



European Digital Innovation Hubs Network

Driving the EU's digital transformation

EDIH Activity Report

KPI Reporting – 3

Project: Digital Innovation Gateway for Kosovo

Acronym: DIG-4K

Project No. 101191620

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EDIHs - KPIs Table – 01.01.2026-30.06.2026

Services	Sectors								Total
	Manufacturing & Industrial Production	Agriculture & Food	Commercial & Service Activities	Cultural & Creative Industry	Finance & Fintech	Education & Healthcare	ICT	Energy & Environment	
Test Before Invest									18
Number of SMEs and Public sector receiving services:									
Public sector	0	0	0	0	0	0	0	0	0
Private sector / SMEs	8	6	2	1	0	1	0	0	18
Description of services: Please breakdown it as per KPIs identified in your GA									
Individual Digital Transformation Strategies for SME's									
Webpage development									
Digital Skills and Training									0
Number of SMEs and Public sector receiving services:									
Public sector	0	0	0	0	0	0	0	0	0
Private sector / SMEs	0	0	0	0	0	0	0	0	0
Description of services: Please breakdown it as per KPIs identified in your GA									
Support to Find Investment (Access to Finance)									3
Number of SMEs and Public sector receiving services:									

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Public sector	0	0	0	0	0	0	0	0	0
Private sector / SMEs	0	1	0	2	0	0	0	0	3
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
One-on-one consultation with SMEs to provide feedback on call applications MoU for further SME support with MICP & Municipality of Prizren signed									
Ecosystem and Networking									6
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
1.Participation in the “Accelerating Autonomy with European Frontiers” Summit in Warsaw, Poland. 2.Facilitation of EDIH Corner activities during the Digital Skills Festival. 3. Facilitation of the Access to Finance (A2F) event “Get Connected. Get Funded. Get Growing” by consortium partner Edutask, engaging beneficiaries and key stakeholders. 4.Participation in the Team Europe Fair in celebration of Europe Day, fostering networking and collaboration opportunities. 5.Participation in the “Strengthening the AI Innovation Ecosystem!” EDIH Summit in Brussels, Belgium. 6.Participation in the EDIH/DIH Study Visit hosted at Sofia Tech Park, Bulgaria.									
Enriching and Strengthening the EDIH Network and Interaction with other EU Initiatives									5
Description of services: <i>Please breakdown it as per KPIs identified in your GA</i>									
1.Submitted a cross-border project proposal, “The Digital Twinning Project,” in partnership with DigitMak (North Macedonia EDIH) under the EU4Digital initiative. 2. Submitted a joint application to the Digital Green Innovation Competition (DGIC) call launched by Helvetas Swiss Intercooperation, in collaboration with consortium partners Edutask and Makerspace Innovation Center Prizren 3. Signed a Memorandum of Understanding (MoU) with EDIH-DO (Dortmund) to strengthen international cooperation and knowledge exchange. 4. Provided a Letter of Support for the AI EDIH Hungary initiative, endorsing its objectives and collaborative activities. 5. Signed a Letter of Interest with the Eastern Switzerland and Zurich Integrated Solutions Hub (EZISH) to explore future collaboration opportunities and joint initiatives.									
Digital Maturity Assessment									0
Number of SMEs and Public sector receiving services:									
Public sector					0				0

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Private sector / SMEs	0	0	0	0	0	0		0	0
If not possible to list under the above services, please include any additional KPIs as per your GA									
Outreach to SME and Public Sector for DIG-4K Services									113
Number of SMEs and Public sector reached:									
Public sector									13
Private sector / SMEs									100
Communication activities <i>Please breakdown it as per KPIs identified in your GA</i>									
Website engagement (KPI – 5,000 visits)									1185visits tracked via Google Analytics
Newsletter (KPI – mailing list 1,000 recipients)									3rd Newsletter to be issued in July to 609 Recipients
Social Media (KPI – 1,500 aggregate followers)									515aggregate followers
Infographics (KPI – 4 infographics posted on social media)									N/A, upcoming infographic on 12.26
Networking with other projects (KPI – 4 networking events (1 per year))									1 Networking event with EDIH DO,
Academia, CSO Public Institution and Business (A2B) meetings									0 A2B

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<i>(KPI – 4 virtual meetings (1 per year). 50 individual meetings)</i>	Meeting
Project events (workshops, trainings, conferences) <i>(KPI – 2.500 total attendees)</i>	4 Project events with 138 total(aggregated) attendees
Press Releases	3rd semi-annual press release to be issued in July

KPI Report – Summary

This report presents the third semi-annual assessment of the DIG-4K project's progress against its Key Performance Indicators (KPIs), covering the period from January to June 2026. The reporting period reflects the continued transition of DIG-4K from assessment and planning activities toward the delivery of concrete digital transformation services, ecosystem development initiatives, and capacity-building support for SMEs and public sector organizations. It also highlights efforts to strengthen access to finance through funding needs assessments, tailored advisory support, awareness workshops on available funding opportunities, and investor matchmaking activities designed to connect organizations with potential funding sources and investment partners.

During this period, DIG-4K further expanded its support to SMEs through the development of tailored digitalization strategies, web development services, and ongoing advisory activities. The project also continued to strengthen collaboration with financial institutions, business support organizations, and ecosystem stakeholders, while building partnerships at both national and European levels.

To support future capacity-building activities, DIG-4K conducted a comprehensive Training Needs Assessment targeting SMEs and public sector organizations. The findings will inform the design of future training curricula and ensure that upcoming capacity-building programmes are aligned with the identified needs of beneficiaries.

In addition, DIG-4K supported the strengthening of the local SME support ecosystem through the facilitation of a Memorandum of Understanding (MoU) between the Municipality of Prizren and project partner Makerspace Innovation Center Prizren (MICP). The agreement establishes a framework for cooperation in promoting investment, business development, and access-to-finance

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opportunities for local SMEs, contributing to a more supportive environment for business growth, innovation, and digital transformation.

Direct Services

DIG-4K continued the implementation of direct support services for SMEs based on the needs identified through the Digital Maturity Assessments conducted in previous reporting periods. During this reporting period, the consortium finalized 13 more individual digitalization strategies, providing tailored roadmaps and recommendations to support SMEs in advancing their digital transformation processes.

To facilitate the implementation of identified interventions, consortium partners conducted a series of company visits and technical consultations with beneficiary SMEs. These engagements focused on planning and delivering priority services, particularly in the areas of web development. As a result, five company websites were successfully developed and deployed for beneficiary SMEs, strengthening their online presence and supporting the digitalization of business operations.

In parallel, DIG-4K explored opportunities to enhance its e-commerce service portfolio through collaboration with commercial banks and other external providers. Discussions focused on the integration of online payment solutions and other digital commerce functionalities aimed at supporting SMEs in expanding their digital sales channels and improving customer access to online services.

Capacity-building activities also progressed during the reporting period. In April 2026, Training Needs Assessment surveys were distributed to both SMEs and Public Sector Organizations (PSOs) to identify priority digital skills gaps and capacity development needs. By the end of the reporting period, DIG-4K collected responses from 77 SMEs and 5 public sector representatives. The assessment provided valuable insights into digital competencies, training priorities, and sector-specific needs of beneficiaries. The results will serve as the foundation for the development of training curricula and the design of future capacity-building programmes, ensuring that upcoming training activities are aligned with the actual needs and expectations of SMEs and public institutions.

Networking and Collaboration

DIG-4K remained actively engaged in regional and European innovation ecosystems throughout the reporting period. The project participated in the Accelerating Autonomy with European Frontiers Summit in Warsaw, Poland, which brought together European Digital Innovation Hubs and innovation ecosystem actors from across Europe and neighboring regions. The event provided valuable opportunities for networking, knowledge exchange, and the exploration of future collaboration opportunities with other EDIHs and innovation stakeholders. The project also participated in the EDIH Summit 2026, "Strengthening the AI Innovation Ecosystem," held in Brussels, Belgium. The summit convened the European Digital Innovation Hubs network, EU institutions, AI infrastructures, and innovation actors to discuss the implementation of Europe's AI agenda, strengthen collaboration between EDIHs, AI Factories,

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Testing and Experimentation Facilities (TEFs), and other innovation support initiatives, while exchanging good practices for accelerating AI adoption among SMEs and public administrations. Participation enabled DIG-4K to gain insights into emerging policy developments, AI support mechanisms, and future directions of the EDIH network.

Furthermore, DIG-4K participated in the EDIH/DIH Study Visit at Sofia Tech Park, Bulgaria, where representatives engaged with fellow EDIHs from the Western Balkans and the European Union to exchange experiences and explore best practices in delivering digital innovation services. The study visit included presentations of advanced research and innovation facilities, technology laboratories, business incubation services, and collaborative discussions on strengthening cross-border cooperation, improving service delivery models, and enhancing support for SMEs and public sector digital transformation. The visit provided valuable insights into successful innovation ecosystem management and opportunities for future collaboration among participating hubs.

DIG-4K further strengthened its coordination and implementation capacities through a dedicated working session with FundingBox experts held on 21 May 2026. The meeting involved both the project coordination team and consortium partners and focused on key implementation topics, including project reporting, monitoring and evaluation procedures, service portfolio updates, and overall project management practices.

In addition, the consortium continued exploring opportunities for international cooperation through the preparation and submission of a cross-border project proposal under the EU4Digital framework, further supporting regional collaboration and knowledge exchange within the European digital innovation ecosystem.

Support to Find Investment (*Access to Finance*)

DIG-4K continued to strengthen its Access to Finance pillar through targeted initiatives aimed at improving SMEs' awareness of funding opportunities, facilitating connections with financing providers, and supporting the implementation of digitalization investments. As part of these efforts, DIG-4K supported the facilitation of a Memorandum of Understanding (MoU) between the Municipality of Prizren and Makerspace Innovation Center Prizren (MICP). Through this MoU, 14 businesses from the Prizren region within the DIG-4K portfolio will receive additional financial support to implement the digitalization solutions and recommendations identified through the digitalization strategies developed under the project, further accelerating their digital transformation efforts.

Project partner Edutask organized the event "Get Connected. Get Funded. Get Growing." on 30 April 2026 in cooperation with the European Bank for Reconstruction and Development (EBRD) and relevant ecosystem stakeholders. The event brought together SMEs, financial institutions, and support organizations to facilitate networking and increase awareness of available financing opportunities. Representatives from Raiffeisen Bank Kosovo, Banka për Biznes, EBRD, and the Kosovo Credit Guarantee Fund presented financing instruments supporting business growth, digitalization initiatives, and green investments. The event contributed

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to strengthening connections between SMEs and financial institutions while promoting access to finance as a key enabler of digital transformation.

As part of the Digital Skills Festival 2026 programme, a Digital Europe Programme (DEP) Information Session was organized in cooperation with the National Contact Point team within the Ministry of Digitalization and Public Administration. The session introduced participants to the role of the NCP office in Kosovo, current Digital Europe Programme opportunities, and the contribution of DIG-4K as Kosovo's first European Digital Innovation Hub. FundingBox experts also provided insights into DEP funding mechanisms and opportunities for future participation.

In addition, DIG-4K organized the two-day workshop "Access to Funds: From Awareness to Application," aimed at increasing awareness and understanding of current Digital Europe Programme calls and funding opportunities. Participants received practical guidance on proposal preparation, eligibility requirements, and application procedures.

Ecosystem Outreach and Visibility

DIG-4K also participated in the Europe Day 2026 celebrations through the Team Europe Fair in Prishtina, where the project was showcased alongside other European Union-funded initiatives and development partners. The event provided an opportunity to present the project's objectives and achievements, engage directly with citizens and stakeholders, and increase awareness of the support services available through Kosovo's first European Digital Innovation Hub.

The project further contributed to the organization and implementation of activities within ITP's annual flagship festival - Digital Skills Festival 2026. As part of the festival activities, DIG-4K also hosted the EDIH Corner: AI & Automation Showcase, where visitors had the opportunity to explore practical examples of digital transformation solutions, learn about AI and automation applications for SMEs, and engage directly with project partners and representatives from regional and European innovation ecosystems. The activity served as a platform for knowledge exchange, networking, and promotion of the services available through the DIG-4K consortium.

Communication and Dissemination Activities

DIG-4K continued to strengthen its communication and visibility efforts throughout the reporting 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 third DIG-4K newsletter will be issued during this period and sent to 609 recipients from the current mailing list, further advancing structured dissemination efforts and maintaining regular communication with stakeholders. DIG-4K's social media presence reached 515 aggregate followers across Facebook, Instagram, and LinkedIn, reflecting an organic growth driven by project updates and event

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participation. In addition, the project successfully organized four events during the reporting period, attracting a total of 138 participants.

Challenges and Lessons Learned

During the reporting period, DIG-4K encountered several implementation challenges that provided valuable insights for the continued delivery of services and support activities. In the area of direct services, the deployment of planned interventions required greater flexibility than initially anticipated. Follow-up consultations with beneficiary SMEs revealed that business needs had evolved since the completion of the Digital Maturity Assessments. In several cases, companies had independently initiated some of the recommended digitalization measures, while others identified new priorities based on the advisory support received from consortium partners. In addition, the preparation and validation of digitalization strategies required more time than originally planned, as partners needed to conduct detailed assessments and consultations to accurately capture the specific needs and readiness levels of individual businesses. As a result, the implementation timeline for certain services was adjusted to ensure that interventions remained relevant and tailored to actual beneficiary needs.

Challenges were also encountered in the capacity-building pillar. The Training Needs Assessment was designed to be conducted in parallel with the development of training curricula in order to ensure evidence-based programme design. However, the data collection process required significantly more time and follow-up efforts than anticipated. Additional outreach and coordination were necessary with chambers of commerce, SMEs, and public sector organizations, as survey response rates were initially lower than expected. Consequently, the completion of the assessment and the finalization of training curriculum took longer than planned, postponing the launch of training delivery activities to the subsequent reporting period.

Within the Access to Finance pillar, consultations with beneficiary SMEs highlighted that the majority of companies are not yet sufficiently prepared to compete for highly competitive European funding opportunities such as the Digital Europe Programme (DEP) or Horizon Europe calls. As a result, support efforts during this period focused primarily on increasing awareness of available funding opportunities and facilitating access to local grant schemes and financing instruments that are more closely aligned with the current capacities and maturity levels of beneficiary businesses.

The reporting period highlighted several important lessons for future implementation. First, the digital transformation needs of SMEs are dynamic and require a flexible service delivery model that can adapt to changing business priorities and levels of digital maturity. Second, stakeholder engagement activities, particularly surveys and needs assessments, require dedicated follow-up and direct engagement to achieve meaningful participation and reliable data collection. Third, access-to-finance support should be tailored to the readiness level of beneficiaries, with a gradual pathway that starts from local and national funding opportunities before

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progressing toward more complex European funding programmes. These lessons will inform the planning and delivery of future DIG-4K activities and contribute to a more responsive, demand-driven, and impact-oriented service portfolio.