

INEDIT

open INnovation Ecosystems
for Do It Together process

D2.4 DIT VALUE CHAIN SCENARIO AND BUSINESS SERVICES

SUPSI

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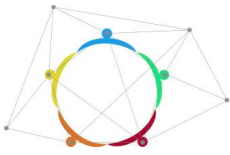
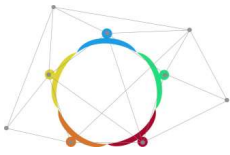


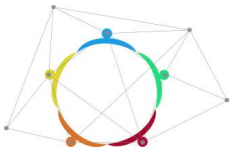
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List of abbreviations

| Acronym | Explanation |
|---------|---|
| OMDF | Open Manufacturing Demonstration Facility |
| SC | Supply chain |
| SDO | Sustainability Driven Orchestrator |



1. Introduction

INEDIT aims to create an open innovation European DIT ecosystem for sustainable furniture co-creation. The novel model lies in involving and providing a range of services that allow consumers to make their own furniture, engaging different types of stakeholders throughout the process. The INEDIT platform, managing the communication among all the involved stakeholders, needs to supply services that easily and modularly attract, involve, support and enable the user to use all the technologies and tools that characterise the INEDIT ecosystem. Task 2.4 aims to outline, starting from the profiling of the typical platform and ecosystem users, the customized service packages that can be offered by combining the opportunities brought by the co-creation platform and by the participation to the DIT ecosystem for specific bundles of needs and expectations. The task is organized into two separated phases:

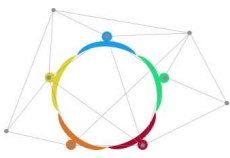
- From month 6 to month 10: design of services portfolio where, for each service, the delivery process and its positioning are described from the customer's perspective in the form of a service-blueprint;
- From month 27 to month 34: revision of the designed services on the basis of feedback collected during the involvement of users' and experts' communities in the dissemination activities.

This document reports the activities performed and gained results in the first phase. In particular, the services designed in this report are in response to the high-level objectives that the INEDIT project aims to achieve:

- To unleash the creativity of consumers and designers towards co-creation of new pieces of furniture addressing the needs of the single user in an industrial context.
- To democratise the access to production resources in the furniture sector.
- To support SME operating in the furniture sector in finding new business opportunities.
- To create a framework of solutions for creation, engineering and distributed production of customer-driven pieces of furniture.
- To define, design and manufacturing strategies focusing on lowering ecological impact and addressing societal challenges.
- To create an ecosystem of all stakeholders within Europe.

In order to achieve all these objectives and to meet the stakeholders needs identified in D2.1, four different services, suitable for different types of stakeholders, have been identified:

1. **Product development:** this service will enable the development of a new project / product, from the conceptualization of new ideas to the design of a new product solution. It could be used by two main actors, such as designers and consumers. The latter, probably lacking of knowledge and experience in product design, will be more supported than designers, who will make greater use of this service for advice and feedback from other users and experts. The service also allows the user to upload the designed product on the INEDIT products catalogue.
2. **Product configuration:** this service is meant to support the user in the configuration of a product (being it newly designed or an already existing product in the INEDIT catalogue). It is addressed by consumers (private or business customers) and enables a quick and intuitive configuration of products from the INEDIT catalogue.
3. **Prototyping:** this service could be addressed both to experts (designers) and consumers, that want to create their own prototype with the avant-garde technologies provided at INEDIT OMDFs.
4. **Open-manufacturing:** all the designs and concepts developed in the other services need to be manufactured, whether the consumers want to purchase them. In this sense, the service, availing



of the entire production capacity that characterises the INEDIT ecosystem, guarantees a sustainable and efficient production of furniture.

Furthermore, these four services, according to D2.3, could act as a guideline for INEDIT project partners during the development of their tools and technologies.

1.1. Relationship of T2.4 with other tasks and WPs

Task 2.4 plays an essential role in defining and designing proper services that meet, on one hand, customer requirements and, on the other hand, integrate all the technologies developed, guaranteeing INEDIT a profitable success over the years. The outcome of this task will contribute to WP3 as far concerning INEDIT technologies development, to WP4 for the setup of the demonstration facility, and to WP5 for the definition of INEDIT platform and stakeholders business model.

These relationships are depicted in Figure 1 and explained below.

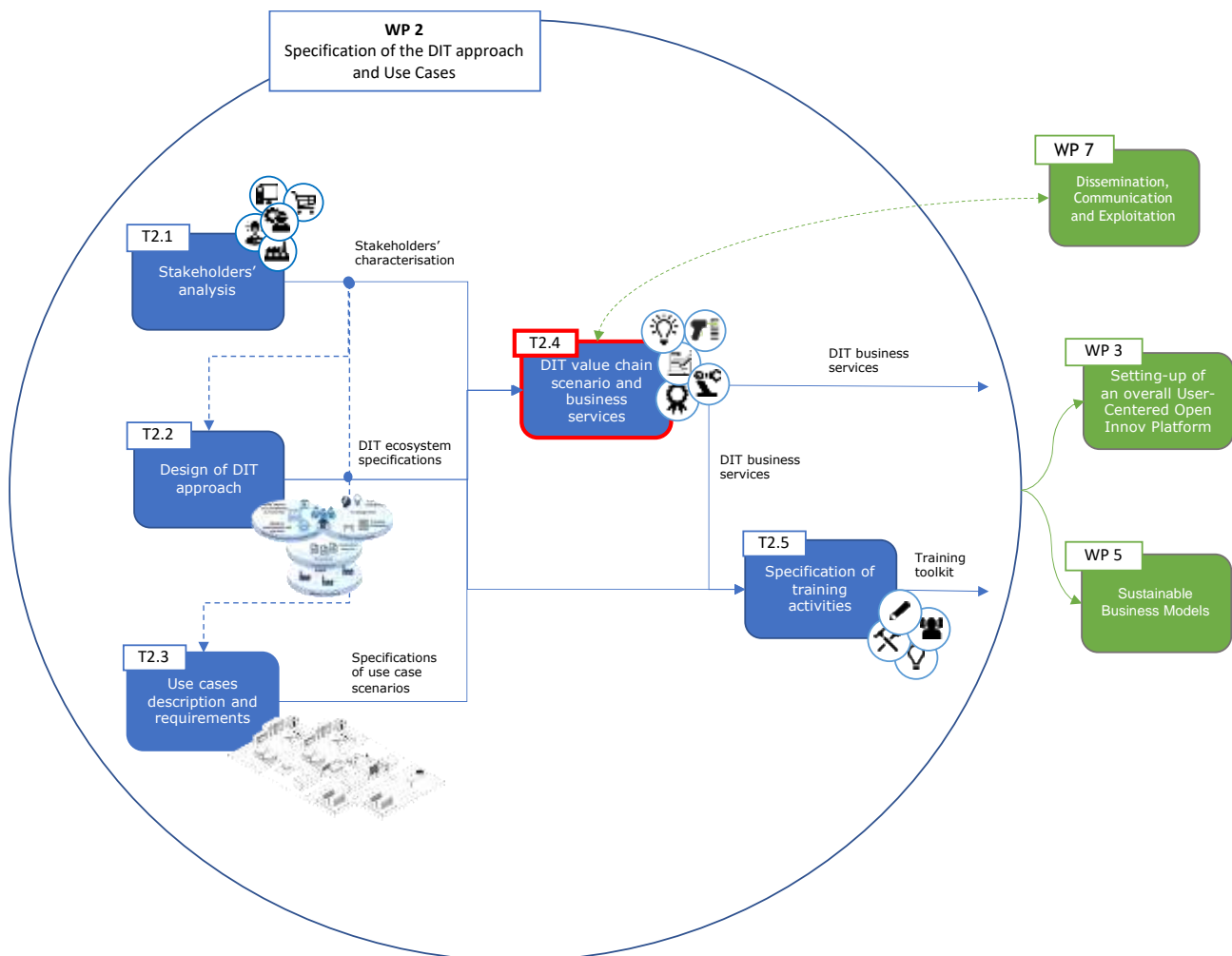
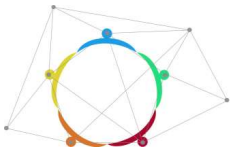


Figure 1 Tasks and WPs relationships

The interdependencies within WP2 are:



- Task 2.1 objective was to identify the interests and requirements of the potential stakeholders of the INEDIT platform. The general needs and expectations of possible customers, coming from such analysis, provided essential information for retrieving platform functionalities and for the definition and development of INEDIT services.
- Task 2.2 provided the design of the overall DIT approach with the definition of the DIT processes needed for depicting customers journeys.
- Task 2.3 allowed to have a broad and complete view of information flow within the INEDIT ecosystem through the INEDIT use cases, and to understand how the various tools and technologies communicate with each other.
- Task 2.5 is meant to develop training activities, especially dedicated to learning and implementing the DIT approach, its processes and services.

There is moreover a connection between task 2.4 and WP7, since services and the INEDIT success are directly linked with dissemination channels aiming to promote the services offered by INEDIT, from the other side the work package takes as input the services definition in order to disseminate the project results. Task 2.4 has crucial importance also related to WP3, as a matter of fact, it supports and acts as a guideline for the future developing, not only regarding INEDIT front-end technologies but also supporting activities and processes that enable a smooth platform working. Not least services definitions from T2.4 will influence and go in hand with the generation of a sustainable and high impact business model in WP5, whose goal is to develop the business model for the operation of the INEDIT platform as well as other business models or development potential for business models of users of the platforms.

1.2. Outline

The report is structured into several parts, following the adopted methodology that is described in chapter 2 and the performed activities within task 2.4.

Chapter 3 is dedicated to mapping the INEDIT ecosystem and the different platform players based on their role in the ecosystem.

Starting from the ecosystem players and their roles, and the INEDIT approach defined in D2.2, the ecosystem experiences have been defined and described in Chapter 4.

Chapter 5 is devoted to the identification of the INEDIT platform functionalities that will be considered in the definition of the INEDIT services, described in Chapter 6.

Eventually, the final chapter will contain a map with the relation between the main results of the WP2 activities, linking the stakeholder needs with the platform functionalities and services.