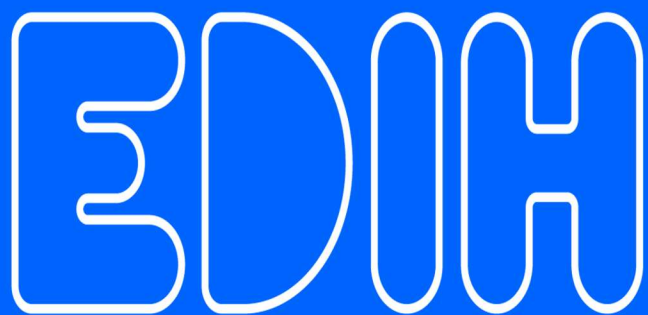




European Digital Innovation Hubs Network

Driving the EU's digital transformation

EDIH Activity Report

KPI Reporting – 2

Project: Digital Innovation Gateway for Kosovo

Acronym: DIG-4K

Project No. 101191620

EDIH Activity Report

EDIHs - KPIs Table – 01.07.2025-31.12.2025

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Private sector / SMEs	0	0	0	2	0	0	0	0	0
Collaborative grant applications (SME/PSO/HEI)									2
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
Support provided to two SMEs for Creative Industries digitalization funding applications.									
Collaborative grant applications submitted: HORIZON-MSCA-2025-CITIZENS-01 and CERV-2025-CITIZENS-REM.									
Ecosystem and Networking									7
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
1. Participation in Digitale Woche Dortmund 2025 and EDIH Days in Dortmund, Germany									
2. Participation in the 2 nd Regional EDIH Workshop in Skopje, Macedonia									
3. Participation in Western Balkans Digital Summit 2025 in Skopje, Macedonia									
4. Participation in the 4 th Butterfly Innovation Forum in NoviSad, Serbia									
5. Facilitation of the BiH delegation study visit at ITP, Prizren									
6. Participation in Digital Innovation Exchange in Budapest, Hungary									
7. Facilitation of the visit by MEP Riho Terras and other participants from the EU Delegation at ITP, Prizren									
Enriching and Strengthening the EDIH Network and Interaction with other EU Initiatives									3
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
1. Provided a Letter of Support to FusionX in Sarajevo									
2. Signed a Multilateral MoU with Western Balkans EDIHs									
3. Signed a Letter of intent with VHTP EDIH in Latvia									
Digital Maturity Assessment									35
Number of SMEs and Public sector receiving services:									
Public sector					1				1
Private sector / SMEs	8	4	11	5	1	3		2	34
If not possible to list under the above services, please include any additional KPIs as per your GA									

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Outreach to SME and Public Sector for DIG-4K Services									54
Number of SMEs and Public sector reached:									
Public sector									1
Private sector / SMEs									53
Communication activities <i>Please breakdown it as per KPIs identified in your GA</i>									
Website engagement (KPI – 5,000 visits)									609 visits tracked via Google Analytics
Newsletter (KPI – mailing list 1,000 recipients)									2 nd Newsletter issued to 460 Recipients
Social Media (KPI – 1,500 aggregate followers)									373 aggregate followers
Infographics (KPI – 4 infographics posted on social media)									1 st infographic posted on social media
Networking with other projects (KPI – 4 networking events (1 per year))									5 Networking events
Academia, CSO Public Institution and Business (A2B) meetings (KPI – 4 virtual meetings (1 per year). 50 individual meetings)									1 A2B Meeting
Project events (workshops, trainings, conferences) (KPI – 2.500 total attendees)									5 Project events with

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	64 total attendees
Press Releases	2nd semi-annual press release to be issued in January 2026

KPI Report – Summary

This report presents the second semi-annual assessment of the DIG-4K project progress against its Key Performance Indicators (KPIs), covering the period from July to December 2025. It provides an overview of measurable results achieved, key actions undertaken, and progress toward established targets. The report also reflects on challenges and lessons learned to improve the next stages of implementation.

During this reporting period, DIG-4K moved from initial setup toward more structured service delivery, expanded stakeholder engagement, and strengthened its presence on regional and EU-level context. Key efforts focused on fostering direct engagement and scaling services to SMEs, initiating engagement with public sector institutions, formalizing new strategic partnerships, and enhancing communication and visibility activities.

Direct Services

During the reporting period, DIG-4K significantly expanded its direct service delivery through the implementation of an additional 34 Digital Maturity Assessments (DMAs) with eligible SMEs, and 1 DMA conducted with the Ministry of Economy as PSO. Through these assessments, DIG-4K gained deeper insights into the digital readiness and transformation needs of these entities.

An overall average digital maturity score of 42% is encountered for SMEs involved, revealing a diverse landscape of digitalization levels. While some SMEs remain at an early stage, focusing on the digitalization of basic processes, others have already adopted sector-specific digital tools. A smaller group of companies demonstrates readiness to explore more advanced solutions, including AI, automation and IoT technologies.

Following the completion of the assessments, the DIG-4K consortium analyzed the DMA results, identifying 130 concrete service requests. Based on these needs, 14 service categories were defined and grouped into basic, intermediate, and advanced levels according to the digital maturity and readiness of the SMEs. Service implementation formally started in November with the first on-

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site company visit and the preparation of 5 tailored digitalization strategies for selected SMEs. As an initial focus, DIG-4K prioritized basic services with high demand particularly web development and e-commerce solutions.

In parallel with SME focused activities, DIG-4K initiated its first engagement with PSOs. Initial collaboration efforts focused on supporting the Ministry of Economy in advancing digital governance initiatives. Through engagement with the Ministry of Economy, public documents were transformed into machine-readable formats and data from 17 public enterprises was integrated into the Ministry's official webpage, directly supporting EU-aligned reforms that advance open data, digital governance, and transparency in public service delivery.

Networking and Collaboration

DIG-4K strengthened its networking and ecosystem development activities through active participation in regional and international EDIH events. During the reporting period, the project participated in Digitale Woche Dortmund 2025 and the EDIH Days in Dortmund, Germany, enhancing visibility and exploring concrete collaboration opportunities within the EDIH network. This was followed by participation in the Digital Innovation Exchange in Budapest, Hungary, further reinforcing DIG-4K's integration into international innovation and EDIH ecosystems. As part of the visit to Hungary, the DIG-4K team also held a meeting at the Embassy of Kosovo in Hungary to present project progress and discuss opportunities for cooperation with the Hungarian business community.

In parallel, DIG-4K remained actively engaged at the regional level, participating in the 2nd Regional EDIH Workshop and the Western Balkans Digital Summit 2025 in Skopje, North Macedonia, as well as the 4th Butterfly Innovation Forum in Novi Sad, Serbia. These events provided an opportunity to present DIG-4K progress through panel discussions focused on the role of EDIHs in supporting SME digitalisation, while also facilitating knowledge exchange, experience sharing, and coordination on joint approaches to SME support. Additionally, DIG-4K strengthened cooperation frameworks by providing a Letter of Support to FusionX in Sarajevo, signing a Multilateral Memorandum of Understanding with Western Balkans EDIHs, and concluding a Letter of Intent with VHTP EDIH in Latvia, reflecting expanding cross-border collaboration beyond the region.

Communication and Dissemination Activities

DIG-4K continued to strengthen its communication and visibility efforts during the July–December period. Website performance tracking through Google Analytics recorded 609 visits during this timeframe, providing the first concrete insights into audience reach and engagement following the activation of analytics tools.

The second DIG-4K newsletter was issued during this period and sent to 460 recipients from the current mailing list, further advancing structured dissemination efforts and maintaining regular communication with stakeholders. DIG-4K's social media presence reached 373 aggregate followers across Facebook, Instagram, and LinkedIn, reflecting an organic growth driven by project

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updates and event participation. The first infographic representing an overview of DIG-4K and the progress so far has been shared on social media.

In total, EDIH DIG-4K was represented at five networking events during this period, contributing to increased visibility and stakeholder engagement. One virtual Academia, CSO Public Institution and Business (A2B) meeting was held during this period resulting in one application for a Horizon call.

In the meantime, 5 Project events have been organized with 64 total attendees. While no press release was issued within the reporting timeframe, the second semi-annual press release was prepared and scheduled for publication in January, ensuring continued momentum in external communication at the start of the next reporting phase.

Challenges and Lessons Learned

DIG-4K encountered notable challenges in defining and structuring the 14 services, as these were developed through a demand-driven approach based on SME needs identified via DMAs. Unlike other EDIHs that predefined services according to existing capacities, this approach ensured stronger alignment with actual SME demands but significantly increased organisational complexity. The large and diverse consortium, combined with a high volume and wide variety of service requests, required intensive coordination to identify appropriate lead partners for each SME and to clearly define the roles of supporting partners. Further challenges emerged in selecting suitable technological solutions, particularly when assessing their availability, investment requirements, and relevance to SMEs of varying sizes, maturity levels, and sectors. As service delivery has only recently commenced, the consortium will continue to strengthen regional and external collaborations to complement internal capacities, thereby reducing the risk of unmet demands and enhancing the overall impact and sustainability of the project.