FROM ASSESSMENT TO ACTION: OUR PROGRESS SO FAR

Ongoing work with MSMEs

Over the past months, EDIH DIG-4K coordinated by ITP Prizren, has been actively supporting Micro, Small, and Medium Enterprises (MSMEs) across Kosovo as they strengthen their digital capabilities and adopt practical, business-ready solutions.
Key milestones include:

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Baseline DMATs have been conducted with MSMEs to assess their digital maturity prior to service delivery.

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Funding Needs Assessments have been completed to better understand MSMEs' funding readiness and identify priority areas for improvement.

ONE ON ONE MEETINGS

Are being held with participating MSMEs, enabling the EDIH DIG-4K team to work closely with each business to identify specific needs, challenges, and opportunities.

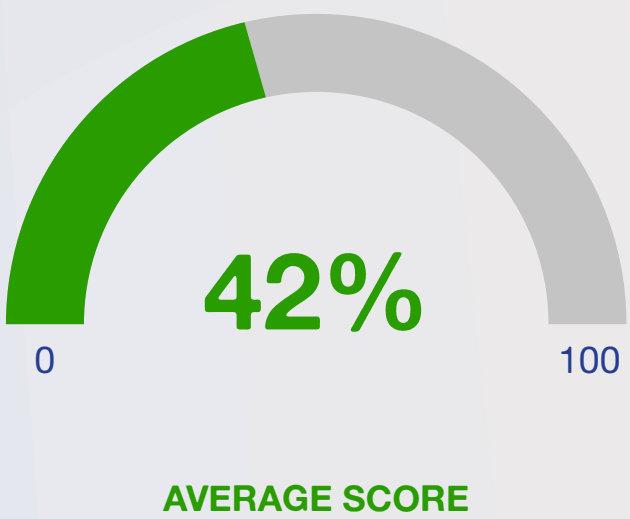
TAILORED DIGITALIZATION ROADMAPS

Are being developed to provide MSMEs with clear, step-by-step guidance for their digital transformation journeys.

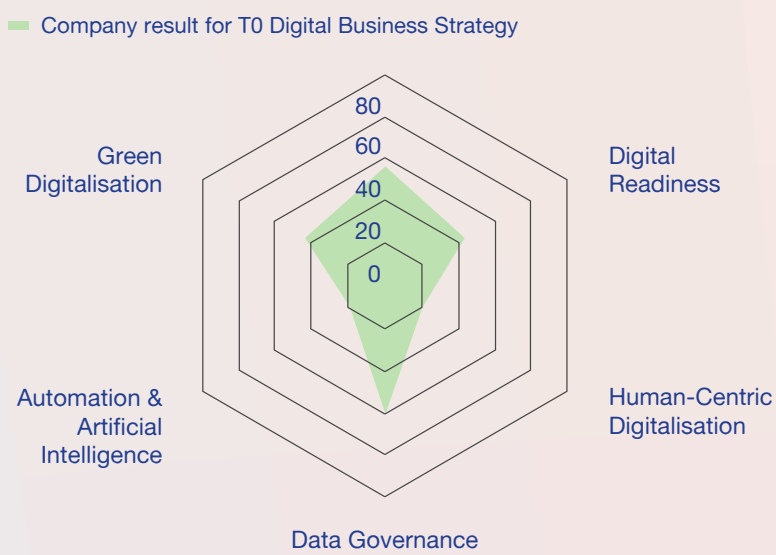
SERVICE DELIVERY

Has been initiated, with MSMEs categorized into **Basic, Medium, and Advanced** levels to ensure targeted support. **Basic-level services,** including website development and e-commerce support, **have commenced for 19 MSMEs,** enabling their entry into or expansion within online markets.

Digital maturity level



Score by dimension



Launching PSO Engagement

During this phase we started our engagement with Public Sector Organisations (PSOs).
Through a collaboration with the Ministry of Economy, our consortium partner Quantix L.L.C is supporting the unit for public enterprise policy and monitoring to enhance digital governance and improve transparency by:

Making public documents machine-readable,

Connecting data from 17 public enterprises to the Ministry's official webpage,

Supporting EU-aligned reforms that promote open data and better digital public services.

Official MoU Signage with the Ministry of Economy

At the same time, our partner Edutask has been engaging with Prime Minister's Office for Development and Contact Point for Digital Europe to promote the Digital Europe Programme with Kosovo Businesses, Universities, NGOs and PSOs.

Ecosystem Development & Networking

Through strong regional and EU engagement, EDIH DIG-4K has increased its visibility and strengthened its presence within the wider EDIH network.

September 2025: Digitale Woche Dortmund 2025 (DiWoDo)

We participated in one of Germany's leading digital events, joining EDIH Days, workshops on AI and digital maturity, and networking sessions with peers from across Europe.

September 2025:
2nd Regional EDIH Workshop in Skopje

Together with all WB6 EDIHs and other partners from the EU, EDIH DIG-4K exchanged experiences and signed a Memorandum of Understanding to facilitate structured cross-border service delivery, enabling businesses across the region to access coordinated digital innovation support.

October 2025: Western Balkans Digital Summit 2025 in Skopje

This year's Digital Summit, being the largest digital event in the region had a special focus on the work of EDIHs. EDIH DIG-4K had the opportunity to showcase its support to businesses in Kosovo, with our Team Leader speaking on the panel "Competitive Western Balkans Six Businesses for the EU Markets."

November 2025: 4th Butterfly Innovation Forum 2025 in Novi Sad

We participated in the regional forum organized by the Regional Cooperation Council and co-funded by the European Union, bringing together policymakers, innovators, and entrepreneurs from across the Western Balkans. Our Team Leader joined a panel on the role of Digital Innovation Hubs, highlighting ITP Prizren's growing position as a regional innovation hub and EDIH DIG-4K's role in building Kosovo's national gateway for digital transformation.

December 2025: BiH Delegation Study Tour in Kosovo

With support from GIZ Kosovo, ITP Prizren as the coordinator of EDIH DIG-4K actively participated in a study tour for a delegation from Bosnia and Herzegovina representing Digital Innovation Hubs, chambers of commerce, entrepreneurship organizations, and TVET institutions, facilitated meetings with relevant stakeholders from Kosovo such as: STIKK, KIESA, the Ministry of Economy, the KCC, and ICK. During the visit, EDIH DIG-4K highlighted lessons for building and strengthening digital innovation hubs into becoming European Digital Innovation Hubs.

December 2025: Visit of MEP Riho Terras to ITP Prizren

We welcomed Mr. Riho Terras, Member of the European Parliament and Rapporteur for Kosovo. The visit included a round-table discussion with ITP Prizren and EDIH DIG-4K consortium partners, followed by a brief tour of the Park. Discussions focused on innovation, talent development, and the role of ITP Prizren as a collaborative ecosystem connecting businesses, academia, and public institutions.

December 2025: Digital Innovation Exchange in Budapest

We participated in the Digital Innovation Exchange in Budapest, organized by AI EDIH Hungary, bringing together EDIHs, SMEs, and start-ups from across Europe.
The event featured live demonstrations, product showcases, and discussions on strengthening cooperation within the EDIH network. The exchange highlighted opportunities for Kosovo SMEs to access advanced AI lab facilities and benefit from cross-border services.
During the visit, the team also held a separate meeting at the Embassy of Kosovo in Hungary, where progress at ITP Prizren

Engagement with other EU Initiatives

Future of Work 50+ Initiative

EDIH DIG-4K supports the Future of Work 50+ Challenge, an initiative organized by EDIH Crowd in Motion, Austria, empowering experienced professionals to mentor startups, businesses, and young innovators through innovative digital solutions. We guided Kosovo-based participants in submitting their ideas, including WisdomNet, an AI-powered mentorship marketplace proposed by a Kosovar participant.

Promoting DigiEduHack 2025

As part of its commitment to advancing digital education, EDIH DIG-4K encouraged participation from Kosovo by helping innovators find local hosts and motivating young people to join international hackathons focused on the future of learning.

What's Next?

Looking ahead, EDIH DIG-4K consortium partners will play a key role in delivering targeted activities, with their planned contributions outlined below:

ALT Advisory Services

Ongoing MSME Digital Transformation Strategies and Roadmaps

Initiating Digital Transformation Support for Public Sector Organizations

Moving from Strategy to Implementation in Digital Transformation

Cacttus Education Skills & Training

Implementation of the Digital Skills Academy

Assessment of digital skills needs across MSMEs, education, and PSOs

Development and delivery of tailored digital skills training programs

Establishment of certification and online learning content (MOODLE)

Quantix Tech access and testing

Establishment and Operational Readiness of AI Tech Access and Testing Labs

Catalog of AI Technologies Available for Testing

Compilation of Technical Support and Consultancy Services Provided

Edutask Funding Support

Activities to support fundraising: individual and collaborative applications

Funding and Investment Guide

University of Prizren (UUHP) and University for Business and Technology (UBT)

will support the implementation of basic service categories, with a focus on website templates and e-commerce integration.

Makerspace Innovation Center Prizren (MICP)

will support partners in drafting individual digitalization strategies and contribute to the development of training content.

Kosovo Research and Education Network (KREN)

will support all partners by providing access to its digital infrastructure and connectivity services.

Get Involved

Follow DIG-4K on social media for updates and event announcements.

Reach out if you'd like to collaborate or explore partnership opportunities and share your success story with us if you want to be featured in the next issue at

dig-4k@itp-prizren.com

Subscribe to our partner Edutask's monthly newsletters to receive information for available funding opportunities and guidelines for preparing applications for open calls

Subscribe Here

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European Digital Innovation Hubs Network

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