accessibility Framework (M1-M3, 4 PM) - Map UX to EN 301 549 functional performance statements - Define WCAG 2.2 AA/AAA compliance targets - Establish cognitive accessibility guidelines: - Large, readable text (14-15px body, prioritizing clear overview) - High contrast (WCAG AA minimum) - Simplified language (B1 reading level) - Consistent visual patterns - Reduced cognitive load (progressive disclosure) - Create accessibility design system - Define keyboard navigation patterns - Screen reader optimization requirements

Task 4.2: Elderly-Optimized Design (M1-M18, 10 PM) - Visual hierarchy optimized for aging vision: - Clear information organization - Balance between readability and information density - Color-coded categories for instant recognition - Touch target sizing (minimum 44x44px) - Simplified interaction patterns - Error prevention and easy recovery - Progressive onboarding flows - Plain language content guidelines - Visual progress indicators - Forgiving interface design (easy undo, clear feedback)

Task 4.3: Cognitive Accessibility (M2-M15, 8 PM) - Memory support through visual structure - Attention management through Conversation Atlas organization - Sequential task guidance (workflow skeletons) - Non-linear navigation supporting diverse thought patterns - Reduced overwhelm through progressive disclosure - Consistent patterns reducing learning burden - Context preservation (conversation branching without loss)

Task 4.4: Usability Testing (M3-M17, 8 PM) - Recruit 60-80 elderly participants across Sweden/Norway - Testing waves: - Wave 1 (M3-M4): Alpha with 20 users - Wave 2 (M7-M8): Beta with 30 users - Wave 3 (M13-M14): Pre-certification with 20 users - Include users with: - Age range 65-85+ - Varying digital literacy (low to moderate) - Cognitive challenges (MCI, ADHD, learning disabilities) - Vision/hearing limitations - Metrics: - Task completion rates - Time on task - Error rates - Cognitive load (NASA-TLX) - System Usability Scale (SUS) target >70 - Net Promoter Score (NPS) target >30 - Self-efficacy (eHEALS scale) - Methods: - Think-aloud protocols - Observation with minimal assistance - Post-task interviews - Remote and in-person sessions - Home environment testing (select cases)

Resources: - UX/Accessibility Designer: 1 FTE M1-M18 - Accessibility specialist consultant: 0.3 FTE M1-M15 - User research: €40k (recruitment, incentives, venues) - Accessibility testing tools: €10k

Deliverables: - D4.1 Accessibility framework and design system (M3) - D4.2 Alpha usability test report (M5) - D4.3 Beta usability test report (M9) - D4.4 Pre-certification usability validation (M15)

Milestone: - MS6 Accessibility pre-audit pass (M10)

Work Package 5: BankID Integration & Agent Security

Title: BankID Integration & Agent Security

Duration: M2-M15 | **Person-Months:** 20 PM | **Lead:** Security Engineer

Objectives: - Implement secure BankID authentication and signing flows - Enable safe task execution by AI agents for vulnerable users - Build scam protection and fraud prevention systems - Achieve BankID production approval

Description of Work:

Task 5.1: BankID Sandbox Integration (M2-M6, 6 PM) - SDK integration (certified libraries) - Test harness for authentication flows - Test harness for signing flows - Error handling and fallback scenarios - User experience flows (clear confirmations, step-by-step guidance) - Session management and timeout handling - Multi-device support - Freja eID compatibility testing

Task 5.2: Agent Execution Framework (M3-M12, 8 PM) - Capability-scoped agent policies (what agents can/cannot do) - Transaction verification flows: - AI describes intended action - User reviews and confirms - Clear visual confirmation cards - Mandatory pause before execution - Transaction caps and cooling-off periods - Audit logging of all agent actions - Rollback capabilities - Human-in-the-loop triggers for high-risk actions

Task 5.3: Scam Protection System (M4-M12, 4 PM) - Real-time scam detection: - First-time payee warnings - Unusual amount alerts - Suspicious recipient name detection - Urgency/pressure language detection - Gift card/crypto red flags - Integration with banking APIs for additional verification - SMS/email/call analysis (optional feature) - User education cards ("Common scams to watch for") - Secure communication channels (never ask for codes via unsecured methods)

Task 5.4: BankID Production Approval (M8-M12, 2 PM) - Compliance checklist completion - Security documentation - UX alignment with BankID guidelines - Pre-submission review with BankID team - Production environment setup - Go-live approval process

Resources: - DevSecOps Engineer: 0.7 FTE M2-M15 - Security Engineer: 0.3 FTE M8-M12 - BankID vendor support: €25k - Security review: €20k - Test infrastructure: €15k

Deliverables: - D5.1 BankID sandbox integration complete (M6) - D5.2 Agent execution framework and scam protection (M9) - D5.3 BankID production readiness documentation (M12)

Milestone: - MS7 BankID production approval (M12)

Work Package 6: Regulatory Compliance & Certification

Title: Regulatory Compliance & Certification

Duration: M2-M18 | **Person-Months:** 22 PM | **Lead:** Compliance Manager

Objectives: - Validate GDPR compliance for vulnerable user data - Achieve EN 301 549 accessibility certification - Obtain ISO/IEC 42001 AI management system certification (optional, planned) - Avoid medical device classification - Ensure Swedish/Norwegian regulatory compliance

Description of Work:

Task 6.1: GDPR Compliance (M2-M18, 8 PM) - Data Protection Officer (DPO) retainer - DPIA finalization and DPA consultation (if needed) - Records of Processing Activities maintenance - Data Processing Agreements with municipalities/partners - Sub-processor due diligence - EU data residency enforcement (avoid US Cloud Act issues) - Consent management system validation - Data subject rights implementation (access, rectification, erasure, portability) - Breach notification procedures (72-hour readiness) - Privacy notices in plain language - Regular privacy audits

Task 6.2: Accessibility Certification (M6-M15, 6 PM) - Gap analysis against EN 301 549 (M6-M7) - Remediation sprints (M8-M13) - Pre-audit with accessibility lab (M10) - Fix critical blockers (M11-M13) - Final certification audit (M14-M15) - Accessibility statement publication - Ongoing monitoring and maintenance procedures

Task 6.3: ISO/IEC 42001 AI Management System (M8-M18, 6 PM) - AI risk assessment framework - AI governance policies - Bias and fairness testing protocols - Transparency and explainability measures - Human oversight procedures - Continuous monitoring systems - Documentation and evidence collection - Implementation support from consultant - Certification body selection - Stage 1+2 audit (planned for M17-M18, may extend to M20)

Task 6.4: Medical Device Risk Mitigation (M2-M6, 2 PM) - MDR regulatory counsel review - Ensure no diagnostic/therapeutic claims - "Information and support" positioning - Disclaimers and escalation to healthcare providers - Content review for borderline classification triggers - Document non-medical device rationale

Resources: - Compliance Manager/DPO: 0.5 FTE M2-M18 (can be external retainer) - Privacy legal consultant: €30k - Accessibility certification: €50k (audit + retest) - ISO/IEC 42001 implementation: €40k - ISO/IEC 42001 certification audit: €30k (initial, may occur M18-M20) - MDR regulatory counsel: €20k

Deliverables: - D6.1 GDPR compliance package (M6) - D6.2 Accessibility gap analysis and remediation plan (M8) - D6.3 EN 301 549 certification (M15) - D6.4 ISO/IEC 42001 implementation complete (M18, audit M18-M20)

Milestone: - MS9 EN 301 549 and GDPR certifications complete (M15)

Work Package 7: Pilot Testing & User Validation

Title: Pilot Testing & User Validation

Duration: M4-M17 | **Person-Months:** 28 PM | **Lead:** BD/Pilots Lead

Objectives: - Execute 10-15 real-world pilots with elderly users in operational environments - Validate all core functionalities with 250-450 total users - Collect quantitative and qualitative data to demonstrate TRL 8 - Refine product based on real-world feedback - Build municipal partnerships for post-grant scaling

Description of Work:

Task 7.1: Pilot Program Design (M4-M6, 4 PM) - Pilot protocols and standard operating procedures - Ethics approval and informed consent processes - Safety monitoring procedures (PSMC oversight) - Inclusion/exclusion criteria - Pilot site playbook - Metrics and evaluation framework: - Quantitative: task completion, time savings, weekly active rate - Qualitative: self-efficacy (eHEALS), SUS, NPS, caregiver feedback - Data collection tools and dashboards - Incident reporting procedures

Task 7.2: Pilot Recruitment (M5-M10, 6 PM) - Target: 20+ municipalities/sites (to secure 10-15 active pilots) - Outreach strategy: - Swedish municipalities (digital inclusion, welfare tech teams): 6-8 pilots - Norwegian municipalities (velferdsteknologi): 2-3 pilots - Private care providers (Attendo, Vardaga, Humana): 4-5 pilots - Partnerships with PRO, SPF Seniorerna, senior centers - Letters of Intent (LOIs) - Site agreements (pilots typically €300-600/participant, 8-12 weeks, 20-40 users) - Coordination with municipal IT/legal/privacy teams - DPA negotiations

Task 7.3: Pilot Execution (M7-M16, 12 PM) - Onboarding and training: - Site coordinators training - Participant onboarding (multiple formats: in-person, video, phone) - Plain language user guides - Helpdesk support - Device provisioning (tablets with MDM/kiosk mode if needed) - Weekly check-ins with site coordinators - Bi-weekly participant support (phone/video/in-person as needed) - Safety monitoring: - Real-time distress signals -

Financial transaction review - Incident tracking - PSMC monthly reviews - Iterative improvements based on early feedback - Gradual rollout of features (starting with 4 domains, expanding to 10+)

Task 7.4: Data Analysis & Reporting (M9-M17, 6 PM) - Quantitative analysis: - Task completion rates by domain (target: >80%) - Time savings vs. traditional methods (target: 50-80% reduction) - Weekly active usage rates (target: >60%) - Error rates and recovery success - Qualitative analysis: - Self-efficacy improvements (eHEALS scale) - System usability (SUS target: >70) - Net Promoter Score (NPS target: >30) - Thematic analysis of interviews - Caregiver feedback - Pilot completion reports per site - Aggregate impact report - Case studies and testimonials - Recommendations for product improvements

Resources: - BD/Partnerships Manager: 1 FTE M5-M17 - Customer Success/Pilot Coordinator: 0.5 FTE M7-M17 - Founder (partnership lead): 0.5 FTE M5-M12 - Data analyst: 0.3 FTE M9-M17 - Site/participant incentives: €160k - Travel and field operations: €40k - Support infrastructure (helpdesk tools): €10k

Deliverables: - D7.1 Pilot program design and ethics approval (M6) - D7.2 First 5 pilots launched (M9) - D7.3 10 pilots active (M12) - D7.4 Pilot completion report (M17)

Milestones: - MS10 10 pilots live (M12) - MS11 Pilots completed with impact data (M16)

Work Package 8: Market Readiness & Exploitation

Title: Market Readiness & Exploitation

Duration: M6-M18 | **Person-Months:** 16 PM | **Lead:** Founder 1

Objectives: - Develop go-to-market strategy for B2C and B2B2C channels - Build partnership pipeline (municipalities, care providers, health payers, telcos) - Create procurement-ready packages for public sector - Prepare investment-ready materials for Series A - Disseminate results to stakeholders

Description of Work:

Task 8.1: Go-to-Market Strategy (M6-M9, 4 PM) - Market segmentation and targeting - Pricing strategy: - B2C: €8-12/month subscription - B2B2C municipal: €6-9/user/month - B2B2C care: €6-8/user/month - Channel strategy: - Direct B2C (digital marketing, partnerships) - Municipal procurement (framework agreements) - Care provider partnerships - Health payer value-add programs - Telco bundles (CSR/digital inclusion) - Customer acquisition cost (CAC) optimization (target: €70-150 blended) - Churn reduction strategies (target: <25% annually)

Task 8.2: Partnership Development (M6-M18, 8 PM) - Municipal engagement: - Pre-tender dialogues - Framework agreement positioning (LOU direct procurement) - Pilot-to-

procurement bridges - Procurement advisory support - Care provider partnerships: - Attendo, Vardaga, Humana, Team Olivia (Sweden) - Attendo Norge, Stendi, Norlandia (Norway) - Value proposition tailored to care efficiency - Health payer discussions: - Folksam, Länsförsäkringar (Sweden) - Gjensidige, Storebrand (Norway) - Preventive care value cases - Telco partnerships: - Telia, Tele2 (Sweden) - Telenor (Norway/Sweden) - Digital inclusion bundle positioning

Task 8.3: Procurement Packages (M9-M15, 2 PM) - GDPR compliance documentation (DPAs, DPIA, records of processing) - Information security (KLASSA-aligned, ISO 27001 roadmap) - Accessibility statements (EN 301 549 certification) - Service level agreements (SLAs) - Implementation playbooks - Training materials for staff - Support procedures - Pricing and contract templates

Task 8.4: Investment Readiness (M12-M18, 2 PM) - Business model validation through pilots - Financial projections update with actuals - Unit economics demonstration - Pitch deck and data room - Series A target: €10-20M for Nordic scaling - Investor outreach preparation - Advisory board expansion

Resources: - Founder 1 (CEO): 30% allocation M6-M18 - BD/Partnerships Manager: 0.5 FTE M12-M18 - Procurement advisor: €20k - Marketing/brand: €30k - Sales collateral and demo environment: €15k

Deliverables: - D8.1 Go-to-market strategy document (M9) - D8.2 Procurement package suite (M15) - D8.3 Partnership pipeline report (M18) - D8.4 Investment-ready materials (M18)

Milestone: - MS5 Final review and investment readiness (M18)

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4. Deliverables (Grant Work Packages)

#	Name	Description	WP	Lead	Type	Level	Date
D1.1	Project Plan & Risk Register	Comprehensive project plan, risk register, ethics framework, IP strategy	WP1	Founder 1	Document	Internal	M1
D1.2	Mid-Term Review Package	Progress report, updated risk register, financial	WP1	Founder 1	Report	EIC	M9

#	Name	Description	WP	Lead	Type	Level	Date
		status, preliminary pilot results					
D1.3	Final Report & Exploitation Plan	Complete project report, IP documentation, market exploitation plan, lessons learned	WP1	Founder 1	Report	EIC	M18
D2.1	Security Architecture Freeze	Zero-trust architecture, threat models, DPIA v1, security policies	WP2	Founder 2	Document	Internal	M3
D2.2	BankID Sandbox Integration Spec	BankID integration architecture, test plan, security analysis	WP2	Founder 2	Document	Internal	M4
D2.3	Privacy Engineering Spec	Data schemas, privacy controls, GDPR compliance framework, consent management	WP2	Founder 2	Document	Internal	M5
D3.1	Alpha Platform	End-to-end alpha: voice+cards, 4 domains, MLOps v1, conversation branching	WP3	Tech Lead	Software	Internal	M6
D3.2	Beta Platform	Feature-complete beta: 8-10 domains, SLOs defined, test automation suite	WP3	Tech Lead	Software	Internal	M9

#	Name	Description	WP	Lead	Type	Level	Date
D3.3	Production v1.0	Production-ready platform with full feature set, performance validated	WP3	Tech Lead	Software	Public	M12
D3.4	Production v1.1	Hardened production release incorporating pilot feedback and optimizations	WP3	Tech Lead	Software	Public	M18
D4.1	Accessibility Framework	Design system, EN 301 549 mapping, cognitive accessibility guidelines	WP4	UX Lead	Document	Internal	M3
D4.2	Alpha Usability Report	Usability test results (n=20), recommendations, validated with elderly users	WP4	UX Lead	Report	Internal	M5
D4.3	Beta Usability Report	Beta usability test results (n=30), SUS/NPS/ eHEALS metrics	WP4	UX Lead	Report	Internal	M9
D4.4	Pre-Certification Validation	Final usability validation (n=20) before EN 301 549 certification	WP4	UX Lead	Report	Internal	M15
D5.1	BankID Sandbox Integration	Working BankID sandbox integration, test harness, documentation	WP5	Security Eng	Software	Internal	M6

#	Name	Description	WP	Lead	Type	Level	Date
D5.2	Agent Framework & Scam Protection	Agent execution framework, scam detection system, audit logging	WP5	Security Eng	Software	Internal	M9
D5.3	BankID Production Readiness	Production environment, security documentation, approval readiness	WP5	Security Eng	Document	Internal	M12
D6.1	GDPR Compliance Package	DPAs, DPIA final, Records of Processing, consent system, privacy notices	WP6	Compliance	Document	Public	M6
D6.2	Accessibility Gap Analysis	EN 301 549 gap analysis, remediation plan, pre-audit preparation	WP6	Compliance	Document	Internal	M8
D6.3	EN 301 549 Certification	Official accessibility certification, conformance report, accessibility statement	WP6	Compliance	Certification	Public	M15
D6.4	ISO/IEC 42001 Implementation	AI management system implemented, documentation complete (audit M18-M20)	WP6	Compliance	Document	Internal	M18
D7.1	Pilot Program Design	Pilot protocols, ethics approval,	WP7	BD Lead	Document	Internal	M6

#	Name	Description	WP	Lead	Type	Level	Date
		safety procedures, evaluation framework					
D7.2	First Pilots Launched	5 pilot sites active with users, initial safety and usage data	WP7	BD Lead	Milestone	Internal	M9
D7.3	10 Pilots Active	10 pilot sites operational, 200+ users engaged, mid-pilot analysis	WP7	BD Lead	Milestone	Internal	M12
D7.4	Pilot Completion Report	Comprehensive impact report, case studies, quantitative/ qualitative analysis	WP7	BD Lead	Report	Public	M17
D8.1	Go-to-Market Strategy	Market segmentation, pricing, channels, partnership strategy	WP8	Founder 1	Document	Internal	M9
D8.2	Procurement Package Suite	GDPR/security docs, SLAs, implementation playbooks, contract templates	WP8	Founder 1	Document	Public	M15
D8.3	Partnership Pipeline Report	Partnership status, LOIs, framework agreements, expansion opportunities	WP8	Founder 1	Report	Internal	M18

#	Name	Description	WP	Lead	Type	Level	Date
D8.4	Investment-Ready Materials	Business model validation, financial projections, pitch deck, data room	WP8	Founder 1	Document	Private	M18

5. Milestones

#	Name	Related WPs	Estimated Date	Verification
MS0	Project Kickoff	WP1	M1	Kickoff meeting held, team assembled, project plan approved
MS1	Security Architecture Freeze	WP2	M3	Architecture design document finalized, threat models complete, DPIA v1 approved, technical review passed
MS2	Alpha Release	WP3	M6	Working end-to-end system, 4 domains functional, voice+cards operational, internal testing successful
MS3	Beta Release	WP3, WP4	M9	Feature-complete platform, 8-10 domains, usability testing (n=30) passed, SLOs defined and measured
MS4	Production v1.0	WP3, WP5	M12	Production-ready release, performance targets met (<1.2s P95 latency), BankID production integration complete
MS6	Accessibility Pre-Audit Pass	WP4, WP6	M10	EN 301 549 gap analysis complete, critical blockers remediated, pre-audit from certification lab passed

#	Name	Related WPs	Estimated Date	Verification
MS7	BankID Production Approval	WP5	M12	Official BankID production approval received, security review passed, ready for real transactions
MS8	Security Penetration Test Pass	WP2, WP3	M9	External penetration test completed, critical/high vulnerabilities remediated, retest passed
MS9	Certifications Complete	WP6	M15	EN 301 549 certification obtained, GDPR compliance validated, ISO/IEC 42001 implementation complete
MS10	10 Pilots Live	WP7	M12	10 operational pilot sites, 200+ active users, safety monitoring functional, preliminary positive feedback
MS11	Pilots Completed	WP7	M16	All pilots concluded, comprehensive impact data collected, TRL 8 demonstrated in operational environments
MS5	Final Review & Investment Readiness	WP1, WP8	M18	All deliverables complete, EIC final report submitted, Series A materials ready, exploitation plan active

Budget Summary

Total Grant: €2,500,000 over 18 months

Direct Costs: €2,000,000 (80%) - Personnel: €1,200,000 (48% of total) - External Services/Subcontracting: €330,000 (13%) - Pilot Costs: €160,000 (6%) - Equipment:

€120,000 (5%) - Cloud/LLM APIs: €120,000 (5%) - Travel/Dissemination/Other: €70,000 (3%)

Indirect Costs: €500,000 (20% of total, flat 25% of direct costs)

Risk Management Summary

Total Risk Mitigation Budget: €790k (part of external services and contingency)

Key Risk Categories:

1. **Technical Risks (€240k mitigation budget)**
2. AI reliability with vulnerable users
3. BankID integration complexity
4. Voice/accessibility challenges
5. Security vulnerabilities

6. **Resource Risks (€105k mitigation budget)**
7. Talent acquisition in competitive market
8. Key person dependency
9. Budget overruns
10. Pilot recruitment failures

11. **Regulatory/Compliance Risks (€175k mitigation budget)**
12. GDPR violations
13. Accessibility certification failures
14. Medical device classification risk
15. BankID approval delays

16. **Market/Partnership Risks (€70k mitigation budget)**
17. Municipal procurement delays
18. Pilot site failures
19. Low adoption/high churn
20. Competitive responses

Contingency Reserve: €300k (released against approved contingency actions only)

Risk Monitoring: Monthly risk reviews, quarterly stage-gates, independent PSMC oversight

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Team Composition (as of application)

Current Team: - **2 Founders** (technical + business backgrounds) - Founder 1 (CEO): Project management, partnerships, investment - Founder 2 (CTO): Architecture, security, technical leadership

Planned Hires (M1-M6): - Senior AI/ML Engineer x2 (M1-M3) - Platform Engineer x2 (M2-M4) - UX/Accessibility Designer (M1-M2) - DevSecOps Engineer (M3) - BD/Partnerships Manager (M2-M3)

Planned Hires (M6-M12): - Customer Success/Pilot Coordinator (M6) - Data Analyst (M9)

External/Fractional Roles: - DPO (Data Protection Officer): 0.3 FTE retainer - Security consultants (pentesting, architecture review) - Accessibility consultants - Privacy legal counsel - ISO/IEC 42001 implementation consultant

Advisory Board (to be established M1-M3): - Gerontology/geriatrics expert - Cybersecurity/financial crime expert - Clinical ethicist - Digital inclusion/accessibility expert - Municipal welfare tech specialist

Total Team Size: 8-10 FTEs by M6, 9-11 FTEs by M12

Success Criteria

TRL 8 Validation: - ✅ System complete and qualified through operational testing - ✅ 10-15 pilots in real municipal/care environments - ✅ 250-450 elderly users successfully using platform - ✅ Security and accessibility certifications obtained - ✅ BankID production approval secured - ✅ Demonstrated task completion rates >80% - ✅ User satisfaction (SUS) >70, NPS >30 - ✅ Safety record: zero sentinel events, <2% major incidents

Market Readiness: - ✅ Procurement-ready packages prepared - ✅ Partnership pipeline established (20+ potential customers) - ✅ Pilot-to-customer conversion path validated - ✅ Unit economics demonstrated (COGS €0.18-0.36/user/month) - ✅ Investment-ready (Series A materials complete)

Impact: - ✅ Demonstrated improvement in digital self-efficacy for elderly users - ✅ Proven time savings (50-80%) for common tasks - ✅ Validated scam protection effectiveness - ✅ Reduced caregiver burden (qualitative feedback) - ✅ Path to European scaling established

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Document Status: DRAFT - Based on available information as of November 24, 2025
Next Steps: Review with team, validate budget details, refine task breakdowns, add specific KPIs per task **Contact:** [Insert contact information]

This Implementation Plan Annex supports the EIC Accelerator Full Application (Part B) for Senior AI.