

CHANGE2TWIN COMMUNITY STRATEGY

Deliverable D7.2

CIRCULATION

Public

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TTTECH-IND TTTECH INDUSTRIAL AUTOMATION AG

Jotne JOTNE EPM TECHNOLOGY AS

FBA FUNDINGBOX ACCELERATOR SP ZOO

TNO NEDERLANDSE ORGANISATIE VOOR TOEGEPAST

NATUURWETENSCHAPPELIJK ONDERZOEK TNO

BOC BOC ASSET MANAGEMENT GMBH

UNIBO ALMA MATER STUDIORUM - UNIVERSITA DI BOLOGNA

CLOUDBROKER CLOUDBROKER GMBH

IR ASSOCIATION IMAGES & RESEAUX

PSNC INSTYTUT CHEMII BIOORGANICZNEJ POLSKIEJ AKADEMII

NAUK

SPS SPACE STRUCTURES GMBH
CORDIS CORDIS AUTOMATION B.V
Unit040 UNIT040 ONTWERP BV

Author-e AUTHOR-E BV

Additive ADDITIVE INDUSTRIES BV

CT INGENIEROS CT INGENIEROS AERONAUTICOS DE AUTOMOCION E

INDUSTRIALES SL

AETNA GROUP AETNA GROUP SPA

Graphenstone INDUSTRIA ESPANOLA PARA EL

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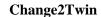
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¹ Integers correspond to submitted versions

EXECUTIVE SUMMARY

This deliverable presents the strategy behind the Change2Twin online community, as a part of the WP7 Communication, Dissemination and Community Building. In this document, we provide a short overview of the goals, targets, structures, and contents of the assets and we explain its role within the Change2Twin project, and within the overall communication strategy. We also provide screenshots of the Change2Twin community to illustrate the works done on this asset. This document also details the community content curation strategy and growth hacking strategy and in many ways is complementary to deliverable D7.1, which is the setting of the online community itself. The Change2Twin community and its spaces are some of the channels set to accomplish the main objectives of the project and those of the communication strategy.





ABBREVIATIONS

CSA Coordination and Support Action

CTA Call-To-Action

DIH Digital Innovation Hub

EC European Commission

FBA FUNDINGBOX ACCELERATOR SP ZOO

FBC FUNDINGBOX COMMUNITIES S.L.

FSTP Financial Support to Third Parties

GA Grant Agreement

I4MS Innovation for Manufacturing SMEs

IA Innovation Action

KPI Key Performance Indicator

SMEs Small Medium Enterprises

WP Work Package



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1. INTRODUCTION

<u>Change2Twin</u> is an EU-funded project which helps manufacturing SMEs and mid-caps in their digitization efforts to deploy digital twins. <u>Change2Twin</u> is an Innovation Action (IA) under the umbrella of the Coordination and Support Action (CSA) <u>I4MS</u>, which stands for *Innovation for Manufacturing SMEs* and it is promoted by the European Commission to expand the digital innovation of manufacturing SMEs in Europe.

The management of Change2Twin is assigned to a consortium of 18 partners from all over Europe, who believe that the concept of digital twin is one of the big game-changers in manufacturing, since it allows companies to significantly increase their global competitiveness. Therefore, the supporting consortium aims to provide an easy scheme for manufacturing SMEs and mid-caps to acquire the right digital twin solution.

Change2Twin scheme is unique for its strong focus on the individual needs of companies. It reaches from the analysis of their digitization potential, individual mentoring plan to ready-to-use recipes for digital twin deployment. Change2Twin provides companies with funding, which covers the assessment of their digital fitness, preparedness for digital twinning, as well as the deployment of the digital twin (including application experiments). For this purpose, Change2Twin cooperates with local DIHs, technology providers and related European projects.

From Autumn 2020 to Spring 2021 Change2Twin executes <u>four pilot experiments</u> with companies from diverse manufacturing branches. The solutions offered by the technology providers will be the first listed in the Change2Twin Marketplace.

In January 2021, Change2Twin launched the <u>first open call</u> for SMEs and mid-caps to be funded to get an assessment for the implementation of a digital twin by a certified DIH. Other calls will follow during 2021 and 2022, both for assessment on the suitability of a digital twin and for the deployment of one. The entire process is accompanied by a support programme, including webinars and an <u>online help desk</u>.

WP7 Communication, Dissemination and Community Building is led and coordinated by the partner TTTech, although the Community Building and Growth hacking strategy are tasks under FBC's responsibility. Moreover, the overall WP7 activities depend on all consortium partners to be involved in the communication and dissemination of the project.



2. OBJECTIVES

Change2Twin's ambition is to discover and gather a complete portfolio of digital twinning experts and manufacturing companies, among other cross-cutting stakeholders that may contribute to the development of the manufacturing sector, especially thanks to the implementation of digital twinning solutions.

The main objectives to create a thriving community of and for the Change2Twin project are:

- To share best practices, use cases, and general news and events related to digital twinning solutions and the manufacturing sector.
- To disseminate the project's value proposition.
- To publish and compile all the needed information about the project, its milestones and achievements, and its open calls.
- To network with one another and enable transnational cooperation enhanced by the project.
- To foster cooperation between different IAs as the Change2Twin community is set under the I4MS broader community.
- To attract relevant stakeholders in the project partners' ecosystems, for them to join the community and be aware of the project's milestones
- To inform the general public about the project's development and results.

The main milestones for the project are listed in the table below. Although the website and more particularly the community will be updated constantly, activity is expected to increase around each milestone.

TABLE 1: CHANGE2TWIN COMMUNITY - MILESTONES AND MESSAGES

Month	Milestone	Message
M4	Project launch	Change2Twin objectives and values
M8	1st Assessment Voucher Open Call launch	Value proposition for manufacturing SMEs and mid-caps
M9	1st Assessment Voucher Open Call Webinar	Benefits of the Open Call, eligibility criteria, guidelines to apply to the open call, support
M10	Marketplace launch	Components and providers in the Marketplace. What to find and how to access.
M12	1st Assessment Voucher Open Call results	Open Call results and beneficiaries
M13	1st Deployment Voucher Open Call launch	Value proposition for manufacturing SMEs and mid-caps

M14	1st Deployment Voucher Open Call webinar	Benefits of the Open Call, eligibility criteria, guidelines to apply to the open call, support
M17	1st Deployment Voucher Open Call results	Open Call results and beneficiaries
M26	2nd Assessment Voucher Open Call launch	Value proposition for manufacturing SMEs and mid-caps
M27	2nd Assessment Voucher Open Call webinar	Benefits of the Open Call, eligibility criteria, guidelines to apply to the open call, support
M30	2nd Assessment Voucher Open Call results	Open Call results and beneficiaries
M31	2nd Deployment Voucher Open Call launch	Value proposition for manufacturing SMEs and mid-caps
M32	2nd Deployment Voucher Open Call webinar	Benefits of the Open Call, eligibility criteria, guidelines to apply to the open call, support
M35	2nd Deployment Voucher Open Call results	Open Call results and beneficiaries

Moreover, as the Change2Twin community has been included under a wider I4MS community, they both share common objectives, such as:

- To give access to "cascade funding" opportunities and technologies for SMEs/Mid-Caps in a single place in a user-friendly format.
- To foster matchmaking possibilities for SMEs/Mid-Caps.
- To raise awareness about digital transformation best practices.
- To provide access to different European projects solutions and marketplaces.
- To reinforce collaboration and networking between initiatives supporting the digitization of European manufacturing industry.
- To increase the outreach and impact of the IAs open calls, activities, milestones and results.

3. COMMUNITY

The Change2Twin Community has been launched and it is hosted under the following URL: https://spaces.fundingbox.com/c/i4ms/categories/Change2Twin

The Change2Twin Community is the place of reference where all stakeholders of the project can interact, gain visibility, showcase technology or services, create synergies with their peers, and find out all the latest information about the project and its open calls. As a member-based platform, it aims at engaging members, stakeholders, partners, experts in digital twinning, SMEs, etc., while providing networking possibilities and promoting the exchange of best practices.

The Change2Twin Community is part of Change2Twin overall communication ecosystem, together with the Change2Twin website and the LinkedIn Channel. We consider that the three channels complement each other in order to reach the project's targets and to accomplish its dissemination and communication objectives.

As part of this three-legged communication ecosystem, the Community is the channel that offers the greatest possibility for user interaction and dynamic content publishing. In this regard, the Community has a more immersive and focused approach, that helps us reach the specific target audience in a more dynamic and target-oriented manner than the LinkedIn channel, which tends to be more general in terms of audience. Moreover, while the project's website is the reference site to access static information about the project, the community can bring a more dynamic and interactive way of communicating.

Although it was not among the community's goals, it is needless to say that it has become a crucial virtual meeting place for stakeholders as the COVID-19 pandemic arose and prevented us from meeting face-to-face.

The community is built using FBA's Spaces platform and was delivered in month 4 of the project (3 months ahead of schedule) and will be live for the whole project duration.

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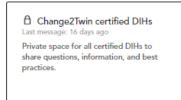
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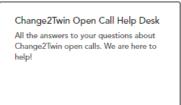
FIGURE 1: SCREENSHOT OF THE CHANGE2TWIN COMMUNITY HOMEPAGE

Change2Twin

All about Change2Twin here

Change2Twin Last message: 14 days ago Change2Twin is a EU-funded project (part of I4MS) which aims to ensure that 100% of manufacturing companies in Europe have access to 100% of technologies needed to deploy a Digital Twin.

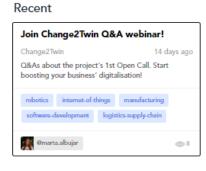




All Announcements Insights Helpdesk I4MS Projects & Marketplaces

Explore other communities!

Collections





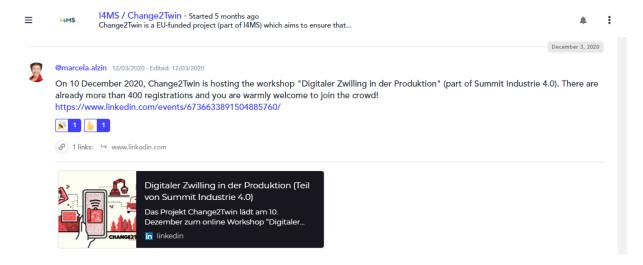
The platform has already been launched and it is strategically set under the wider I4MS community. As shown in Figure 1, the Change2Twin Community aggregates three different spaces with different purposes. Moreover, in Appendix I we have included the elements of the community in terms of text, heading, graphics, descriptions and other features.

The different spaces hosted under the Change2Twin Community are the following:

1. *Change2Twin:* It is the general virtual space of the project, whose purpose is to be fed with useful, curated content (articles, news, announcements, useful information in the form of social posts...), related to the promotion of the project's milestones, advances, outcomes, as well as any other valuable content for Change2Twin stakeholders. Content will be regularly provided by Fundingbox and the rest of the consortium, and scheduled in a content calendar. However, one of the main goals is to be able to engage the community members so they proactively contribute with their own content, so the flow of the interaction will come naturally and will be multi-voice.

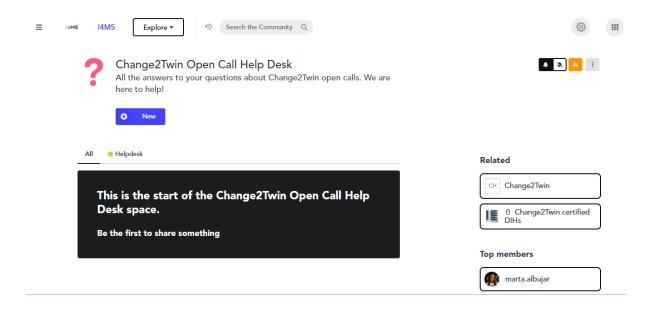


FIGURE 2: SCREENSHOT OF THE CHANGE2TWIN GENERAL SPACE



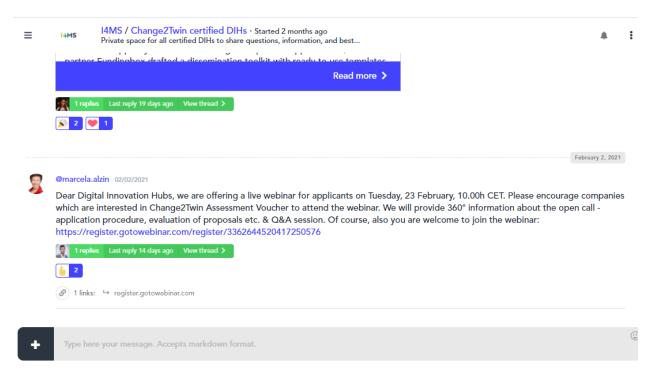
2. <u>Change2twin Open Call Help Desk</u>: This space has been specifically created to funnel all the questions that the applicants or partners may have, especially while the Open Calls are running, but not only. The community members will be able to ask all their questions regarding the open call for admins to answer. Questions and answers are public, so all members and unregistered users who simply want to participate in the open call without signing up to the community may access the knowledgebase.

FIGURE 3: SCREEN PRINT OF THE CHANGE2TWIN OPEN CALL HELP DESK



3. Complementarily, a third space has been created, in which the certified Digital Innovation Hubs have been included, so the communication among them can be centralized into a single, multi pointed site. This space is used to share exclusive content and documents with the certified DIHs. The access to this space is restricted to the rest of the project's stakeholders.

FIGURE 4: SCREENSHOT OF THE CHANGE2TWIN CERTIFIED DIHS PRIVATE SPACE



Besides, as stated before, the community is included under the umbrella of the I4MS community, a great place to find funding opportunities, technical support, to foster cross-border collaboration, seek for synergies and build partnerships. The current mission of the I4MS Community is to accelerate digital transformation of manufacturing in Europe, generate deal flow towards the IAs opportunities and marketplaces and get a broader range of industry-oriented SMEs and Mid-Caps.

The community launch was announced in social media and other marketing and dissemination channels, both I4MS' and Fundingbox', as it is reported in Appendix II.

3.1. TARGETS

The Change2Twin community and its spaces address different groups, with diverse roles, and towards whom we need to provide with fluent interaction and curated content of their interest. Here are the target groups that we want to attract to the community:

1. **Manufacturing SMEs** who could benefit from implementing a digital twin technology in their processes.

- 2. **Technology providers** or system integrators who want to implement innovative solutions using digital twinning technology.
- 3. **DIHs** that operate at European, national, or regional level who can participate in the project. This applies not only to the certificated DIHs which take an active part in the project, but also any other interested DIH.
- 4. **Other stakeholders** who can help move the project forward at national or regional level and who might want to become supportive partners and engage in the community via a win-win cooperation: competence centres, private clusters, regional governmental entities, financial institutions, media, influencers, etc.

When it comes to attracting our target groups and including them to the community, the interests of each one will determine how to approach them to join the community and how to keep them engaged.

TABLE 2: CHANGE2TWIN COMMUNITY:
VALUE PROPOSITION AND TYPE OF CONTENT PER TARGET GROUP

Target group	Value proposition	Types of contents
1. Manufacturing SMEs	Change2Twin will help you increase your global competitiveness by connecting you with information, tech providers, and funding to innovate your manufacturing processes thanks to digital twinning technology.	 Best practices, use cases, and guides on digital twins and its implementation. Info on relevant funding opportunities and acceleration. Presentations of tech providers who are looking to partner with manufacturing SMEs. Networking and info events.
2. Tech providers	Change2Twin will help you develop innovative technology solutions in production environments	 Industry news and trends. Info on relevant funding opportunities and acceleration. Matchmaking and networking
3. DIHs	Change2Twin is driving the digitisation of the manufacturing industry in Europe through the development and adoption of digital twinning technology solutions. Being active in its community means DIHs can be the first to learn about the latest advances in the field and gain visibility in front of a huge community of potential customers.	 Best practices, use cases, and guides on digital twinning technologies. Adopters selected in OCs. Industry news and trends. Info on relevant funding opportunities and acceleration. Networking and info events.

4. Other	Change2Twin is driving the digitisation	Best practic
stakeholders	of the manufacturing industry in Europe	Adopters se
	through the development and adoption of	• Industry ne
	digital twins for SMEs.	• Info on rele
	-	opportuniti

• Best practices, use cases, guides.

- Adopters selected in OCs.
- Industry news and trends.
- Info on relevant funding opportunities and acceleration.

One final remark regarding the target groups that the community is addressing is that the fact that it is hosted under the wider and more complex structure of the I4MS Community allows us to strategically cross-disseminate the Change2Twin content and announcements to a wider but still accurate audience.

3.2. LINK TO I4MS

Technically speaking, and using the correct nomenclature of the Fundingbox platform, the Change2Twin community is in fact a category grouping three spaces, within the I4MS extended community. Nevertheless, for the purpose of clarity we will keep using the preferred term *community* throughout this document and in all communications. This means that users who wish to interact in the Change2Twin community need to sign up to the extended I4MScommunity. Here are the links to both communities: I4MS and Change2Twin.

This specific structure and settlement will benefit both the Change2Twin and the I4MS community, since it will propel quality cross-dissemination actions that will be undertaken throughout the duration of Change2Twin. The I4MS community counts over 1,320 interacting users at the time of writing this deliverable. Many of these members are highly qualified potential applicants for the open calls or engaged stakeholders who will most likely help disseminate the project through their channels.

FIGURE 5: I4MS COMMUNITY STATS (16 February 2021)

3.3. SPACES

Community Spaces are created for smooth messaging, collaboration and content sharing. Members can share articles, events, news, questions, files. Also, they can provide live discussions.

Public Spaces are accessible for all members of the I4MS community, and private Spaces are only for the restricted number of people that received an invitation to join. Change2Twin has two dedicated public spaces and one private messaging group for certified DIHs, as explained above. As for the I4MS Community, it is structured as follows:

- a. <u>General Space</u> to share news, events and funding opportunities related to the manufacturing industry and emerging technologies applied to it.
- b. <u>Inspiration Space</u> useful content related to challenges and best practices in the manufacturing industry.
- c. <u>Networking Space</u> for the members to introduce themselves and start networking with people with the same interests and experience, to create synergies and to build partnerships.
- d. I4MS Contact Points this is a private space and it is used to coordinate and facilitate the work among the I4MS Contact Points.
- e. Other Innovation Actions Spaces other IAs to have their own public Space within the I4MS Community.
- f. Working Groups there are private working groups, either for each of the IAs or for I4MS.

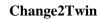
3.4. COLLECTIONS

Collections are used to categorise content that is created and shared in a community. The most usual types of collections to be found across the Fundingbox platform include news articles, events, announcements, and project showcases. The purpose of the collections is to easily sort and classify a specific type of content across the community. This categorisation is extremely useful when searching for a specific information, material or announcement across the communities. For instance, manufacturing SMEs looking for open calls addressed to them could easily find the Change2Twin open call included in the open call collection, right next to other I4MS ones.

The collections (type of content) included in the Change2Twin spaces are:

- a. Announcements
- b. Events
- c. Insights

Moreover, since the Change2Twin Spaces users are intended to be interconnected with other I4MS transversal Spaces and collections, the Change2Twin users can complementarily publish across the I4MS Community using the following type of contents (collection):





- a. I4MS Projects and Marketplaces
- b. Explore other communities!
- c. Showcase
- d. Open Calls
- e. Guidelines
- f. Collections dedicated to other Innovation Actions

4. COMMUNITY GROWTH HACKING PLAN

The idea behind the Change2Twin community is to enhance the visibility of the project and the opportunities it provides for all the actors involved. In addition, we will rely on specialized industry organizations and experts, who will become *ambassadors* of the project, adding to its quality and taking it to the places where our target groups interact. Thus, the growth of the community is expected to be exponential, thanks to the impact of those multipliers.

All these activities will help to increase the number of community members, through which we communicate the project's progress and opportunities, with the final aim to help to enhance the digitisation of European SMEs and Mid-Caps.

The Change2Twin community action plan has been structured following growth hacking funnels and the traditional phases of the inbound marketing methodology. Growth hacking refers to a set of conventional and unconventional marketing actions and experiments to expand a business. Growth hackers build and engage the users using low-cost alternatives, such as social media, viral marketing, targeted advertising, content marketing, influencer marketing, and other tactics to reach a large base of highly qualified leads.

A traditional growth hacking funnel includes the following phases:

Acquisition \rightarrow Activation \rightarrow Retention \rightarrow Revenue,

while taking advantage of the loyalty and referrals of the bottom part of the funnel. This growth hacking funnel combined with a traditional inbound marketing methodology are the most efficient way to build a community and rapidly attract the Change2Twin stakeholders.

Value is added most often through a series of well-curated contents that are targeted to very specific customer segments and stages of the customer journey. It mixes a variety of communication channels including social media, blogs, search engines, and more. This will be further explained in the next section: Content Strategy.

Although FBC is in charge of the community, all consortium partners will be encouraged to contribute to the growth hacking strategy. Of course, FBC will work hand in hand with the WP7 leader TTTech: the responsibility of leading the community strategy falls onto FBC and the responsibility of creating content to feed the strategy falls onto the whole partnership of the project.

4.1. ACQUISITION

The first phase of our growth hacking plan is designed to entice the above-mentioned target groups of Change2Twin to the community. Gaining visibility in front of the right audience and with the right message is crucial to achieving the desired results. Here is a summary of the most important actions that we will undertake to attract stakeholders to the community:

- a. **Supportive partners and ambassadors' programme**. Consortium partners shall begin by assembling a list of stakeholders mixing primary targets, potential adopters, media outlets, and other entities who are relevant to the project and may be interested in joining the community and/or contributing to its dissemination. From this initial list of stakeholders, several entities will be selected and contacted, so they engage as supportive partners of the Change2Twin project. This will be a first step to further identify the most active and valuable members of the community to be further engaged as ambassadors of the project.
- b. **Announcement on the I4MS environment.** The Change2Twin community will be frequently announced across I4MS' main channels, particularly on its community, social media, and newsletter.
- c. **Social media activity**. Through coordination with the WP7 leader TTTech, there will be frequent calls to join the community on the LinkedIn account to help disseminate the project.
- d. **Cross-dissemination across I4MS communities**. Posting valuable content and announcements about Change2Twin in the communities hosted under the I4MS umbrella will be highly beneficial to this growth hacking plan.
- e. **Open Call dissemination**. The announcements and other posts related to the open call present a great opportunity to attract users to the community, especially given the fact the open call helpdesk will be included inside the Change2Twin community.
- f. Community content. Attracting new users to the community is great as long as the community has good quality content that brings value to the users. The partners will be regularly asked to contribute with conceptual or technical content of interest.
- g. **Email marketing.** We will include the Change2Twin community into the I4MS newsletter and into the I4MS' IAs digests to redirect the most accurate target groups to our community
- h. **Other.** We will raise awareness of the community by using as many channels as we identify throughout the project, like the Open Call webinars, our partner's channels or third-party events.

4.2. ACTIVATION

The moment a non-member of the community first visits the community after seeing one of our communications (after the acquisition trigger occurs), our main objective is to convince them to join the Change2Twin community and start interacting in the space. In order to achieve this goal, we will carry out some of the following:

- a. **Directly communicate the community's value proposition.** A key to convincing non-members to sign up is to present the Change2Twin community and indeed, the extended I4MS community as a cornerstone in terms of the digitization of the manufacturing industry and, in our case, especially through the use of digital twins. We will stress the value of the interaction, the synergies, and the curated content about the latest industry news and breakthroughs.
- b. **Compelling content.** The Change2Twin community will be sustainably fed with valuable and relevant content, some of which will be quality technical content created by different project partners. Besides, we will rely on external supportive partners and ambassadors to provide their own content, since they have a deep technical and market expertise to feed the community with the relevant, industry-related content.
- c. **Clear Calls-to-Action (CTAs).** Every article published in the community needs to have a clear CTA to keep users engaged and moving towards the goals that we set: join the community, preregister for a webinar, submit answers in a poll, share an opinion in a comment, and many more options to select from.
- d. **Interactive events.** Throughout the duration of the project, at least 8 Q&A sessions and other events will be held. Whenever possible, the registration to these events will be published in the community, so the newly arrived members are enticed to be informed of future events and project-related activities. Moreover, the follow up of the project's events will be carried out within the community, to provide the materials and outcomes of the session and to enable further discussion and interaction.
- e. **Open call helpdesk.** As explained above, the community has allowed a specific virtual space where the OC applicants can ask all their questions to the organisers. Since applicants need to sign up to the community to ask their questions, this will be a source of traffic to the community while the OC is running, helping us further engage them.
- f. **Project's social media channels and website.** The project's LinkedIn account and the official website bring traffic to the community, helping us reach potential stakeholders, even if they haven't joined yet. As a matter of fact, the Community link is shown in the website as one of the main spaces of the project's virtual environment, as shown in Figure 5.

FIGURE 6: COMMUNITY SECTION ON THE CHANGE2TWIN WEBSITE MENU



Digital Twin for every manufacturing SME!

Change2Twin is a European project which supports manufacturing SMEs in their digitalization process by providing Digital Twin solutions. The concept of Digital Twin is one of the big game-changers in manufacturing and allows companies



4.3. RETENTION

Once the user has joined the community, it is crucial to keep them engaged as much as possible in order to build a thriving community. Here are some examples of retention techniques we will carry out to keep the community alive:

- a. **Welcome message.** Every new member will receive an onboarding message when joining the community. This onboarding will be aligned with the I4MS community managers, to send a coherent, unified message to all manufacturing related newcomers.
- b. **Monthly email digests.** We will work with I4MS admins to include Change2Twin contents in a monthly email digest sent to members of the community.
- c. **Quality and post frequency.** We will use analytics tools and techniques to keep track of the engagement rates on the contents posted in the community, in order to identify the best post frequency and timings and the most engaging contents.
- d. **Social monitoring and listening.** We will pay close attention to new publications online related to digital twins, in an attempt to share the best contents in the community.
- e. **Conversations.** We will attempt to make the conversation as bidirectional as possible, fostering member comments and feedback to avoid having a continuously one-directional conversation in the community. Engaged members who voice their opinion and share content are members who reap the benefits of the community and see its added value.

4.4. REFERRAL

If the actions implemented during the growth hacking funnel are successful, the referrals will happen organically, that means that the Change2Twin community members will recommend them to the peers. However, we will also work on some referral actions:

- a. **Supporting partners**. They are recognised institutions/organisations in fields related to the project, with well-established communication channels and a rooted net of partners and collaborators. They adhere to the values and framework of the project and serve as multipliers of the Change2Twin messages. All the partners have provided a list of potential supporting partners, which has been included in a common document: Stakeholder mapping spreadsheet (see Appendix III). The organisations will be contacted and asked to join the supportive partners programme, in exchange for visibility, cross-dissemination and networking opportunities. Contact with possible Supportive Partners will be coordinated with the I4MS CSA.
- b. **Ambassadors.** They are individuals who are highly recognised in the field, who have a proven online presence and are committed to enhance the manufacturing sector. The ambassadors of the project will be selected among the provided stakeholders list (Appendix III) and scouted among the



- I4MS ecosystem too. The Change2Twin pool of ambassadors will commit to generate valuable content for the community in exchange for visibility, cross-dissemination, networking opportunities and economic revenue.
- c. **Showcasing**. Visibility to SMEs/Mid-Caps testimonials and success stories in the Change2Twin Community and social media channels.
- d. **Fundingbox referral programme.** The *Spaces* platform is setting up a referral programme, to be launched at Q2 2021, through which the members of the communities are going to be able to get a reward for each referred member who joins the community. This strategy will enhance new arrivals from the manufacturing sector, provided by the very members of the community.

5. CONTENT STRATEGY

The community strategy is part of the overall communication and dissemination strategy of the project, under WP7 led by partner TTTECH. Thus, although the responsibility for growing and maintaining the Change2Twin community is Fundingbox', it is also our responsibility to always maintain a coherent strategy aligned with the project's objectives in this regard.

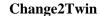
5.1 TYPE OF CONTENTS

In the Change2Twin community, we will share the following types of content:

- a. Articles: news, interviews, success stories.
- b. **Announcements**: about the project's activities and milestones, Change2Twin open calls, external open calls, industries massive achievements...
- c. **Events**: not only the ones hosted by the project, but also, we will disseminate other events that can be of interest to the members, as well as events hosted by our supportive partners and ambassadors.
- d. **Videos**: Change2Twin will provide the community with audiovisual material, especially to raise awareness on the existence of the community itself.
- e. **Infographics**: the open call results will be presented in the form of a detailed infographic, to be distributed in the Change2Twin and the I4MS communities, and across the other dissemination channels of the project.

5.2 CONTENT PROVIDERS

Fundingbox defines the community strategy and will contribute to the content curation strategy, supporting task leader TTTech in task T7.1. Change2Twin community will need to be aligned with:





- a. **I4MS.** Since the Change2Twin community spaces within I4MS' and we will share content Collections, we will have recurring alignment meetings or at least recurring email exchanges with the community admins. We will also contribute back to the overall I4MS community with Contents about Change2Twin.
- b. **PROJECT PARTNERS.** The project partners will provide content for the dissemination of the project on Change2Twin channels.
- c. **Supportive partners and ambassadors.** We will actively encourage supportive partners to provide high quality contents to add value for the community members.

6. METRICS, KPIS AND REPORTING

Some KPIs related to the Change2Twin community have already been defined

- 200 Stakeholders mapped and contacted.
- 250 registered users in the community.
- 50 DIHs added to the community.
- Cooperating with 20 Supportive Partners.
- 4 ambassadors over the course of the project.
- 12 webinars (1 per OC + 8 info sessions to promote education and knowledge on digital twinning).

In order to measure these main performance objectives, we will use the following metrics as indicators of the impact of our community strategy, mixing acquisition and behavioural data:

- Total members of the community.
- New members of the community spaces per certain periods.
- Monthly sign ups.
- Total supportive partners registered.
- Total number of posts from supportive partners.
- Total reactions.
- Total comments.
- Engagement rate.

We will use two sources of data to compile our reports:

- a. **Google Analytics**: the most widely used analytics tool. This tool is already implemented across the entire Fundingbox platform and will help us track acquisition data for our new members and for unregistered users. It will provide some overall behavioural data to indicate certain engagement levels, such as time on site, number of pages visited per session, and bounce rate.
- b. **Fundingbox Community analytics**: FBA's own analytics dashboard available for all community admins on the platform. This tool will allow users to view overall (non-personal) data on community members and community activity, including post frequency and engagement rate.

7. CONCLUSIONS

The Change2Twin Community is one of the elements that shape the Change2Twin active ecosystem, together with the project website and the LinkedIn channel. This ecosystem is built around digital twinning solutions for the manufacturing sector and it is expected to last beyond the duration of the project.

The Change2Twin Community, strategically positioned under the I4MS wider ecosystem, will act as a central information point for stakeholders, developing a more cohesive community with more interaction among members, and periodically fed with relevant and useful content.

FBC will coordinate the community strategy explained in this document, frequently analysing the impact of the growth hacking actions and the performance of the community content, to identify good practices and strengthen the ones that bring a positive impact to the community members and the project.

FBC will also work closely with all the content providers to make sure we keep an active and vibrant community that brings value to our stakeholders.

APPENDIX I – ELEMENTS OF THE COMMUNITY

URL

https://spaces.fundingbox.com/c/i4ms/categories/Change2Twin

Purpose (C2T bio)

Change2Twin is a EU-funded project (part of I4MS) which aims to ensure that 100% of manufacturing companies in Europe have access to 100% of technologies needed to deploy a Digital Twin.

Welcome message (within C2T space)

Welcome to FundingBox's space for <u>Change2Twin!</u> Change2Twin is a EU-funded project (part of <u>I4MS</u>) which aims to ensure that 100% of manufacturing companies in Europe have access to 100% of technologies needed to deploy a Digital Twin. The concept of Digital Twin is a big game-changer in the manufacturing industry and allows companies to significantly increase their competitiveness.

Join the community!

From Autumn 2020 to Spring 2021, Change2Twin will execute four pilot experiments with companies from diverse manufacturing branches. In early 2021, we will launch the first open call for SMEs through the FundingBox platform. The entire process will be accompanied by a support programme, including free webinars and an online training scheme. More news to come very soon!

For now, please feel free to introduce yourself by posting a new message in the thread below, stating who you are, whether you are an SME/DIH/Digital Twin technology provider, how you came across this space, what you would like to contribute to Change2Twin, and what you hope to gain out of the project. And of course, this is the place to ask all your initial questions about the project.

Click the "Join" button below to join the community and start networking with Change2Twin personnel, Digital Innovation Hubs, tech providers, and the rest of the Change2Twin community.



Description of the community

The Change2Twin community is the place to interact and socialise with all the applicants and participants in the project (including Change2Twin personnel, Digital Innovation Hubs and tech providers). You can ask your questions to the community, learn all about the latest announcements regarding the project and its open calls, post your own announcements, and gain visibility for your own project. Change2Twin is hosted within the I4MS community so you will benefit from networking with an even larger network of innovators, tech providers, and more.

Sign up now and visit the Change2Twin community and feel free to introduce yourself to our network!

https://fundingbox.com/spaces/i4ms-change2twin

Banner images



1440*512 download it here





1200*628 download it here



800*800 download it here



APPENDIX II – COMMUNITY LAUNCH: DISSEMINATION ACTIONS

Social media posts (I4MS)

Twitter:



I4MS @I4MS_Europe · 29 sept. 2020

@I4MS_Europe launches a space for #Change2Twin, a new project which aims to ensure that manufacturing companies in Europe have access to tech needed to deploy a #DigitalTwin.

Visit the community & network with all agents bit.ly/33YtPrN @MWCapital, @FundingBox @tecnalia



Link to the post: https://twitter.com/I4MS_Europe/status/1310836812466839552 (retrieved on 02/24/2021)



LinkedIn:



Link to the post: https://www.linkedin.com/posts/i4ms_digitaltwin-sme-tech-activity-6716964922988761089-Ac7Q (retrieved on 02/24/2021)



Social media posts (FundingBox)

Facebook:



Link to the post:

https://www.facebook.com/FundingBoxAccelerator/photos/a.874866962526363/3611297525549946/?type =3&theater (retrieved on 02/24/2021)



Twitter:



¶ @I4MS_Europe launches in its community a dedicated #Space for #Change2Twin, a new initiative that ensures that manufacturing companies have access to the tech needed to deploy #DigitalTwins.

Visit the community & build your network at bit.ly/30bmMem. #FundingGrowth

Traducir Tweet



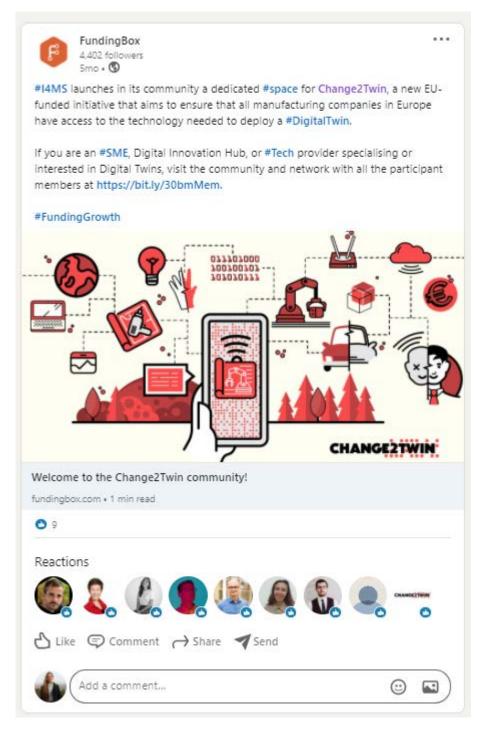
10:17 a. m. · 28 sept. 2020 · Loomly

1 Retweet 1 Me gusta

Link to the post: https://twitter.com/FundingBox/status/1310493701496594433 (retrieved on 02/24/2021)



LinkedIn:

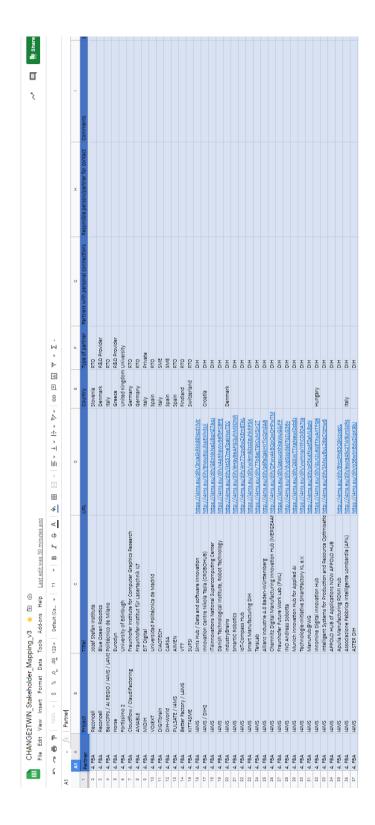


Link to the post: https://www.linkedin.com/feed/update/urn:li:activity:6716259391022141440/ (retrieved on 02/24/2021)

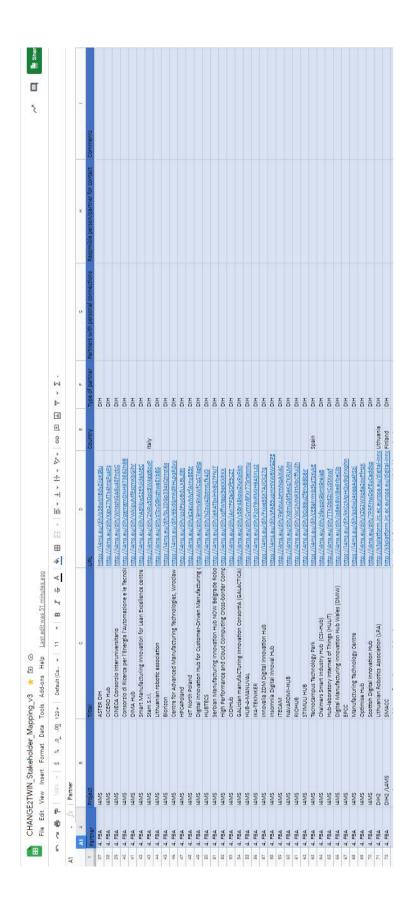
CHANGE2TWIN



APPENDIX III - LIST OF STAKEHOLDERS









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	∫X Partner							
A1 A	ω	0	0	ш	u.	ø	I	-
Partner	Project	Tittel	URL	Country	Type of partner Partners	Partners with personal connections Re	espmible person/partner for contact C	omments
72 4. FBA	DIH2 /L4MS	SMACC	http://s3platform.jrc.ec.europa.eu/digital-innd Finland	Finland	HIO			
73 4. FBA	DIHZ / I4MS	Irish Manufacturing Research (IMR)	http://s3platform.jrc.ec.europa.eu/digital-innd Ireland	Ireland	HIO			
74 4. FBA	DIHZ	Catalonia AI DIH	http://s3platform.jrc.ec.europa.eu/digital-inng Spain	Spain	HIO			
75 4. FBA	DIHZ	DIH for Smart Manufacturing -Pomurje Technology Park	http://s3platform.jrc.ec.europa.eu/digital-innc Slovenia	Slovenia	HIO			
76 4. FBA	L4MS/SMART4ALL	Hub 4.0 of Manufacturing Sectors in Valencian Region	http://s3platform.jrc.ec.europa.eu/digital-inng Spain	Spain	HIO			
4. FBA	DIH2 / I4MS	iMan Norte Hub - Digital Innovation Hub for Customer-Drive	e http://s3platform.jrc.ec.europa.eu/digital-innd Portugal	Portugal	HIG			
78 4. FBA	DIH2 / I4MS	PIAP HUB	http://s3platform.jrc.ec.europa.eu/digital-inng Poland	Poland	HIO			
79 4. FBA	DIHZ	Linz Center of Mechatronics GmbH (LCM)	http://s3platform.jrc.ec.europa.eu/digital-inno Austria	Austria	HIQ			
80 4. FBA	DIHZ	Transilvania Digital Innovation Hub	http://s3platform.jrc.ec.europa.eu/digital-innd Romania	Romania	HIO			
S1 4. FBA	L4MS	Fraunhofer IPA - Robot and Assistive Systems	http://s3platform.jrc.ec.europa.eu/digital-innd Germany	Germany	НО			
82 4. FBA	DIH2 / L4MS	CERTH	http://s3platform.jrc.ec.europa.eu/digital-innd Greece	Greece	HIO			
83 4. FBA	DIHZ	Cyprus Digital Innovation Hub	http://s3platform.jrc.ec.europa.eu/digital-innd cyprus	Cyprus	HIO			
84 4. FBA	DIH2 / I4MS	Robovalley Delft	http://s3platform.jrc.ec.europa.eu/digital-inng The Netherland: DIH	The Netherlan	de DIH			
85 4. FBA	DIH2 / I4MS	DIGIMAT DIH	http://s3platform.jrc.ec.europa.eu/digital-inng Czech Republic DIH	Czech Republic	HIQ :			
86 4. FBA	DIHZ	Amlab	http://s3platform.jrc.ec.europa.eu/digital-inng Hungary	Hungary	HIO			
4. FBA	DIHZ	Ventspils High Technology Park (VHTP)	http://s3platform.jrc.ec.europa.eu/digital-innd Latvia	Latvia	HIQ			
33 4. FBA	DIH2	Stena Industri Innovation Hub	http://s3platform.jrc.ec.europa.eu/digital-innd Sweden	Sweden	HIQ			
39 4. FBA	RobotUnion	Made	https://www.made.dk/	Denmark	Project partner			
90 4. FBA	RobotUnion	Tecnalia	https://www.tecnalia.com/en/	Spain	Project partner			
91 4. FBA	I4MS	RECENDT - Research Center for Non-Destructive Testing GmbH	ндн	Austria				
92 4. FBA	14MS	Foundation "Cluster Information and Communication Techno	Technologies" - Bulgarian ICT Cluster	Bulgaria				
93 4. FBA	I4MS	Technology park Bjelovar / hub.in Bjelovar		Croatia				
94 4. FBA	14MS	DevisionX		Egypt				
95 4. FBA	14MS	Digiotouch		Estonia				
96 4. FBA	14MS	Smart Anything Everywhere Initiative		Europe				
97 4. FBA	I4MS	The 5G Infrastructure Association		Europe				
98 4. FBA	14MS	FIT4F0F		Europe				
99 4. FBA	I4MS	Robocoast DIH		Finland				
100 4. FBA	14MS	GRAND E NOV		France				
101 4. FBA	14MS	DIHNAMIC - Digital Innovation Hub for Nouvelle-Aquitaine Manufacturing Industry Community	Manufacturing Industry Community	France				
102 4. FBA	14MS	Faubourg Numérique		France				
103 4. FBA	IAMS	Added Value DIH		Hungary				
104 4. FBA	I4MS	t2i - trasferimento tecnologico e innovazione		Italy				
105 4. FBA	IAMS	Digital Innovation Hub Vicenza - Confartigianato Imprese		Italy				
106 4. FBA	I4MS	CENOS		Latvia				



A1 - JX	/X Partner							
A1 A	60	0	0	ш	u.	G	I	_
Partner	Project	Tittel	URL	Country	Type of partner	Partners with personal connections	Respmible person/partner for contact Comr	ments
107 4. FBA	I4MS	Sunrise Valley Science and Technology Park		Lithuania				
108 4. FBA	I4MS	INTECHCENTRAS		Lithuania				
100 4. FBA	I4MS	LAC / Smart Welding Factory		Netherlands				
110 4. FBA	I4MS	University of Belgrade - School of Electrical Engineering		Serbia				
111 4. FBA	14MS	Arctur d.o.o.		Slovenia				
112 4. FBA	I4MS	Factoria del Futuro		Spain				
113 4. FBA	14MS	Industry 4.0 Today		Spain				
114 4. FBA	14MS	Technology Park of Andalucia, S.A.		Spain				
115 4. FBA	14MS	Linknovate		Spain				
116 4. FBA	14MS	Swiss Alliance for Data-Intensive Services		Switzerland				
117 4. FBA	14MS	Association of Industrial Automation of Ukraine		Ukraine				
118 5. TNO	SMITZH	Airborne		The Netherlands SME	SME	TNO	Jeroen Broekhuijsen	
119 5. TNO	Machinaide	Lely		The Netherland: SME	SME	TNO	Jeroen Broekhuijsen	
120 5. TNO	SMITZH	Focus-on		The Netherland: SME	SME	TNO	Peter Laloli	
121 5. TNO		Viscon		The Netherland: SME	SME	TNO	Peter Laloli	
122 2. TTTECH	1-Swarm	Synesis Consortium	https://www.synesis-consortium.eu/	Italy	SME	TTTech	Francesca Flamigni	
123 2. TTTECH	1-Swarm	NxTcontrol	https://www.nxtcontrol.com/en	Austria	Project partner	TTTech	Francesca Flamigni	
124 Z. TTTECH	1-Swarm	AFAG Automation AG	https://www.afag.com/en/home.html	Switzerland	Project partner	TTTech	Francesca Flamigni	
125 DIH Mapping	Support Letter	DIHBU Industry 4.0	www.dihbu40.es	Spain	DIH			
126 DIH Mapping	Support Letter	t2i - trasferimento tecnologico e innovazione s.c. a r.l.	https://www.tzi.it/dih	Italy	DIH			
127 DIH Mapping		PRODUTECH - Pólo das Tecnologias de Produção	http://www.produtech.org/	Portugal	DIH			
128 DIH Mapping	TTTech contact	ComoNext (Innovation hub)	https://www.comonext.it/	Italy	DIH			
129 DIH Mapping	IR contact	Minalogic	https://www.minalogic.com/	France	DIH			
130 DIH Mapping		Aragon DIH, coordinated by ITAINNOVA	www.aragondih.com	Spain	DIH			
131 DIH Mapping	Support Letter/ TTTech contact		https://www.sipbb.ch/forschung/swiss-smart- Switzerland	rt- Switzerland	HIO			
132 DIH Mapping	Support Letter/ TTTech contact	DIGIMAT: South Moravian Digital Manufacturing Hub	https://www.dih-digimat.cz	Czech Republic	DIH			
133 DIH Mapping	Support Letter/ SINTEF contact	Digital Norway Toppindustriesenterest	https://digitalnorway.com/	Norway	HIO			
134 DIH Mapping	Partners contact	Intelligent Systems for Production and Resource Optimisatio http://www.aconnresearch.ie/is4prod	tio http://www.acornresearch.ie/is4prod/	Ireland	HIO			
135 DIH Mapping	TTTech contact	Linz Centre of Mechatronics	https://www.lcm.at/	Austria	HIO			
136 DIH Mapping	Partners contact	DIH Region de Murcia		Spain	DIH			
137 DIH Mapping	DIHs contact	ITI Data Hub (The Data Cycle Hub)	https://thedatacyclehub.com/	Spain	DIH			
138 DIH Mapping	TNO contact	SMITZH DIH	https://www.smitzh.nl/en/	Netherlands	DIH			
139 DIH Mapping	TTTech contact	National Centre of Robotics	https://nacero.sk/language/en/	Slovakia	DIH			
140 DIH Mapping	SINTEF conact	CENSSS (proposed to become EDIH AURORA in 2021	https://www.mn.uio.no/its/	Norway	DIH			
	FBA contact	iMan Norte Hub	https://www.imannortehub.com/	Portugal	DIH			
ALCO CALL CONTRACTOR								



