



# ResC4EU

RESILIENT SUPPLY CHAINS FOR EUROPE

## D4.2

### ResC4EU Platform and Platform Services and a User Manual (first version)



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[www.resc4eu@com](mailto:www.resc4eu@com)

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| Lead Responsible      | Dr. Violeta Damjanovic-Behrendt   |
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| Contributing Authors  | ----  |
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## List of Abbreviations

|             |  |
|-------------|--|
| CSA         | Coordination and Support Action  |
| ECLASS 14.0 | Data standard for the classification of products and services using standardized ISO-compliant properties  |
| OTP         | One Time Password  |
| NACE 2.1    | Classification of economic activities in the European Community used for a wide variety of European statistics in the economic, social, environmental, and agricultural domains. |
| NIMBLE      | Collaboration Network for Industry, Manufacturing, Business and Logistics in Europe  |
| RIA         | Research and Innovation Action   |

## 1 Executive Summary

---

Resc4EU (Resilient Supply Chains for Europe) is a CSA (Coordination and Support Action) project funded by the European Commission to improve the resilience of European SMEs facing volatile global supply chains and geo-political disruptions. The project is funded under ***HORIZON-CL4-2023-RESILIENCE-01-42: Boosting generation and diffusion of advanced technologies in SMEs based on a supply chain model (project number 101137643)***.

An integral part of this Action is the provision of a **B2B collaborative platform** that enables businesses to cooperate and coordinate their supply chains.

This document describes the design, organization, and core services of the ResC4EU B2B Platform designed and deployed during the project's first year (Beta v0.3 version, as of April 2025). It also outlines the platform's evolution and upcoming services, aligned with Work Packages WP6 "Development of Assessment Tools for SMEs" (M16-M36) and WP7 "Demonstration of the Benefits of Adopting Advanced Technologies" (M16-M36).

The Resc4EU platform is the evolution of an existing digital platform infrastructure developed during the H2020 research project NIMBLE (Collaboration Network for Industry, Manufacturing, Business and Logistics in Europe), funded under ***FoF-11-2016: Digital Automation (GA 723810) (2016-2020)***. Selected services from the NIMBLE Platform are being adapted to address the resilience needs of SMEs' supply chains. This includes integrating theoretical resilience models and sustainability demonstrators, which will be designed in the second half of the project (WP6 and WP7), into the dedicated ResC4EU B2B Platform.

**The platform serves as a European industrial ecosystem** comprising:

1. Manufacturing enterprises - Manufacturers of consumer goods, industrial equipment, or machinery.
2. Service providers - Companies offering professional development courses for manufacturers.
3. Technology providers – Industry-specific tech suppliers and industries,
4. Technology innovators - Digitalization and industry-agnostic innovators.
5. Suppliers of raw materials or components.
6. Logistics SMEs – Businesses involved in transport, warehousing, and distribution.
7. Cross-border Trade SMEs - Companies engaged in international trade.
8. European cluster organisations with access to the above groups.

The aim is to onboard several hundred companies during the project (the first 100 by month 15) in order to foster network effects that lead to fast growth of the platform ecosystem. The platform services will enable companies to cope with supply chain challenges thus keeping companies resilient in the face of multiple risks, some of which will require proactive mitigation.

This public document provides a detailed overview of the platform's design, services, and user interactions with the web-based system, which is further supported by an online and video user manual.

## 2 Introduction

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### 2.1 Purpose of this document

**D4.2 “ResC4EU Platform and Platform Services and a User Manual (first version)”** presents the status of the ResC4EU cloud B2B platform at the end of the first year of the three-year ResC4EU CSA project.

D4.2 outlines the initial design of the cloud platform and its core adaptations to meet the specific requirements of the six cluster organisations participating in the project.

Firstly, the platform adaptations start with an existing platform infrastructure developed during the H2020 research project NIMBLE (Collaboration Network for Industry, Manufacturing, Business and Logistics in Europe), funded under FoF-11-2016: Digital Automation (GA 723810) (2016-2020).

Secondly, the platform adaptations address the needs of companies seeking more resilient supply chains, including those already mobilized during the project’s first year and those to be mobilized in the following project phases.

D4.2 covers the work performed in tasks:

**T4.2 “Establishing the ResC4EU Platform” (M1-M6) and**

**T4.3 “Initial ResC4EU Platform Adaptation for Pilots” (M4-M15).**

Tasks T4.2 and T4.3 are designed to support all **four project objectives**:

- (1) Define risk, disruption, and alert models for the supply chains of the 14 critical industrial ecosystems identified by the European Commission in 2021. These sectors were specified as a requirement in the call topic *HORIZON-CL4-2023-RESILIENCE-01-42: Boosting the Generation and Diffusion of Advanced Technologies in SMEs Based on a Supply Chain Model*.
- (2) Develop a holistic European value network to strengthen supply chains, facilitated by industrial clusters and strategic alliances;
- (3) Accelerate the adoption of advanced methods and technologies for sustainability and resilience, through a dedicated B2B platform, leveraging platform-based growth models and network effects; and
- (4) Demonstrate supply chain resilience in industrial ecosystems while also advancing climate neutrality and sustainable economic processes.

The work conducted under T4.2 and T4.3 contributes to the above-listed objectives by:

- (1) Establishing the ResC4EU platform to support SMEs across all 14 critical industrial ecosystems, including: (1) *Mobility, Transport, Automotive*, (2) *Aerospace and Defence*, (3) *Construction*, (4) *Renewable Energy*, (5) *Energy-intensive Industries*, (6) *Agri food*, (7) *Textile*, (8) *Cultural and Creative Industries*, (9) *Health*, (10) *Electronics*, (11) *Digital*, (12) *Proximity, Civil Security and Cybersecurity*, (13) *Retail*, and (14) *Tourism*.



The platform provides services for companies to describe known supply chain risks and vulnerabilities, forming a foundation for integrating the disruption and alerts model currently under development (as of Month M14 of the project);

- (2) The ResC4EU platform serves as a tool that facilitates the creation of a European value network for supply chain resilience through:
- services allowing companies to describe and publish their core products (goods) and services on the platform marketplace,
  - search functionalities for products (goods), services, and companies in specific sectors,
  - services enabling negotiation between companies on product and service conditions, directly fostering new business partnerships and alliances;
- (3) The ResC4EU platform also offers services for enhancing SME resilience assessment and business matchmaking by providing models to evaluate SME resilience capabilities. In the project's second year, companies will have access to business intelligence to support strategic matchmaking and decision making;
- (4) Integrating four demonstrators for companies to assess their climate neutrality and sustainability, including resource- and energy-saving potential. These demonstrators will be created in years two and three of the project.

The ResC4EU platform, as presented in D4.2, reflects the work completed in the first year of the project and does not represent its final stage. Therefore, D4.2 is designated as “**the first version**” of the stable platform and its services.

Note that based on feedback from the project's cluster organizations and their SMEs, the ResC4EU platform underwent multiple iterations. **Alpha v0.1** was deployed in production in August 2021, and **Alpha v0.2** in September 2024 (M9), followed by the official launch of **Beta v0.1** in October 2024 (M10) at an event in Krakow, Poland.

While Beta versions provide greater stability than Alpha versions, they may still contain bugs or other issues. The Beta releases in ResC4EU focus on enhancing platform functionality, aligning with user needs, and meeting project milestones.

D4.2 is a public document, and platform service descriptions are available in both textual and video formats:

- **Text Manuals:** <https://resc4eu.greentwin.app/app/documentation/getting-started> and
- **Video Tutorials:** <https://resc4eu.greentwin.app/app/video-tutorials>.

The ResC4EU platform is publicly accessible at:

- <https://resc4eu.greentwin.app/>

## 2.2 Document structure

**Section 1** provides a brief executive summary, while **Section 2** serves as an introduction. **Section 3** presents the organizational structure of the ResC4EU Platform as of month M15 (Beta v0.3). It details the platform's design, architecture, routing strategy for pages and services, and access controls, which are structured across three sections to ensure secure and tailored access on the platform. These three key sections of the ResC4EU Platform consist of:

- **Platform Landing Page** – The entry point for companies, providing key information and access to platform dashboards and services. The landing page enables user and company registration and authentication processes that make it possible for companies to join the platform and gain secure access to its services. This is detailed in **Section 4**.
- **Company Dashboard** – A dedicated interface for registered companies to manage their profiles, supply chain data and marketplace interactions. Supply Chain services are designed based on analysis presented in the ResC4EU D3.1 “Mapping of relevant Advanced Technologies and Supply Chain Challenges of SMEs” (led by Latvian IT Cluster). Further details are provided in **Section 5**.
- **Platform Manager Dashboard** – An administrative interface for managing platform operations and overseeing user engagement. This interface is exclusively available to GreenTwin GmbH (GTW), the ResC4EU partner and platform owner. This is covered in **Section 6**.

**Section 7** provides an overview of user roles and permissions across platform services.

**Section 8** outlines the platform's evolution and upcoming services.

**Section 9** presents the User Manual for the platform Beta v0.3, which is detailed in this document.

## 2.3 Target audiences

### European SMEs

This public document is intended to assist European SMEs, mobilized through the cluster organisations participating in the project, in joining and effectively navigating the ResC4EU collaborative platform. Targeted companies operate in 14 sectors classified by the European Commission as being “at-risk”. Based on the business roles these companies play, we categorize them into seven core stakeholders groups:

1. Traditional manufacturing enterprises:
  - Traditional manufacturing companies: Small-scale manufacturers of consumer goods, industrial equipment, or machinery.
  - Re-manufacturers: Companies that refurbish used equipment or machinery to restore it to like-new condition.
2. Service providers:
  - Training Services: Companies offering professional development courses for manufacturers, e.g. up-skilling, adoption of new processes, technologies, etc.

- Maintenance Services: Providers of repair and upkeep for machinery, transportation fleets, or IT systems.
  - Consultancy Services: Business consultants specializing in sector-specific process improvements, energy efficiency, resource optimization, risk management, or sustainability.
3. Technology providers:
- Technology experts: Companies offering software solutions for process management, data analytics, or automation tools.
4. Technology innovators:
- Sustainability innovators: Firms developing green technologies, renewable energy solutions, or carbon footprint tracking tools for supply chains.
  - Technology Innovation Consultancies: Consulting firms that assist companies in adopting new technologies such as IoT, AI, or blockchain for supply chain transparency and efficiency.
5. Suppliers:
- Raw Material Suppliers: Companies providing essential raw materials such as metals, plastics, or chemicals to manufacturers.
  - Component Suppliers: Firms supplying parts or components like microchips, sensors, or machinery components to other businesses
6. Cross-border Trade SMEs
- Exporters: Small businesses involved in exporting goods to foreign markets.
  - Importers: Companies that source products from international markets and distribute them domestically
7. Logistics SMEs:
- Freight and Transport SMEs: Small transport companies specializing in local or international freight, trucking, or air cargo services.
  - Warehousing Services: Companies offering storage solutions, inventory management, and fulfilment services for products.

### European cluster organisations

The target audience also includes European cluster organisations that support SMEs. This group consist of six cluster organisations participating in the project. Additionally, the ResC4EU platform is open to external cluster organisations, fostering the creation of new strategic alliances during years Y2 and Y3 of the project. The current version of the platform allows both internal and external cluster organisation to register, publish details about their services, and share news about upcoming events with the platform network.

### 3 ResC4EU B2B Platform Organization

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The ResC4EU B2B Platform is built upon the cloud platform infrastructure originally developed between 2016 and 2020 as part of the H2020 Research and Innovation (RIA) project *NIMBLE (Collaboration Network for Industry, Manufacturing, Business and Logistics in Europe)*. The NIMBLE project was funded under FoF-11-2016: Digital Automation (Grant number GA 723810), <https://www.nimble-project.org/>. The NIMBLE Platform provided manufacturing firms with essential digital services, including company registration, machine-readable product and service catalog publishing, supply chain partner search, contract and logistics negotiation, and business workflow optimisation. These services were designed to align with the objectives of the Digital Agenda 2020 of the European Union.

Under the ResC4EU project (2024-2026), selected services from the NIMBLE Platform are being adapted to address the resilience needs of companies' supply chains. This includes integrating theoretical resilience models and sustainability demonstrators to be designed in the second half of the project (WP6 and WP7), into the dedicated ResC4EU B2B Platform.

The enhanced platform will provide companies – i.e. registered entities engaging in B2B interactions via the ResC4EU Platform – with innovative services to strengthen supply chain resilience. These include:

- **Confidential risk assessment** to identify and highlight risks and disruptions within supply chains.
- **Supplier mapping** to track core suppliers and gain a better understanding of supply chain vulnerabilities and mitigation options.
- **Resilience strategy development** with tailored insights to enhance preparedness for disruptions.
- **Matchmaking based on sustainability objectives**, such as resource efficiency, energy savings, reducing product footprints.
- **Identifying alternative sources and suppliers** to reduce dependency risks and mitigate disruptions.
- **Optimizing transportation routes and logistics** for greater efficiency and resilience.

The ResC4EU B2B Platform is designed to equip SMEs with digital tools that enhance both sustainability and supply chain adaptability in an increasingly complex and dynamic global market.

This section provides an overview of the initial design of the ResC4EU Platform, which builds upon the NIMBLE Platform infrastructure.

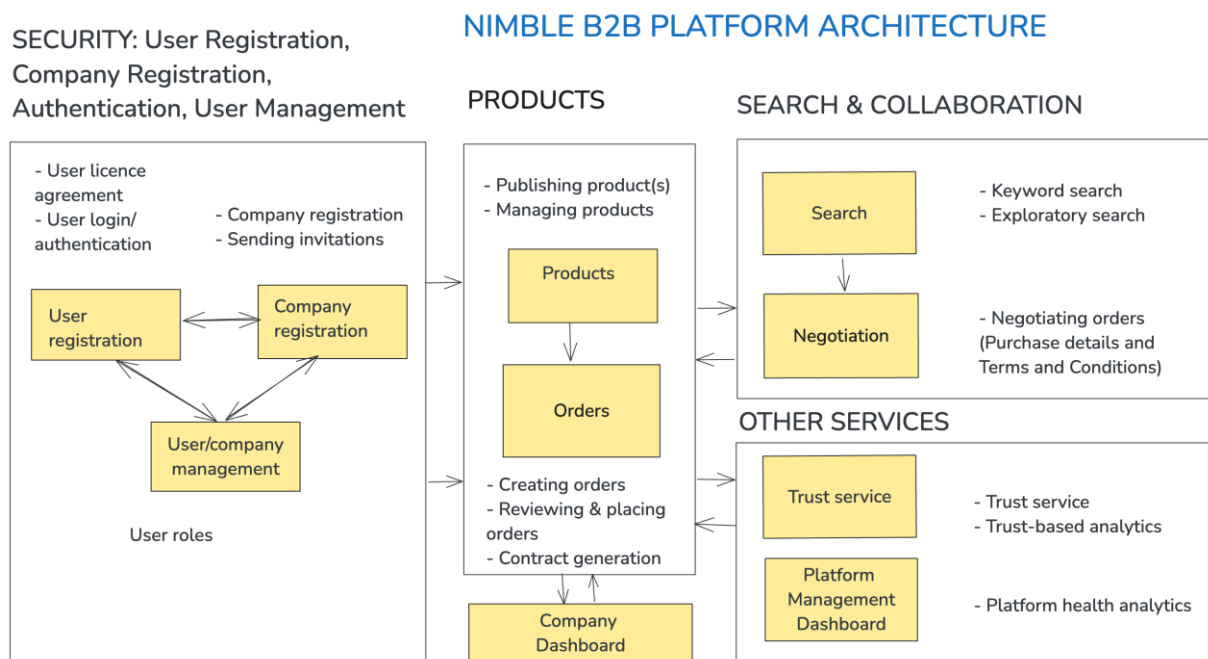
- **Section 3.1** covers the analysis and planning of the ResC4EU Platform and its services.
- **Section 3.2** presents the platform structure and routing strategy, detailing how different areas of the platform are organised.
- **Section 3.3** outlines the access control mechanisms, defining visibility and permissions for different users (user roles) and company's types.

### 3.1 Design of the ResC4EU B2B Platform

The ResC4EU B2B Platform is based on the open-source NIMBLE Platform, designed and implemented to support supply chains across Europe, focusing on manufacturing companies, their product management and logistics services.

Figure 1 illustrates the core architecture of the NIMBLE Platform and its services, which include:

- **Security Controls:** User registration, Company registration, User Authentication and Authorization, User management, and Company management.
- **Product Management:** Product publishing, Managing product details, Creating orders at the product level, Reviewing and placing orders, and Contract generation for orders.
- **Search and Collaboration:** Keyword search, Exploratory search, Negotiation of orders including purchase details, and Negotiation of Terms & Conditions.
- **Other services:** Trust service with trust-based analytics, and Platform health analytics dashboard.



**Figure 1: NIMBLE B2B Platform Architecture and Services**

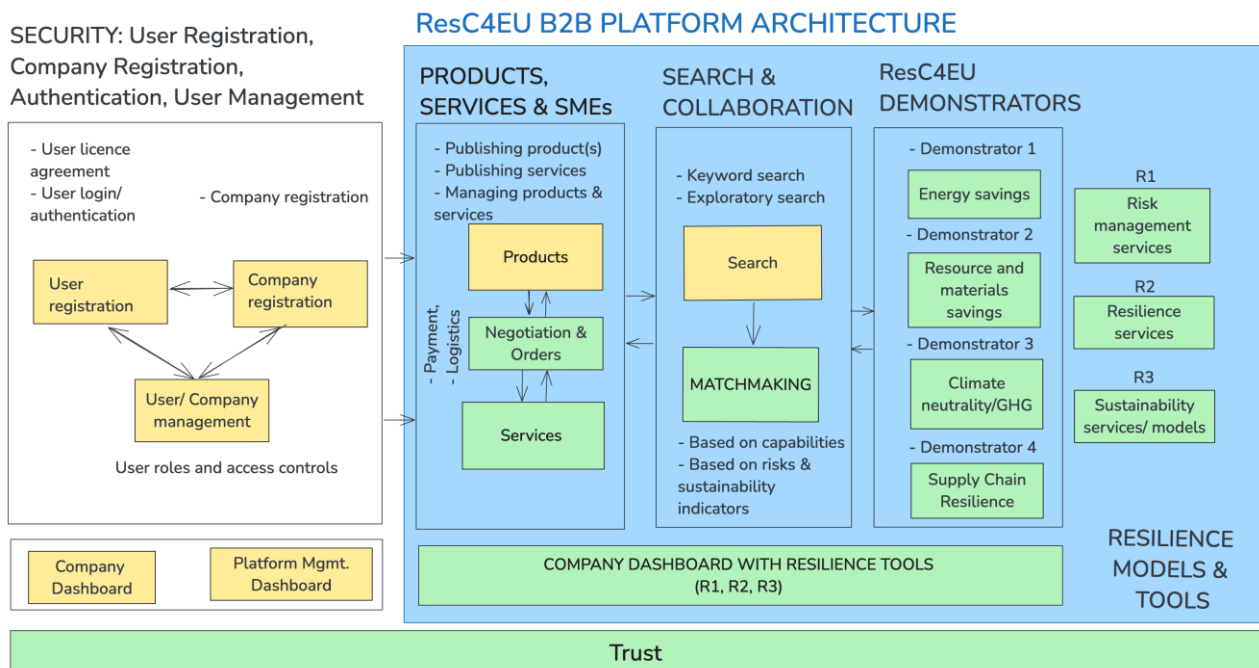
The architecture shown in Figure 1 ensures seamless collaboration, secure transactions, and efficient management of supply chain operations. In contrast to the NIMBLE Platform, the ResC4EU Platform goes beyond product management to offer a comprehensive range of services tailored for companies and their resilience. These services include tools to assess supply chain risks, define resilience strategies, and measure sustainability indicators. As a result, the NIMBLE Platform has been extended to meet the specific needs of the ResC4EU project, including those of the cluster organisations and companies participating in the project.

Figure 2 illustrates the ResC4EU B2B Platform architecture. It distinguishes services inherited from NIMBLE (highlighted in yellow) from new ResC4EU services (highlighted in green).

Key enhancements introduced by the ResC4EU Platform include:

- Improved negotiations, ordering and matchmaking capabilities for both products and services – *task T4.3*;
- Extensions to the company dashboard to incorporate: Supply chain risk management tools (R1) enhancing companies' ability to assess and mitigate risks; Resilience metrics and services (R2) providing strategic insights for supply chain adaptability and alternative solutions; Sustainability models, such as Global Warming Potential (GWP) (R3) supporting SMEs in reducing their environmental impact – *upcoming tasks T6.1, T6.2, T6.3*;
- Integration of ResC4EU demonstrators to be created in WP7 – *upcoming tasks T7.1, T7.2, T7.3, T7.4 and T6.3*
- Trust extensions incorporating platform resilience metrics – *upcoming task T6.3*.

These advancements aim to provide companies with powerful tools to strengthen supply chain resilience and enhance their sustainability.



**Figure 2: ResC4EU B2B Platform Architecture and Services**

### 3.2 Organisation of ResC4EU Platform Pages and Services

Figure 3 illustrates the ResC4EU Platform's routing strategy as of month M14, outlining how users navigate between different sections of the platform. The routing strategy defines how pages and services are structured, ensuring seamless access while maintaining security and usability.

The platform is divided into **public** and **protected** areas:

- **Public area** is accessible to all visitors without authentication. These sections provide general information about the platform, featured companies, and their publicly available goods and services.
- **Protected area** requires users to authenticate before access. These sections offer company-specific services, such as supply chain network mapping, product and service negotiations, analytics, and more.

The routing strategy ensures that authenticated users are directed to the appropriate dashboards and services based on their roles, while unauthorized users are restricted from accessing sensitive information.

#### Platform Public Area

The **public area** of the platform is designed to attract new enterprises by presenting a landing page that highlights key platform features and showcases selected goods and services offered by registered companies. From the landing page, users can explore content by entering keywords such as "B2B," "Furniture," "Circular," "Spain," or "all" to preview all publicly available goods and services.

Users can also browse directly by clicking **Featured Products** or **Featured Services** in the top navigation bar, which directs the curated listings limited to featured items only. Each category is intended to display up to 30 featured entries. Therefore, additional search functionality on the Featured Products and Featured Services pages is not considered necessary.

The public area of the platform also includes authentication services - **Login** and **Register**, enabling basic authentication for users and companies. Additionally, it provides access to essential resources such as the **Privacy Policy**, **Terms & Conditions**, as well as access to the **ResC4EU project website, documentation and user manuals**.

#### Platform Protected Area

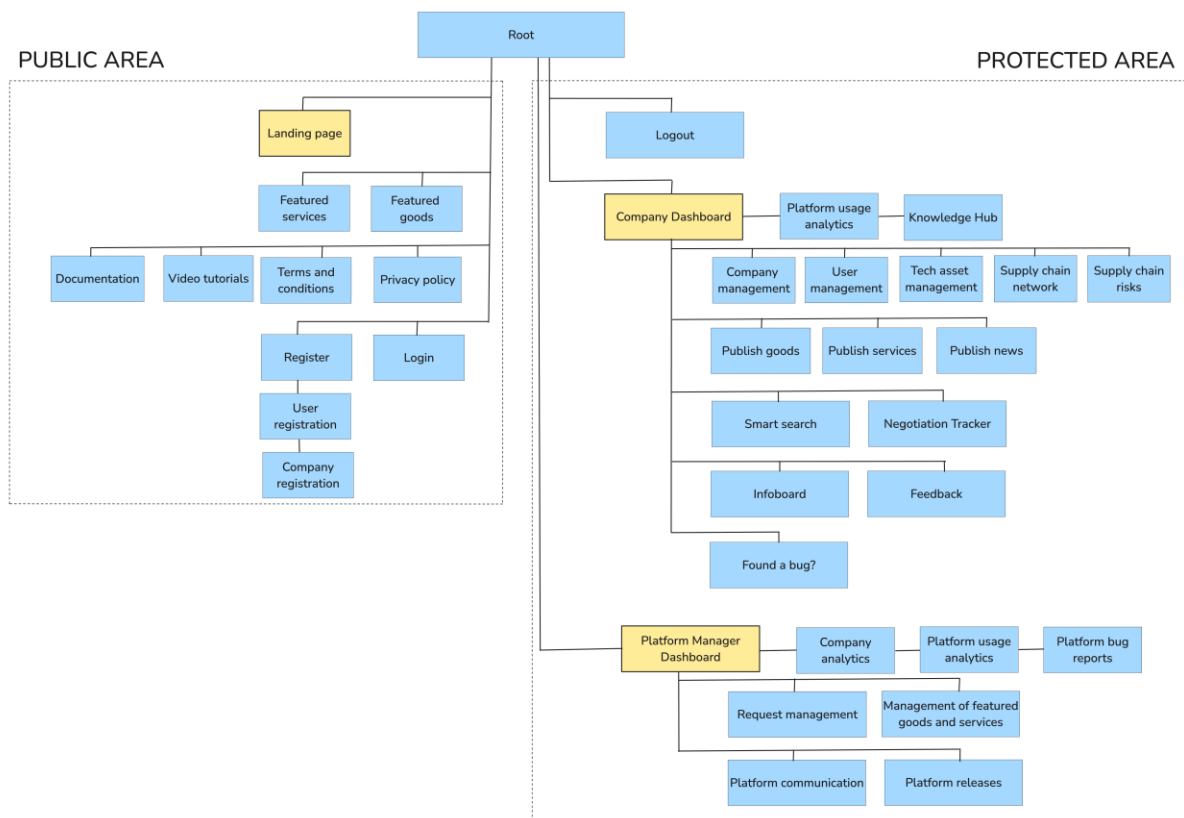
The protected area is accessible only to registered and authenticated users and provides entry to the Company Dashboard with one of three assigned roles (for more details, see Figure 16 and Section 7).

- **Admin role** – Grant full access to all services available through the Company Dashboard, including **Search**, **Company Management**, **User Management**, **Publish Goods**, **Publish Services**, **Publish News**, **Negotiations** with companies, and more.
- **Basic role** – Limits access for **Company Management**, **User Management**, **Publish Goods**, **Publish Services**, **Publish News**. Users with this role cannot delete **Product Negotiation** and **Service Negotiation** records.



- **Publisher role** – Grant access to services such as **Publish Goods, Publish Services, Publish News**, including their full management (creating, reading, updating, deleting).

In addition, the protected area contains the **Platform Manager Dashboard**, which is exclusively accessible to the platform administrator (partner - GTW). This dashboard enables platform analytics, management of platform news and announcements, companies' promotions, and administrative functions to ensure smooth operation and engagement within the platform. The Platform Manager Dashboard is neither visible nor available to other platform users.



**Figure 3: ResC4EU Platform Routing Strategy**

### 3.3 Access Controls – Defining Visibility and Permissions on the ResC4EU Platform

Access controls for the platform services are structured at three distinct levels to ensure secure and tailored access:

- **External users vs. Authorized registered users** – Differentiating between public visitors and registered companies with full platform access;
- **Company specific access roles: Admin vs. Basic role** – Granting Admin users full management capabilities while limiting Basic users to essential services, e.g. restricting access for company and user management;

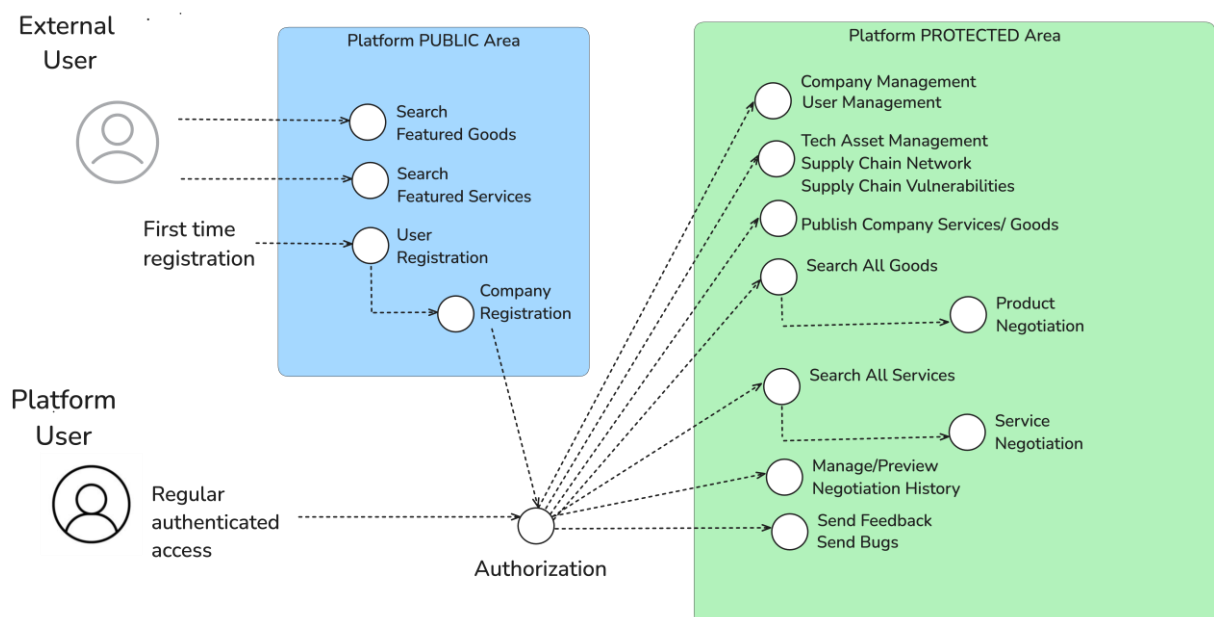


- **Company type-based access: Tech-Savvy vs. Non Tech-Savvy companies** – Customizing platform functionalities based on whether a company is registered as a Technology provider/ Technology innovator, or a traditional company, e.g. manufacturing enterprise, service provider, logistics provider, supplier, cross-border trade SME (retailer, wholesaler, distributor).

### External users vs. Authorized registered users

Figure 4 illustrates the visibility and access rights for external users versus registered platform users.

- **Public access:** Anyone can explore the platform's public area, which includes general information, documentation, and user manuals for the platform. Additionally, external users can browse featured goods and services.
- **User registration & company onboarding:** Anyone with a professional email address can register as a user and initiate the company registration process by completing and submitting the *Join Request* form.
- **Authorized protected access:** Once a company is registered and validated by the Platform Owner (ResC4EU project partner GTW), its associated user accounts are linked to the company account. Registered platform users then gain access to their *Company Dashboard*, enabling them to fully utilize the platform's services.



**Figure 4: Visibility and Access Rights for External Users vs. ResC4EU Registered Users**

### Company specific access roles: Admin vs. Basic vs. Publisher Roles

Each *Join Request* form must include at least one user with Admin privileges before submission. The form can accommodate up to ten users, each assigned either an Admin or Basic or Publisher role. In the initial version of the ResC4EU platform, the distinction between these roles is as follows:

- **Admin users** have full management capabilities, including company and user management;
- **Basic users** have restricted access and cannot manage the company details or other users.
- **Publisher users** have restricted access and can only publish and maintain details about company's products, services and news.

In addition to these roles, the platform introduces a **Super-Admin role**, designated for the Platform Manager. Users (Platform owner) with this role gain access to the Platform Manager Dashboard, enabling platform management and analytics services.

### Company type-based access: Tech-Savvy vs. Non Tech-Savvy companies

During the company registration process, companies must specify their company type by selecting one of the following categories in the **Join Request** form:

- Manufacturing Enterprises
- Service Providers
- Technology Providers
- Technology Innovators
- Suppliers
- Logistics SMEs
- Cross-Border Trade SMEs.

Companies categorized as **Technology Providers** and/or **Technology Innovators** (Tech-Savvy companies) will have access to a different set of services within the Company Dashboard compared to other non Tech-Savvy companies.

While all registered companies will have access to Company Management and User Management via the Side Menu of the Company Dashboard, additional services will be tailored as follows (see Figures 21-22):

- **Tech-Savvy Companies (Technology Providers and Technology Innovators):**
  - Tech Asset Management, and
  - Supply Chain Network;
- **Non Tech-Savvy Companies:**
  - Supply Chain Network, and
  - Supply Chain Risks.

Tech-Savvy companies will not have access to the service for describing **Supply Chain Risks**, whereas Non Tech-Savvy companies will not have access to the **Tech Asset Management** service.

## 4 Platform Landing Page

The ResC4EU Platform landing page is publicly available at <https://resc4eu.greentwin.app/>.

Figure 5 presents the first section of the landing page, featuring the headline “**Boost Your Supply Chain Resilience**” that is accompanied by a call-to-action message: “Strengthen your operations and prepare for tomorrow’s challenges: Join a collaborative network designed to empower your business with innovative tools and services. Register and access free platform features today!”.

To indicate that the platform is still evolving, the landing page displays a “Beta v0.3” badge. Additionally, this section includes two action buttons:

- “Documentation” – It opens the platform user manual
- “Video Tutorials” – It provides access to recorded user guides.

Figure 6 shows the second section of the landing page, which provides insights into the platform’s target audience. Under the headline “**Who We Serve**”, this section features an interactive accordion component that highlights the seven key company categories: (1) Manufacturing Enterprises; (2) Service Providers; (3) Suppliers; (4) Technology Innovators; (5) Technology Providers; (6) Logistics SMEs, and (7) Cross-Border Trade SMEs.



*Figure 5: ResC4EU Platform landing page – section 1*

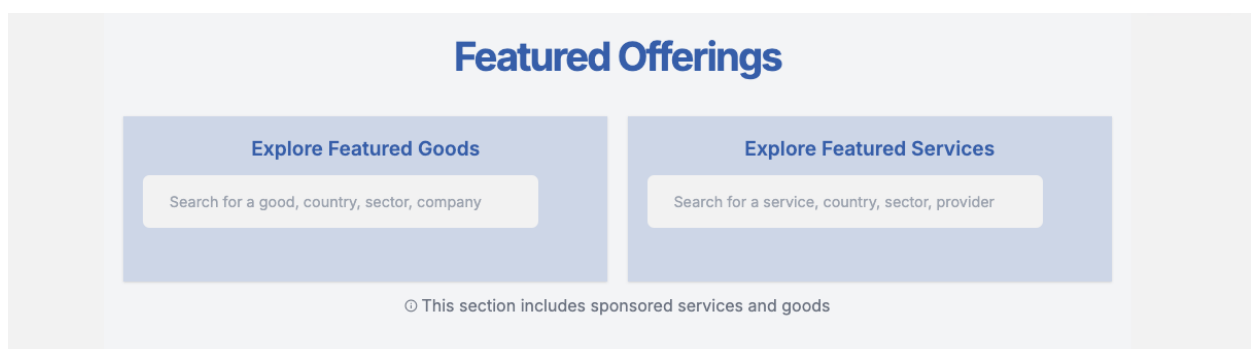


**Figure 6: ResC4EU Platform landing page – section 2**

The platform landing page allows visitors to explore **featured goods and services** from selected companies. This is designed to be *a teaser for companies*, featuring up to 30 goods and 30 services at any time, displayed across 5 pages with 6 items each, and two navigation buttons (see Figure 10). This straightforward presentation structure eliminates the need for additional search mechanisms.

Moving forward, the platform will continue to feature limited number of goods and services, based on criteria such as a company's activity on the platform and market demand for specific goods or services.

To explore featured goods and services, visitors can enter **keywords** from **Featured Offerings** forms available on the landing page (e.g. *B2B, Market, IoT, Spain...*) or type **"all"** to browse our marketing database (see Figure 7).



**Figure 7: ResC4EU Platform landing page – section 3**

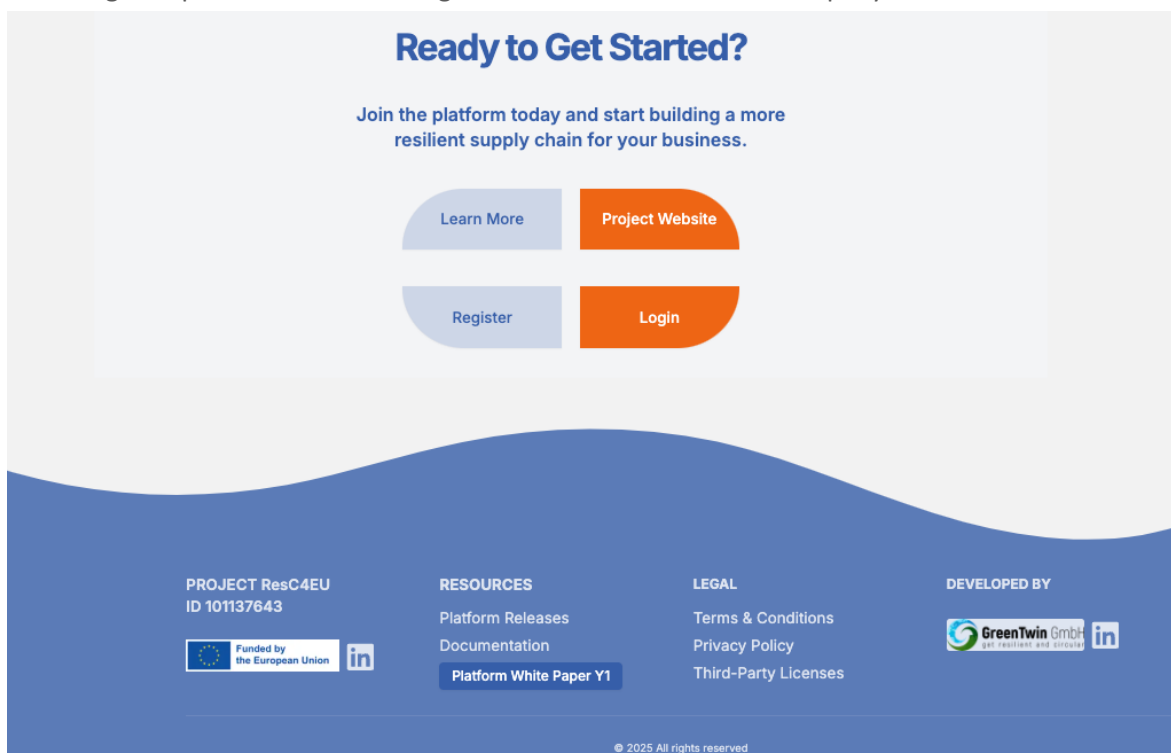
Figure 8 illustrates a static section titled **"On the Horizon,"** providing an overview of upcoming services to enhance company' supply chain adaptability and risk management. For example: Tailored resilience strategies, Alternate and crisis supplier matchmaking, Supply chain risks and disruption alerts, and more.



**Figure 8: ResC4EU Platform landing page – section 4**

Figure 9 illustrates the “Ready to Get Started?” section, which features four action buttons:

- “Project Website” – redirects visitors to the ResC4EU project website;
- “Learn More” – opens a one-page document detailing resilience assessment models to be developed by project partners ISL and FHG (WP6, WP7);
- “Register” – allows new users to sign up and initiate the company registration process.
- “Login” – provides access for registered users to enter their company dashboard.



**Figure 9: ResC4EU Platform landing page – section 5**

The platform footer section includes essential information, such as project funding details, access to documentation (Platform releases, User Manual (Documentation), Platform White Paper Y1), Terms & Conditions, Privacy Policy, Third-Party Licences, and information about the platform owner.

#### 4.1 Featured Offerings: Goods and Services

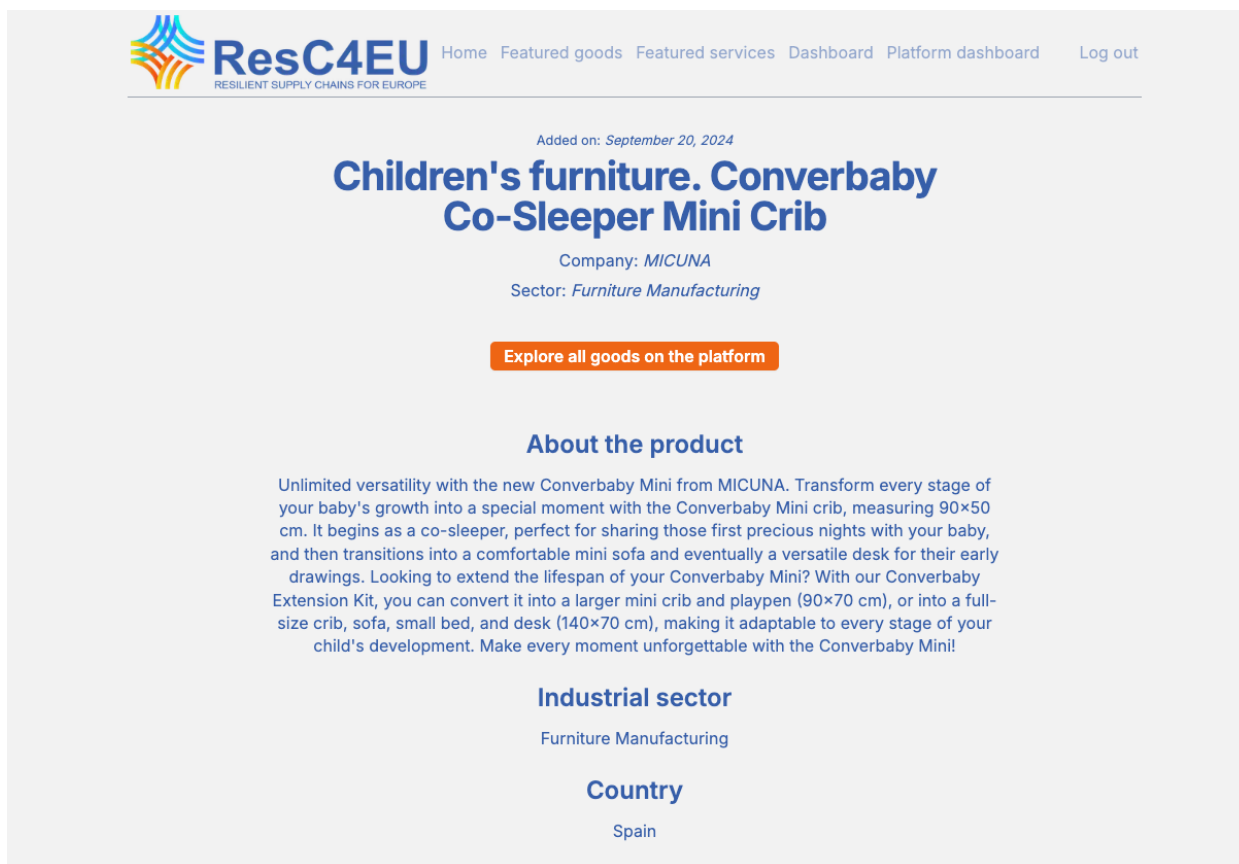
Exploring featured goods and services in the Beta v0.3 platform version is made easy with a simple keyword-based search, which is available directly from the landing page. By entering the name of a product, service, company, or country, users can easily refine their search results. For example, a search for 'Spain' under goods will display all products offered by Spanish companies (Figure 10).



**Figure 10: Exploring featured goods of Spanish companies**

Search results are presented as individual cards, each highlighting key company details. When a user clicks on a card, they are directed to a detailed page that includes the product name, company, sector, description, country, and the date the item was added (Figure 11). A button labeled 'Explore all goods on the platform' provides further navigation options. Registered companies will be redirected to the advanced search feature within the Company Dashboard, while external users will be encouraged to complete the registration process for full access.

In future versions, the platform will allow full integration between featured goods/services (from the marketing database) and their corresponding details from a company's goods/services database.




**Figure 11: Detailed view of a selected featured good**

## 4.2 User Registration and Authentication

To create a new account, users must click the **“Register”** button, which is available from the platform landing page (Figure 9) or from the main menu. The registration form opens in a new window and requires only basic user details: first name, last name, and business email address. Additionally, users must review and accept the **Terms of Use** and **Privacy Policy** (Figure 12).

Upon clicking **“Create your account”**, the system initiates the registration process, prompting the user to enter a **One-Time Password (OTP)** sent to their email for verification. Upon clicking **“Continue”** (Figure 14), the account will be activated.

Registered users can login using the **“Login”** button, which allows for authentication through either email or one of the three currently available social media accounts – LinkedIn, Microsoft, or X (ex Twitter) (Figures 13-14).



### Create an account

It's great to have you here

First name

Last name

Email

☒ Accept policies [Terms of use](#) [Privacy Policy](#)


Create your account

Or

[in](#) [Microsoft](#) [X](#)

Already have an account? [Sign in](#)

**Figure 12: User Registration**



### Welcome back

Enter your email and we'll send a sign in code.

Email


Continue

Or

[in](#) [Microsoft](#) [X](#)

No account? [Create one](#)

**Figure 13: User Login**



### Check your email

Enter the code we just sent to v\*\*\*\*\*@g\*\*\*\*\*.at

Code

Continue

Didn't receive a code? [Resend code](#)

**Figure 14: OTP Authentication**



### 4.3 Company Registration and Onboarding

Upon completing user registration, users are redirected to their **Company Dashboard**, which at this stage, offers limited functionality. Here, the following sections are displayed to the users (Figure 15):

- “**Get Started**” section – to proceed with company registration;
- “**Who’s on the Platform?**” section – to preview countries with registered companies. The *Country Distribution* pie chart is fully interactive for users from registered companies;
- “**Knowledge Hub**” section – to learn about the platform features using three tabs: “**About the Platform**,” “**Manuals**,” and “**FAQ**”.

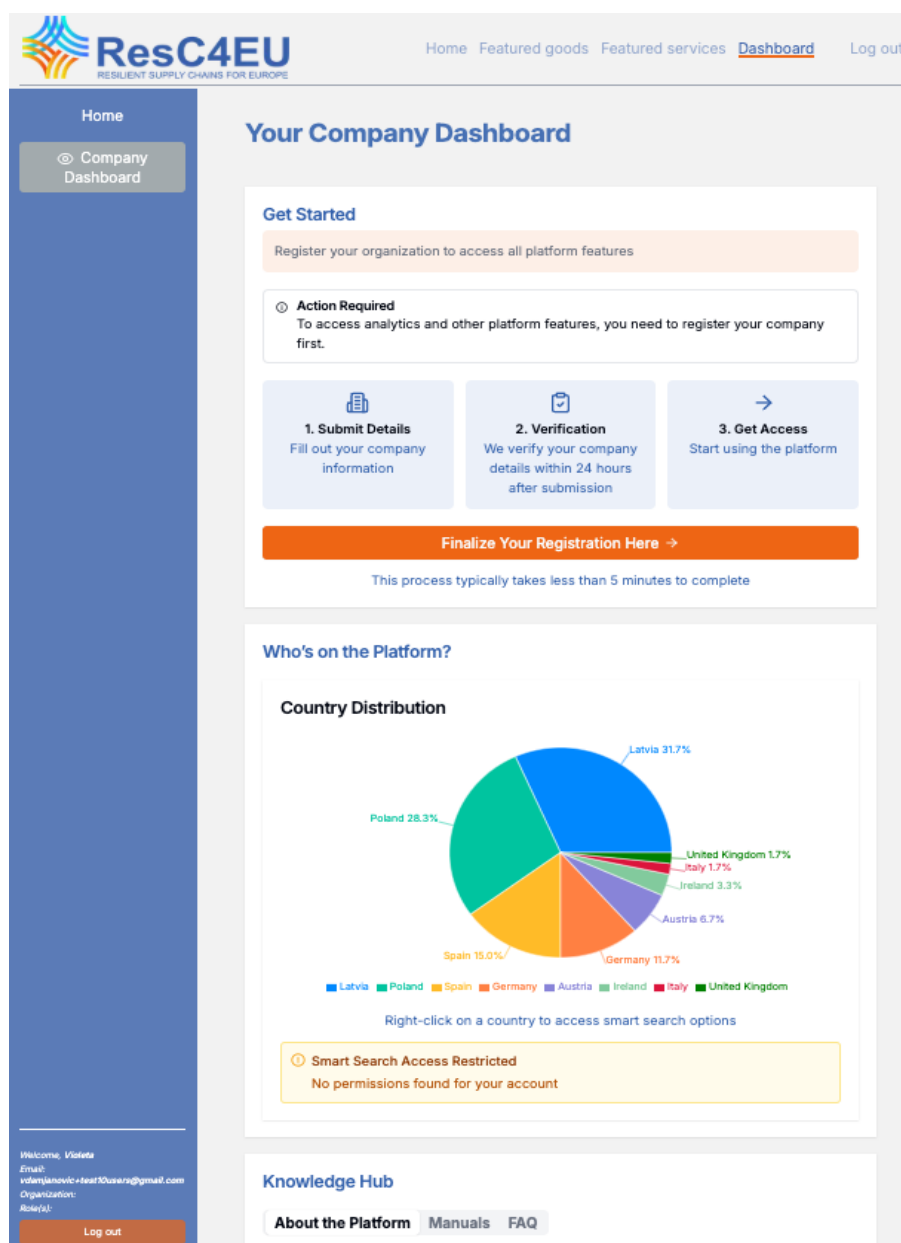
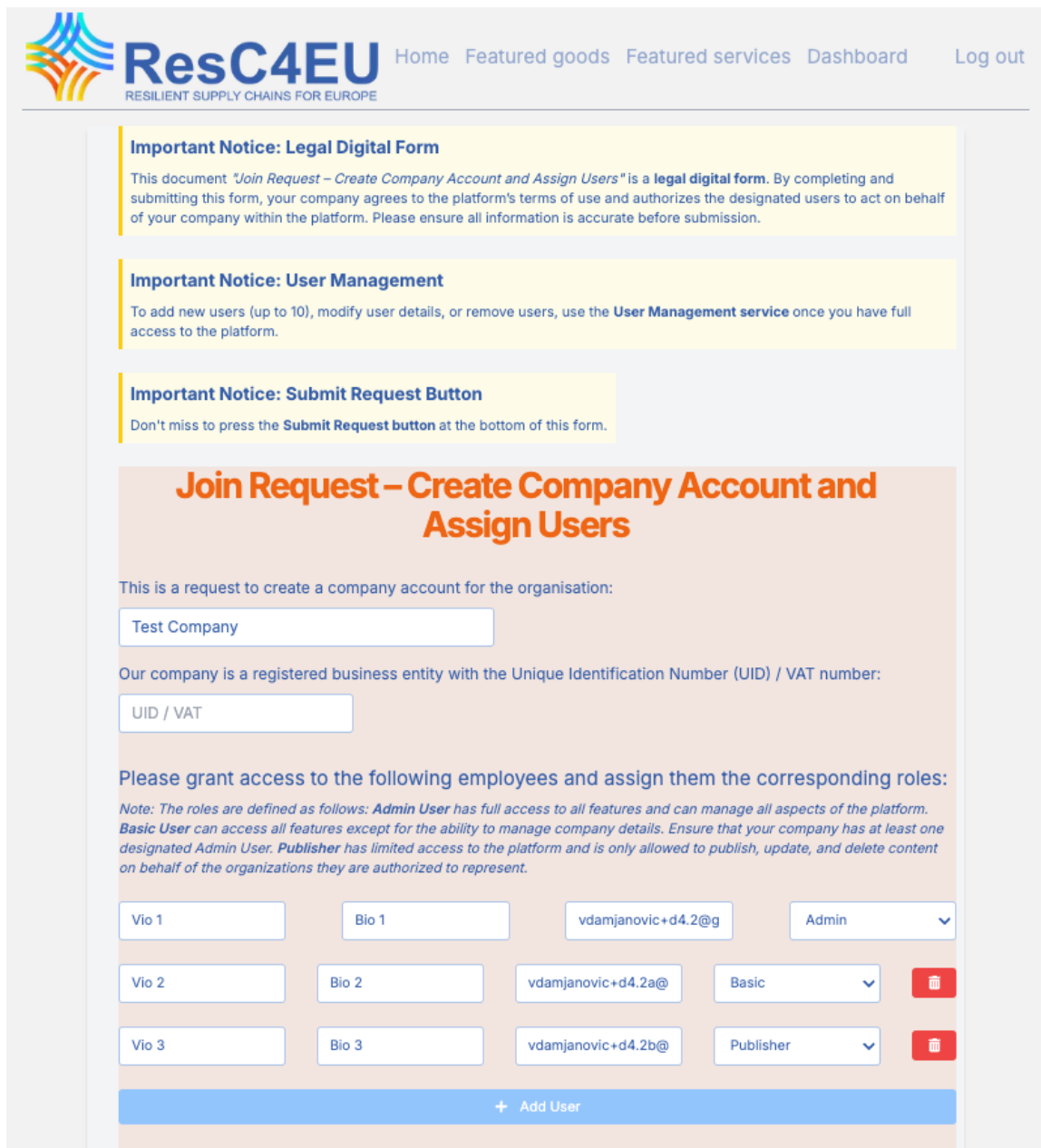


Figure 15: Company Dashboard (Company pre-registration phase)

To unlock all platform features and access the services available in the Company Dashboard, users must register their company. The form in the **"Get Started"** section outlines the simple three-step process:

- (1) Submit Details – Fill out your company details;
- (2) Verification – We verify your company details within 24 hours after submission;
- (3) Get Access – Start using the platform.

By clicking the orange button **"Finalize Your Registration Here"** (Figure 15), users will be directed to the **"Join Request - Create Company Account and Assign Users"** form (Figure 16), commonly referred to as the **Join Request**.





The screenshot shows the 'Join Request - Create Company Account and Assign Users' form. At the top, there is a navigation bar with the ResC4EU logo and links for Home, Featured goods, Featured services, Dashboard, and Log out. Below the navigation bar, there are three important notices:

- Important Notice: Legal Digital Form**: This document "Join Request - Create Company Account and Assign Users" is a legal digital form. By completing and submitting this form, your company agrees to the platform's terms of use and authorizes the designated users to act on behalf of your company within the platform. Please ensure all information is accurate before submission.
- Important Notice: User Management**: To add new users (up to 10), modify user details, or remove users, use the **User Management service** once you have full access to the platform.
- Important Notice: Submit Request Button**: Don't miss to press the **Submit Request button** at the bottom of this form.

The main section of the form is titled **Join Request – Create Company Account and Assign Users**. It contains the following fields and sections:

- A text input field for the company name, currently containing "Test Company".
- A text input field for the Unique Identification Number (UID) / VAT number, currently containing "UID / VAT".
- A section titled "Please grant access to the following employees and assign them the corresponding roles:" with a note explaining the roles: *Note: The roles are defined as follows: Admin User has full access to all features and can manage all aspects of the platform. Basic User can access all features except for the ability to manage company details. Ensure that your company has at least one designated Admin User. Publisher has limited access to the platform and is only allowed to publish, update, and delete content on behalf of the organizations they are authorized to represent.*
- A table for assigning roles to employees:

| Vio   | Bio   | Email              | Role      | Action  |
|-------|-------|--------------------|-----------|---|
| Vio 1 | Bio 1 | vdamjanovic+d4.2@g | Admin     |   |
| Vio 2 | Bio 2 | vdamjanovic+d4.2a@ | Basic     |  |
| Vio 3 | Bio 3 | vdamjanovic+d4.2b@ | Publisher |  |

At the bottom of the form, there is a blue button labeled **+ Add User**.

**Figure 16: Join Request Form – Company and user details**

The **Join Request** form serves as a legal digital document and an official business request to join the platform. At the beginning of the form, several important notices are provided:

- (i) any omitted users can be added and managed later through the **User Management** service within the Company Dashboard, and
- (ii) the second notice highlights the **Submit** button at the bottom of the form, which users must click to submit the form.

To complete the **Join Request** form, the following information must be provided (Figures 16-19)

- **Company Name**
- **Company Unique Identification Number (UID), or VAT number**
- **User Details** (first name, last name, email, and role)
  - Up to ten users can be added by pressing the “+ Add Users” button.
  - If **Join Request** is submitted with outdated or incorrect user information, these details can be updated later using the **User Management** service available in the Company Dashboard.
  - User roles are explained in the note:
    - **Admin User** has full access to all features and can manage all aspects of the platform.
    - **Basic User** can access all features except for the ability to manage company details. Ensure that your company has at least one designated Admin User.
    - **Publisher** has limited access to the platform and is only allowed to publish, update, and delete content on behalf of the organizations they are authorized to represent.
- **Industry Sectors and Segments**
  - The form collects information about the sectors in which the company operates, aligned with the 14 critical sectors set as a requirement in the relevant call topic (HORIZON-CL4-2023-RESILIENCE-01-42).
  - The offered “Industry Segments” follow the ECLASS 14.0 industrial segments classification (see: <https://eclass.eu/>).
- **Company Category:** This includes options such as Traditional SME/Tech Seeker, Service Provider, Supplier, Technology Provider, Technology Innovator, or Logistics Company.
  - Selecting either "Technology Provider" or "Technology Innovator" will trigger a subform asking for further specification of the type of technology provided (see Figures 17-18 below).
- **Signatory Details:** Include the first name, last name, position in the company, email, company address, website, and optional comments (Figure 19).

We operate in the following sectors, with our strongest competencies in:

| Sector 1* | Sector 2                        | Sector 3        |
|-----------|---------------------------------|-----------------|
| Digital   | Mobility, Transport, Automotive | Select Sector 3 |

Our core industry segments include:

| Industry 1*              | Industry 2                       | Industry 3        |
|--------------------------|----------------------------------|-------------------|
| ICT and Office Equipment | Research and Development Service | Select Industry 3 |

What best describes our company? \* (Single choice)

☒ Select company type  
 Traditional SME looking for new solutions to improve operations and overcome challenges in the supply chain (SMEs from various sectors, e.g. manufacturing, healthcare, construction, etc.)  
 Supplier of materials, components, or finished goods  
**Technology Innovator designing new solutions for industries or supply chains**  
 Technology Provider offering digital solutions to support supply chain resilience  
 Service Provider offering services like consulting, training, maintenance...  
 Logistics SME offering transportation, warehousing, and distribution services  
 Exporters/ Importers SME offering cross-border trade services

Select motivation(s)

**Figure 17: Join Request Form – Business categorisation**

We operate in the following sectors, with our strongest competencies in:

| Sector 1* | Sector 2                        | Sector 3        |
|-----------|---------------------------------|-----------------|
| Digital   | Mobility, Transport, Automotive | Select Sector 3 |

Our core industry segments include:

| Industry 1*              | Industry 2                       | Industry 3        |
|--------------------------|----------------------------------|-------------------|
| ICT and Office Equipment | Research and Development Service | Select Industry 3 |

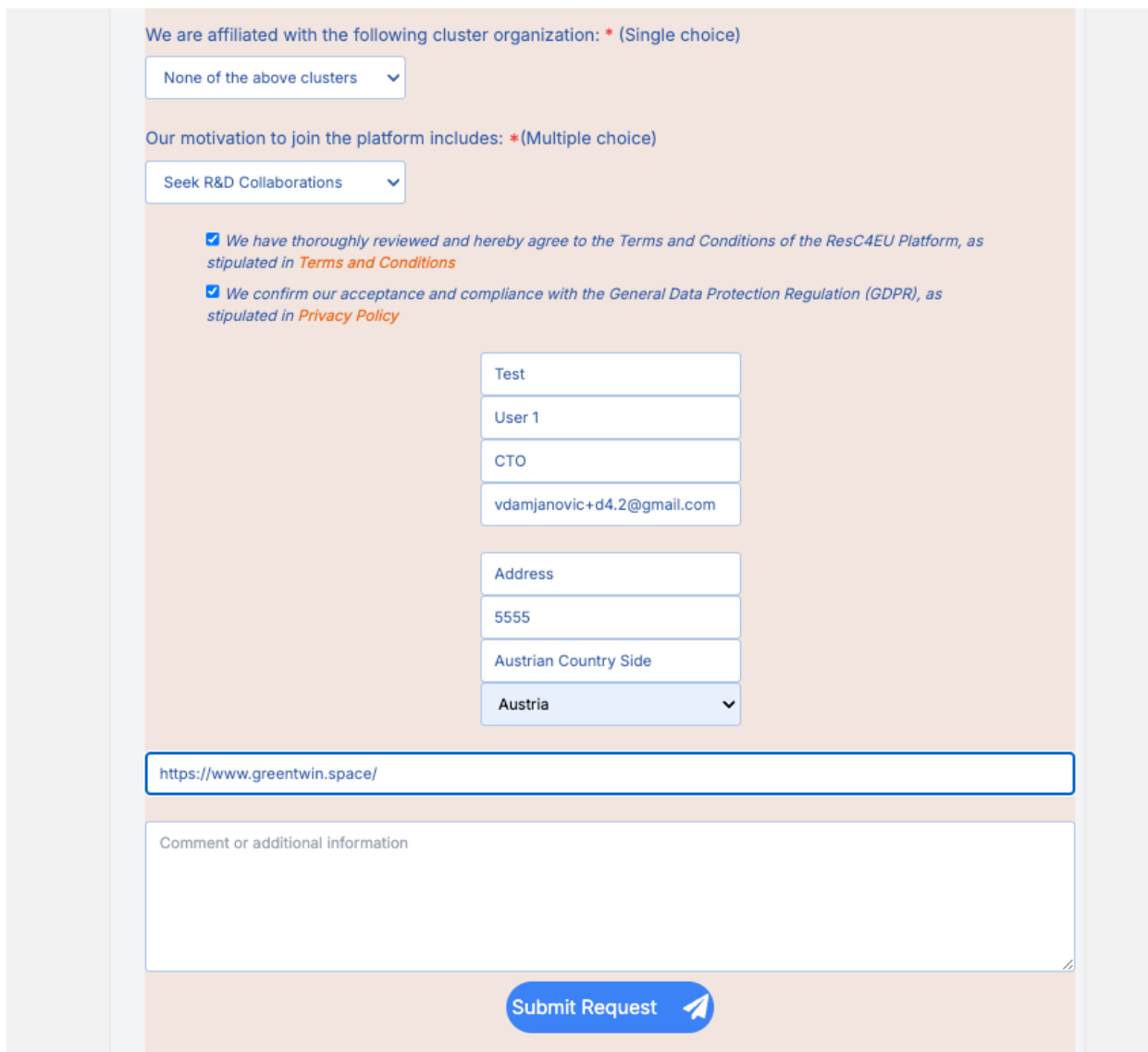
What best describes our company? \* (Single choice)

Technology Provider offering

Our technical capabilities include: \* (Multiple choice)

|   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Data and storage: Data Management and Analytics | <input type="checkbox"/> Hardware: Computing Hardware     | <input type="checkbox"/> Navigation: Advanced Connectivity                          |
| <input checked="" type="checkbox"/> Data and storage: Data Storage Technologies     | <input type="checkbox"/> Hardware: Storage Hardware       | <input type="checkbox"/> Navigation: Satellite-Based Navigation                     |
| <input type="checkbox"/> Data and storage: Data Governance and Backup               | <input type="checkbox"/> Hardware: Networking Hardware    | <input type="checkbox"/> Navigation: Indoor Positioning Systems                     |
| <input type="checkbox"/> Data and storage: Data Applications                        | <input type="checkbox"/> Hardware: Advanced Electronics   | <input type="checkbox"/> Security: Information Security                             |
| <input checked="" type="checkbox"/> Software: Artificial Intelligence               | <input type="checkbox"/> Hardware: Input/Output Devices   | <input type="checkbox"/> Security: CyberSecurity                                    |
| <input checked="" type="checkbox"/> Software: Advanced Computing                    | <input type="checkbox"/> Materials: Sustainable Materials | <input type="checkbox"/> Security: Physical Security                                |
| <input checked="" type="checkbox"/> Software: Digital Platforms                     | <input type="checkbox"/> Materials: Advanced Materials    | <input type="checkbox"/> Manufacturing: Production Technologies                     |
| <input type="checkbox"/> Software: Extended Reality                                 | <input type="checkbox"/> Materials: Smart Materials       | <input type="checkbox"/> Manufacturing: Advanced Manufacturing                      |
| <input type="checkbox"/> Software: Blockchain                                       | <input type="checkbox"/> Materials: Advanced Coatings     | <input type="checkbox"/> Manufacturing: Quality Control and Inspection Technologies |
| <input type="checkbox"/> Energy: Advanced Energy Technologies                       | <input type="checkbox"/> Mobility: Advanced Mobility      |   |

**Figure 18: Join Request Form – Technology categorisation for Technology providers and Technology Innovators**



**Figure 19: Join Request Form – Signature and submission of the form**

Additionally, the form is asking about the cluster affiliation (in case that companies are mobilized through any of our six project clusters, or none of them) and about the company's motivation to join the platform (Figure 19).

After submitting the **Join Request** form, users can download the details in PDF format (Figure 20).

Once the Join Request form is submitted, the business entity will be verified via the European Business Register within 24 hours. Upon successful verification, all users listed in the form will receive an email notification granting them access to their Company Dashboard and the ResC4EU services available on the platform.

To complete the process and trigger the verification, users must log out and re-authenticate, which is a standard procedure in client-server application. This will allow the new user security permissions to be applied and will ensure the security and integrity of user sessions.

☒ We have thoroughly reviewed and hereby agree to the Terms and Conditions of the ResC4EU Platform, as stipulated in [Terms and Conditions](#)

☒ We confirm our acceptance and compliance with the General Data Protection Regulation (GDPR), as stipulated in [Privacy Policy](#)

greentwin.space

Comment or additional information

Join Request sent successfully! You will be notified once our team processes it.

**Figure 20: Join Request Form – Confirmation of the form submission**

## 5 Company Dashboard & Core Platform Services

After successfully completing user and company registration, users will receive a confirmation email titled “Welcome to the ResC4EU Platform”. Upon authentication, they will be redirected to their **Company Dashboard** with full access to platform services (Figure 21; see the side menu on the left for the full list of available features).

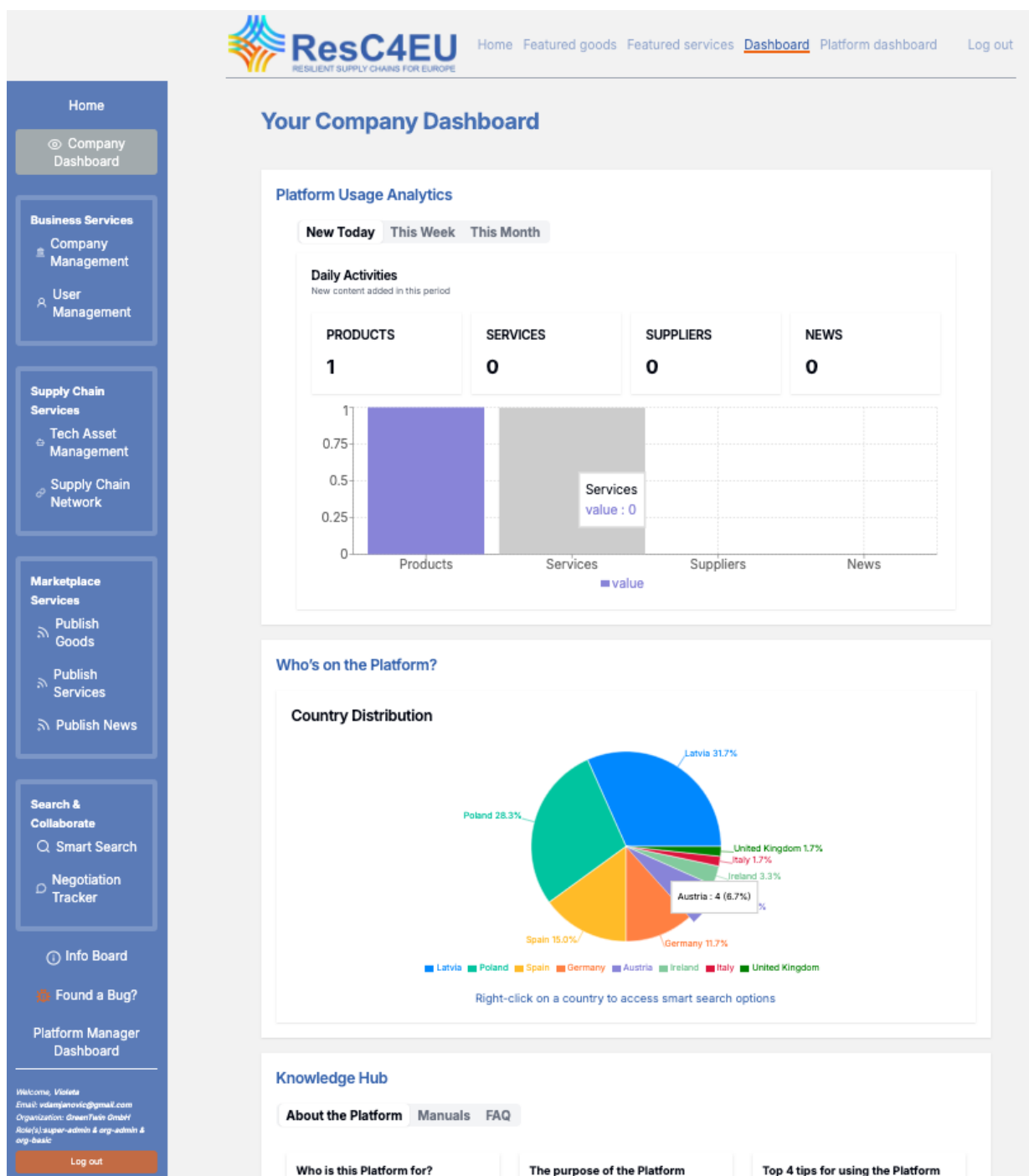


Figure 21: Company Dashboard (Post-registration phase)

The Company Dashboard contains four sections: (1) **Platform Usage Analytics**, (2) **Who's on the Platform?**, (3) **Knowledge Hub**, and (4) a **Side Menu** on the left for navigation through platform services.

When users are on the Company Dashboard, the “Dashboard” label at the top of the side menu is underlined in orange to clearly indicate their current location (Figure 21). Clicking the “Home” label in the side menu will redirect them to the platform’s landing page: <https://resc4eu.greentwin.app/>

## 5.1 Company Dashboard – Platform Usage Analytics

The **Platform Usage Analytics** section, by default, displays “**Daily Activities**” for the company—showing the number of products, services, suppliers, and news added in the last 24 hours (Figure 21).

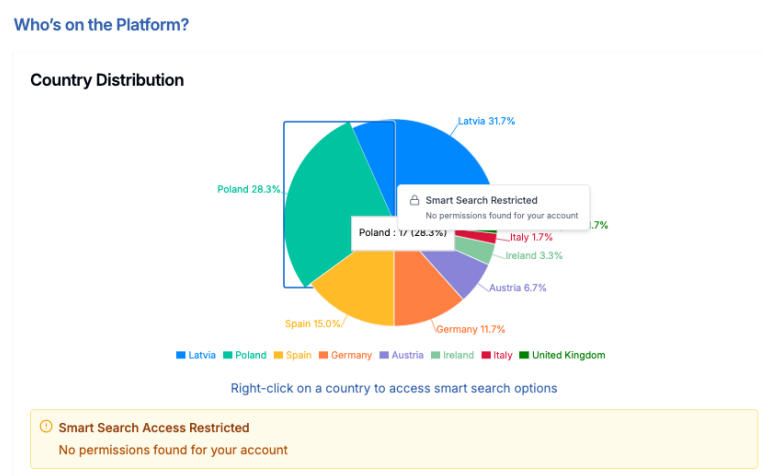
This section includes three tabs:

- **New Today** – Shows activity metrics from the past 24 hours, for the company.
- **This Week** – Summarizes items added over the past seven days, for the company.
- **This Month** – Provides an overview of new additions from the last 30 days, for the company.

## 5.2 Company Dashboard – Who's on the Platform?

The “**Who's on the Platform?**” section provides an overview of the countries where companies are registered, presented as an interactive pie chart. The **Country Distribution** pie chart displays the percentage share of companies by country. When hovering over a segment of the pie, users can view the exact number of companies registered in that country.

This chart is fully interactive for users from **registered companies**. However, users who are authenticated but have not yet submitted their **Join Request** (i.e., not yet associated with an organization and lacking the necessary permissions) will see a restriction message: “**Smart Search Access Restricted - No permissions found for your account**” (see Figure 21-A).

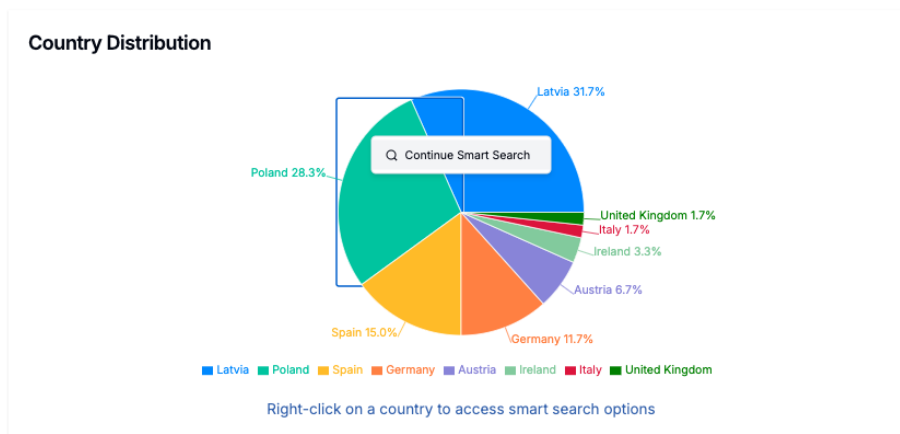


**Figure 21-A: Chart-based interaction - Users without permissions**



Below the chart, a note states: **"Right-click on a country to access Smart Search options."** This functionality is available only to users from registered companies. Upon right-clicking a country, they will see the option **"Continue Smart Search"** (see Figure 21-B), which redirects them to the **Smart Search** page. There, they can explore detailed listings of all companies registered in the selected country.

#### Who's on the Platform?



**Figure 21-B: Chart-based interaction – Users with permissions**

### 5.3 Company Dashboard – Knowledge Hub

The **Knowledge Hub** section include three tabs, as illustrated in Figure 21:

- **About the Platform** – Provides brief information about “Who is this Platform for?”, “The purpose of the Platform”, and “Top 4 tips for using the Platform”
- **Manuals** – Provides access to video tutorials, user manuals and other platform documentation.
- **FAQs** – Answers the following questions:
  - **What is the ResC4EU platform?** - This B2B platform is designed to foster collaboration and strengthen industrial ecosystems within the scope of the EU funded project ResC4EU (Resilient Supply Chains for Europe).
  - **How do I use this platform?** - Join upcoming trainings announced either in the Info Board or on the website: <https://www.resc4eu.com/> Check out video and text materials available from the Knowledge Hub
  - **What are the benefits of using this platform?** - The platform enables seamless networking, access to valuable resources, and upcoming supply chain analytics. It is free to use until the end of 2026, offering an opportunity to enhance your business operation
  - **How do I get help with this platform?** - To get help with the platform, check available User Manuals and video tutorials. You can also contact our support team at GreenTwin GmbH: [resc4eu@greentwin.at](mailto:resc4eu@greentwin.at)

## 5.4 Company Dashboard- Side Menu

The blue Side Menu on the left, ensures easy access and navigation through platform services.

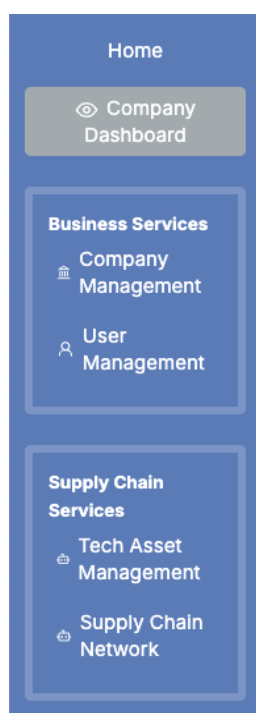
The services available through the Side Menu vary based on user roles (e.g. Admin vs. Basic User, or Tech-Savvy vs. Non Tech-Savvy companies, as detailed in Section 3.3). For example:

- **Tech-Savvy companies** (those registered as Technology providers or Technology Innovators in the Join Request form) **will not** have access to the **Supply Chain Risks** service (Figure 22).
- **Non Tech-Savvy companies** (those registered as Traditional SME/ Tech Seeker, Service Provider, Supplier, Logistics SME, or Cross-Border Trade SME in the Join Request form) **will not** have access to the **Tech Asset Management** service (Figure 23).

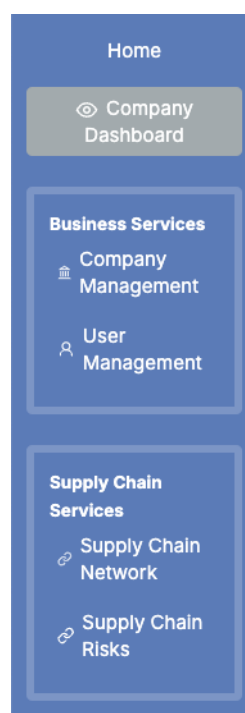
However, both Tech-Savvy and Non Tech-Savvy companies will have access to shared services, including:

- **Business services:** Company Management, and User Management.
- **Supply Chain services:** Supply Chain Network.
- **Marketplace services:** Publish Goods, Publish Services, and Publish News.
- **Search & Collaborate services:** Smart Search and Negotiation Tracker.

The **Side Menu** of the **Company Dashboard** will dynamically display available platform services based on the company type (i.e. Tech-Savvy vs. Non Tech-Savvy companies).



**Figure 22: Side Menu – Supply Chain Services for Tech-Savvy Companies**



**Figure 23: Side Menu - Supply Chain Services for Non Tech-Savvy Companies**

In addition to **Business Services** and **Supply Chain Services** (illustrated in Figures 22-23), the **Side Menu** offers **Marketplace Services**, **Search & Collaborate Services**, **Info Board**, and **Found a Bug?** (Figure 24).

Below is the full list of services accessible through the **Side Menu**:

#### **Business Services**

- **Company Management** – Allows companies to manage key details such as name, description, address, and sectors. It also highlights company capabilities and professional certifications.
- **User Management** – Enables companies to manage users and their platform access roles.

#### **Supply Chain Services**

- **Supply Chain Network** – Facilitates supply chain mapping by enabling companies to add major suppliers and their locations.
- **Tech Asset Management** (*available only to Technology Providers and Technology Innovators*) – Allows these companies to showcase their technologies and technical capabilities, helping to enhance supply chain resilience and mitigate risks.
- **Supply Chain Risks** (*available only to Traditional SMEs/Tech Seekers, Service Providers, Suppliers, Logistics SMEs, or Cross-Border Trade SMEs, as specified in the Join Request form*) – Supports the identification of supply chain vulnerabilities, risks, and disruptions across five lifecycle phases: (i) Supply Chain Planning, (ii) Procurement and Supply, (iii) Production, (iv) Sales, and (v) Product Return and Reverse Logistics.

#### **Marketplace Services**

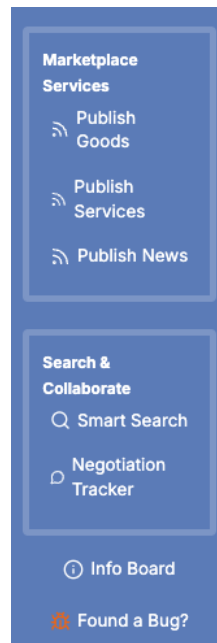
- **Publish Goods** – Enables companies to list their core products.
- **Publish Services** – Allows companies to showcase their service offerings.
- **Publish News** – Provides a space for companies to share updates and announcements.

#### **Search & Collaborate Services**

- **Smart Search** – A hybrid keyword- and parameter-based search for products, services and companies.
- **Negotiation Tracker** – Allows users to browse the entire negotiation history for products and services on the platform.

**Info Board** - Displays news from companies on the platform, platform updates, events, and feedbacks.

**Found a Bug?** - Allows companies to report any technical issues encountered on the platform.



**Figure 24: Side Menu – Marketplace Services, Search & Collaborate, Info Board, and Found a Bug?**

#### 5.4.1 Service 1- Business Service: Company Management

Selecting **Company Management** from the Side Menu opens the **Company Management form**, which is organized into four subforms.

In the **Company Details** tab (located in the upper-right subform), the default message “**Select a company to view details**” is displayed. To view a company’s information, users must click on the company name listed in the upper-left subform. This action displays the company’s details, which are initially prefilled with information provided in the **Join Request** form (Figure 25). Users will be prompted to complete any missing fields (e.g., the **company description**, the company size).

To add or edit details, users can click the **Edit** button. This opens a form allowing them to update company information (Figures 26–27). The form will contain data from the **Join Request**, with a few fields left empty for user input. The fields included in the form are:

- **Company Name** – Prefilled from the Join Request form
- **What best describes our company** – Prefilled (e.g., Technology Provider)
- **Company UID** – Prefilled
- **Description** – *Initially empty*
- **Sectors the company belongs to** – Prefilled
- **Industry** – Prefilled

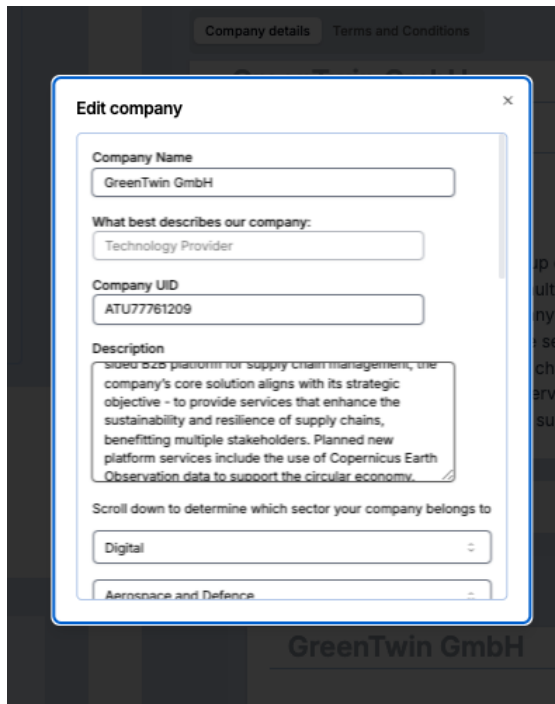
- **Company Type** – Initially empty (e.g., SME – micro)
- **Company Size** – Initially empty
- **Address, City, Postal Code, Country** – Prefilled
- **Email, Phone, Website** – Prefilled
- **Cluster Affiliation** – Prefilled
- **Agreed to the Platform’s Terms and Conditions** – Based on Join Request submission
- **Agreed to the Platform’s Privacy Policy** – Based on Join Request submission.



The screenshot displays the 'Company Management' interface of the ResC4EU platform. The top navigation bar includes the ResC4EU logo, the text 'RESILIENT SUPPLY CHAINS FOR EUROPE', and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. A left sidebar contains a 'Home' link and three main service categories: 'Business Services' (with links to Company Management and User Management), 'Supply Chain Services' (with links to Tech Asset Management and Supply Chain Network), and 'Marketplace Services' (with links to Publish Goods, Publish Services, and Publish News). At the bottom of the sidebar, a user welcome message for 'Violeta' is shown, along with contact information and a 'Log out' button.

The main content area is titled 'Company Management' and is divided into two primary sections. The top section, 'GreenTwin GmbH', features a 'Company details' tab and a 'Terms and Conditions' tab. The 'Company details' tab is active, showing the company name, an 'Edit' button, the 'COMPANY UID' (ATU77761209), and a 'DESCRIPTION' of the company as a deep tech startup established in January 2022 in Austria. The bottom section, 'Company Certificates', includes a 'Supply Chain Resilience Certificate' card with a plus icon and a 'Certificates' tab. The 'Certificates' tab is active, displaying the company name and a prompt to 'Select a certificate to view details'.

**Figure 25: Company Management Service – initial view**



**Edit company**

Company Name  
GreenTwin GmbH

What best describes our company:  
Technology Provider

Company UID  
ATU77761209

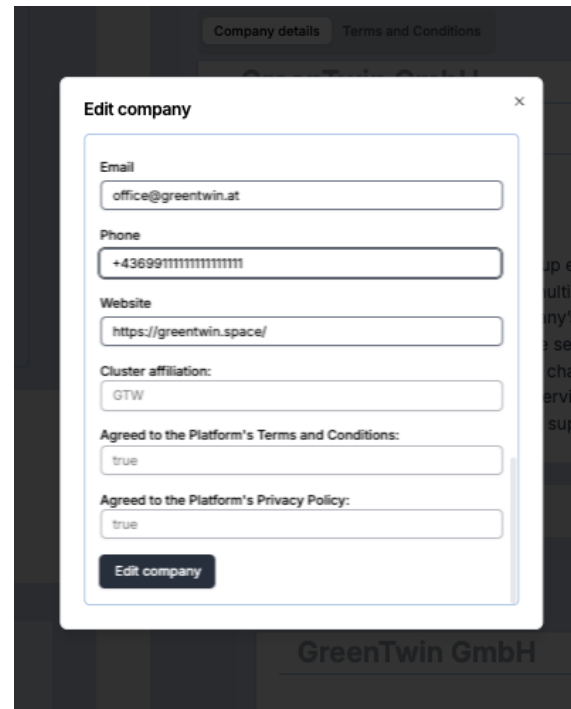
Description  
sized-to platform for supply chain management, the company's core solution aligns with its strategic objective - to provide services that enhance the sustainability and resilience of supply chains, benefitting multiple stakeholders. Planned new platform services include the use of Copernicus Earth Observation data to support the circular economy.

Scroll down to determine which sector your company belongs to

Digital

Aerospace and Defence

Figure 26: Editing company details –part 1



**Edit company**

Email  
office@greentwin.at

Phone  
+43699111111111111111

Website  
https://greentwin.space/

Cluster affiliation:  
GTW

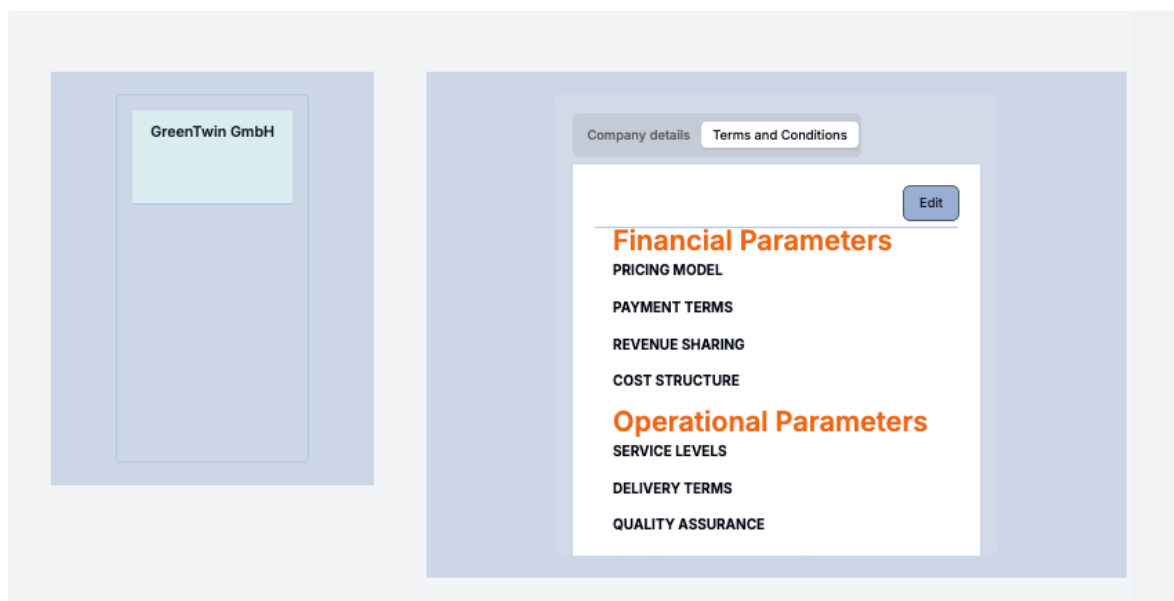
Agreed to the Platform's Terms and Conditions:  
true

Agreed to the Platform's Privacy Policy:  
true

Edit company

Figure 27: Editing company details –part 2

Selecting the **Terms and Conditions** tab in the upper subform on the right allows users to view the company's Terms and Conditions (Figure 28). To add new Terms and Conditions, users can click the **Edit** button (Figure 28), which will open a form for updating company's Terms and Conditions (Figure 29).



**GreenTwin GmbH**

Company details Terms and Conditions

Edit

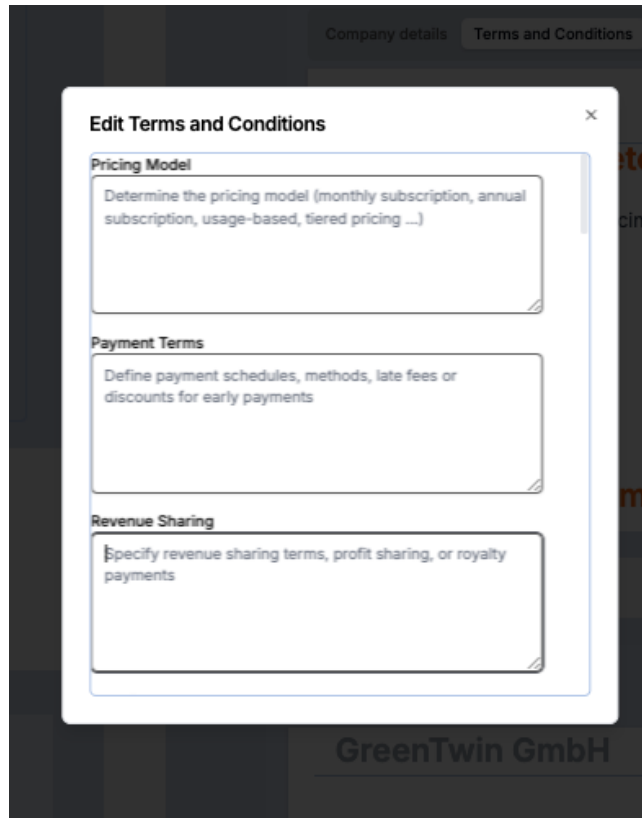
**Financial Parameters**

- PRICING MODEL
- PAYMENT TERMS
- REVENUE SHARING
- COST STRUCTURE

**Operational Parameters**

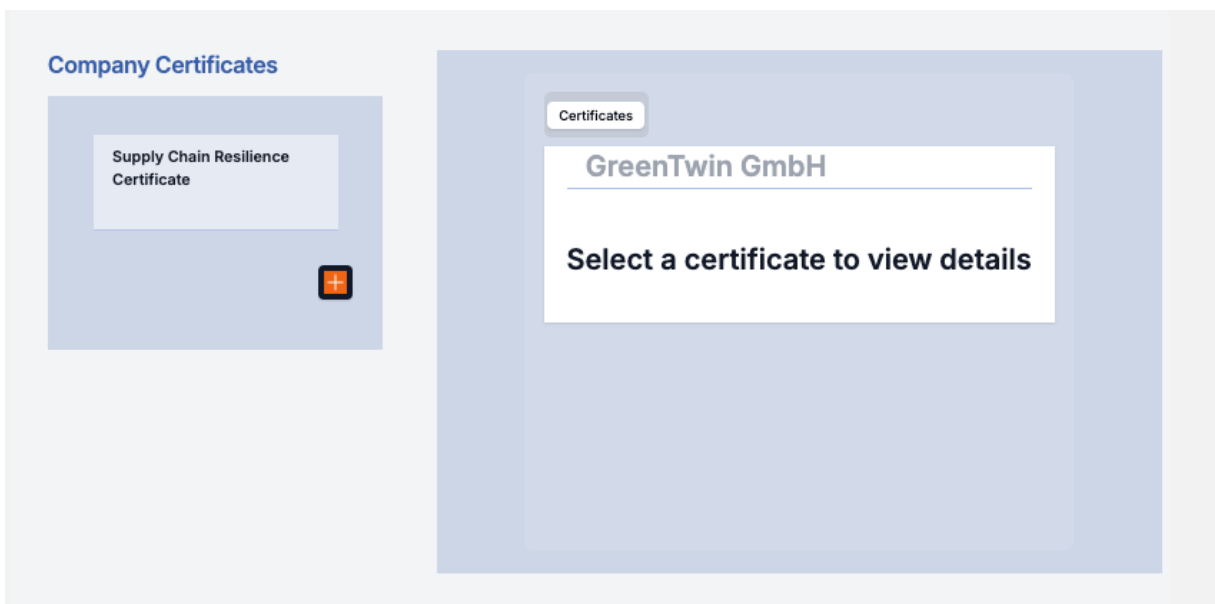
- SERVICE LEVELS
- DELIVERY TERMS
- QUALITY ASSURANCE

Figure 28: Terms and Conditions – initial view



*Figure 29: Editing Terms and Conditions – adding new details*

The company certificates are listed in the lower subform on the left (Figure 30),

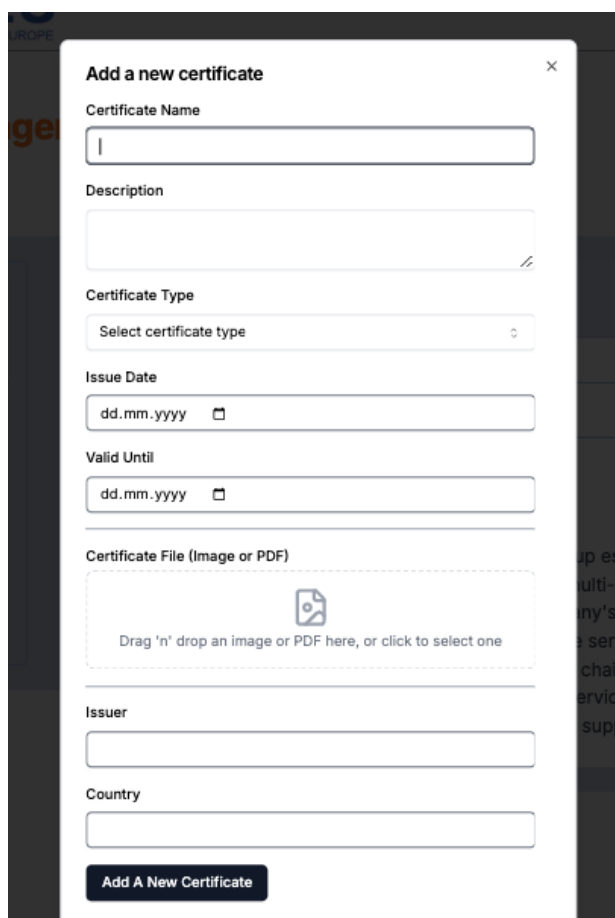


*Figure 30: Company Certificates – overview*

To add a new certificate, users can click the “+” (plus) button (Figure 31). Selecting a certificate name from the left subform will display its details, which can be modified or removed using the Edit (Figure 32) or Delete buttons.

**Users can add or update certificates by uploading files in either image or PDF format.**

*Note:* The **Add** and **Edit** functionalities for both company details and certificates are available **only** to users with **Admin permissions**. Users with **Basic** or **Publisher** roles can view existing company details and certificates, but cannot make changes.



**Add a new certificate**

Certificate Name

Description

Certificate Type

Select certificate type

Issue Date

dd.mm.yyyy

Valid Until

dd.mm.yyyy

Certificate File (Image or PDF)

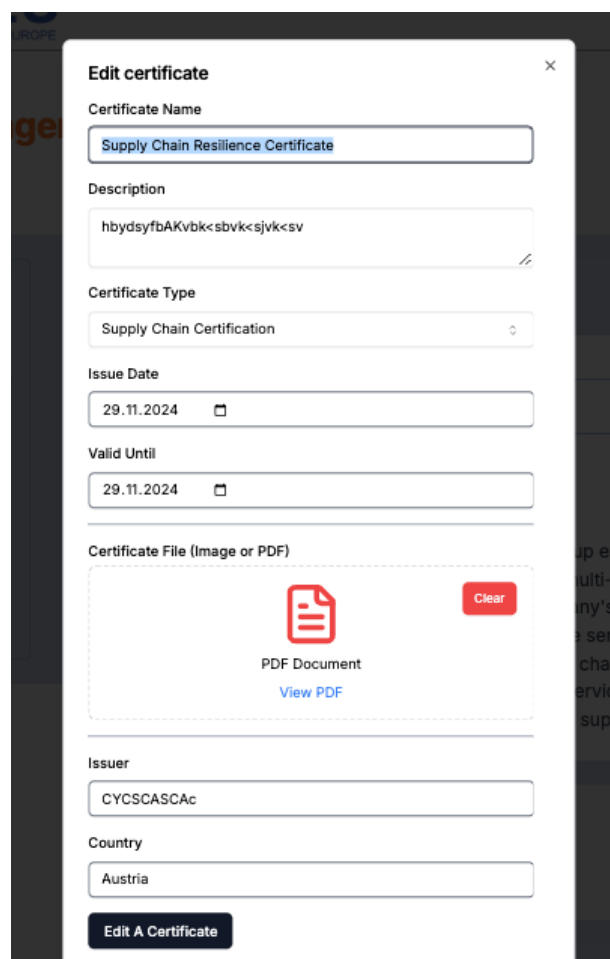
Drag 'n' drop an image or PDF here, or click to select one

Issuer

Country

Add A New Certificate

**Figure 31: Adding a new certificate**



**Edit certificate**

Certificate Name

Supply Chain Resilience Certificate

Description

hbydsyfbAKvbk<sbvk<sjvk<sv

Certificate Type

Supply Chain Certification

Issue Date

29.11.2024

Valid Until

29.11.2024

Certificate File (Image or PDF)

PDF Document

View PDF

Issuer

CYCSCASCac

Country

Austria

Edit A Certificate

**Figure 32: Editing certificate**

## 5.4.2 Service 2- Business Service: User Management

Initially, the first users are defined during the company registration process when submitting the **Join Request** form. Once the company is fully onboarded, Admin users with full access to the Company Dashboard can manage user settings through the **User Management** service (Figure 33). This functionality includes adding new users, removing or replacing existing users, and modifying user details or roles.



When an Admin clicks the **"Request Change of User Settings"** button, the request is submitted to the Platform Manager for verification. The Platform Manager will ensure that, for example, updated user email addresses are linked to the company's official domain to prevent security issues. The verification also confirms that the requested changes comply with platform policies and data protection regulations. Once verified, the changes will be implemented, and users will receive a notification email.

Note: This service is not available to users with **Basic** or **Publisher** roles. While users with the **Basic** role will see the "User Management" label in the side menu, clicking on it will display a **"Permission Denied"** message (see Figure 34). Users with the **Publisher** role will not be allowed to see the "User Management" option and cannot access the service.

## User Management

Home

Company Dashboard

**Business Services**

Company Management

User Management

**Supply Chain Services**

Tech Asset Management

Supply Chain Network

**Marketplace Services**

Publish Goods

Publish Services

Publish News

Welcome, Violeta  
 Email: vdamjanovic@gmail.com  
 Organization: GreenTwin GmbH  
 Role(s): super-admin & org-admin & org-basic

Log out

### User Details

Manage up to 10 users for your organization. Click the trash icon to remove a user.

| First Name | Last Name         | Email              | Role *        | Actions |
|------------|-------------------|--------------------|---------------|---------|
| Violeta    | Damjanovic-Behren | vdamjanovic@gmail  | Admin         |         |
| Wernher    | Behrendt          | wernher@greentwir  | Admin         |         |
| VioPub     | DBPub             | vdamjanovic+publis | Publisher     |         |
| VioBasic   | DBBasic           | vdamjanovic+basic{ | Basic         |         |
| First Name | Last Name         | Email              | Select Role * |         |
| First Name | Last Name         | Email              | Select Role * |         |
| First Name | Last Name         | Email              | Select Role * |         |
| First Name | Last Name         | Email              | Select Role * |         |
| First Name | Last Name         | Email              | Select Role * |         |
| First Name | Last Name         | Email              | Select Role * |         |

### Signatory Details

Information about the person authorized to make changes

First Name

Last Name

Email

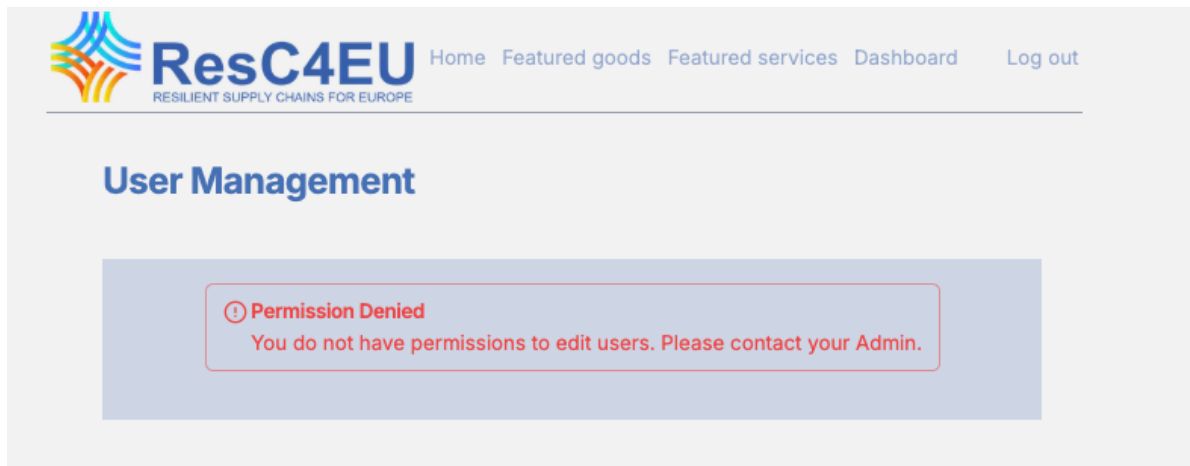
Position

Comment

Last Changes Created At

Save User Changes

**Figure 33: User Management Service - Admin user**



*Figure 34: User Management Service - Basic user*

#### 5.4.3 Service 3- Supply Chain Service: Tech Asset Management

The **Tech Asset Management** service is exclusively available to companies identified as Tech-Savvy (Technology Providers and Technology Innovators) in the Join Request form. This service allows users to present their digital solutions and competences to enhance supply chain resilience to other companies acting as technology seekers.

The service follows a three-step approach (Figure 35):

- Step 1: Identify the technologies that support the offered digital solutions
- Step 2: Define the technology capabilities that contribute to supply chain resilience
- Step 3: Share additional technology references, such as open-source code, data repositories, tutorials and more.



Home   Company Dashboard   Business Services   Supply Chain Services   Marketplace Services

**Technology Providers: Offer Your Solutions for Resilient Supply Chains**

Expand all steps   Collapse all steps

3-step approach to empower businesses with your technology solutions.

**STEP 1** Identify technologies that underpin your digital solutions.

+ FORM - TECHNOLOGY FOUNDATIONS

**STEP 2** Identify your technical capabilities to enable supply chain resilience.

+ FORM - TECHNOLOGY CAPABILITIES TO NAVIGATE SUPPLY CHAIN RESILIENCE

**STEP 3** Share your technology references: open-source code, data repositories, tutorials.

+ FORM - ADDITIONAL TECHNOLOGY REFERENCES

By providing the required details, you help us enable **virtual B2B matchmaking**—coming soon!

*Figure 35: Tech Asset Management Service – Available only to Tech-Savvy Companies*

### Step 1: Identify technologies that support offered digital solutions

Figure 36 presents a form where users specify the core technologies they offer to support the supply chain resilience solutions of Non Tech-Savvy companies. Initially, the technology options are based on the selections made in the Join Request form. However, as technology evolves, the form provides flexibility by allowing users to add additional technologies through the “**Need more technologies?**” subform. Users can then define specific sub-technologies in more detail within the main “**Technology Foundation**” subform.

To understand how **Step 1** of this service is defined, we refer the reader to **ResC4EU D3.1: "Mapping of Relevant Advanced Technologies and Supply Chain Challenges of SMEs."** This document provides detailed insights into the selection and categorization of technologies that underpin digital solutions for supply chain resilience.

Expand all steps
Collapse all steps

3-step approach to empower businesses with your technology solutions.

**STEP 1** Identify technologies that underpin your digital solutions.

FORM - TECHNOLOGY FOUNDATIONS

Form - Technology Foundations

Scroll Down

### DATA MANAGEMENT AND STORAGE

**Data storage technologies**

- ☒ Hard disk drives (HDDs)
- ☒ Solid-state Drives (SSDs)
- ☒ Hybrid storage
- ☐ Data centres
- ☐ Servers

**SOFTWARE TECHNOLOGIES**

**AI**

- ☐ Symbolic AI (Knowledge-based systems, Semantic Web technologies, Ontologies, Knowledge graphs, Expert systems)
- ☐ Machine learning (Deep learning, Natural Language Processing)
- ☐ Process optimisation algorithms to increase throughput, reduce waste, optimize workflows and processes
- ☒ Machine vision (Computer vision)
- ☒ Generative AI technologies (Image, text, audio generation)
- ☐ Knowledge modelling
- ☐ Digital Twin technology to simulate and improve supply chain performance
- ☐ Data-Driven Decision Making
- ☐ AI-Driven Demand Forecasting

**Advanced computing**

Submit
Delete All

**Need more technologies?**

- DATA MANAGEMENT AND STORAGE
- SOFTWARE TECHNOLOGIES
- HARDWARE
- MATERIALS
- MANUFACTURING AND PRODUCTION
- ENERGY AND TRANSPORTATION
- NAVIGATION AND CONNECTIVITY
- SECURITY

**Figure 36: Tech Asset Management Service – Step 1**

## Step 2: Identify technology capabilities to enable supply chain resilience

Figure 37 displays a form where users can identify their technology capabilities that contribute to supply chain resilience. This form includes three tabs: **Part 1: Vulnerabilities**, **Part 2: Risks**, and **Part 3: Disruptions**. Each tab allows users to select technologies relevant to specific lifecycle phases, helping to identify supply chain vulnerabilities, risks, and disruptions across five key stages (supply chain lifecycles): (i) Supply Chain Planning, (ii) Procurement and Supply, (iii) Production, (iv) Sales, and (v) Product Return and Reverse Logistics.

**STEP 2** Identify your technical capabilities to enable supply chain resilience.

FORM - TECHNOLOGY CAPABILITIES TO NAVIGATE SUPPLY CHAIN RESILIENCE

**Form - Technology Capabilities to Strengthen SME Supply Chain Resilience**  
Select all that apply.

Part 1: Vulnerabilities    Part 2: Risks    Part 3: Disruptions

**Vulnerabilities**

**Supply Chain Planning**

- ☒ Labour shortages, including talent retention and learning new skills
- ☒ Limited resources for data management, demand forecasting, and strategic procurement
- ☒ Adapting to remote work models and digital transformation

**Procurement and Supply**

- ☐ Supplier quality issues
- ☐ Material quality issues
- ☐ Supplier susceptibility to external forces
- ☐ Raw material shortages
- ☐ Ethical sourcing of raw materials and sustainability requirements
- ☐ Difficulties in managing supplier relationships and ensuring timely delivery of materials

**Production**

- ☐ Product complexity
- ☐ Manual work
- ☐ Time-consuming production process
- ☐ Labour shortages
- ☐ Energy shortages
- ☐ Inadequate process optimisation

**Sales and Distribution**

- ☐ Demand fluctuations
- ☐ No communication/marketing/sales strategy
- ☐ No data analytics/management
- ☐ Struggle to adapt to e-commerce and omnichannel distribution
- ☐ Transportation delays
- ☒ No fleet traceability
- ☐ Poor coordination and insufficient infrastructure

**Product Returns and Reverse Logistics**

- ☒ Product/service defects
- ☒ Increased number of recall/refunding events
- ☒ Low relationships with outsourced maintenance services
- ☒ Lack of support centres

Clear all vulnerabilities

Submit

**Figure 37: Tech Asset Management Service – Step 2**

### Step 3: Share additional technology references

Figure 38 displays a form where users can add additional references, such as link to their open-source code, data repositories, tutorials, white papers, projects, and more.

**STEP 3** Share your technology references: open-source code, data repositories, tutorials.

— FORM - ADDITIONAL TECHNOLOGY REFERENCES

**Form - Additional Technology References**

Scroll Down ↓

**Reference 1**

Reference Title

Project 1

Description

Here is the description of our project 1

Link (if public)

<https://greentwin.space>

**Reference 2**

Reference Title

Open Source material recommender system

Description

link

Submit

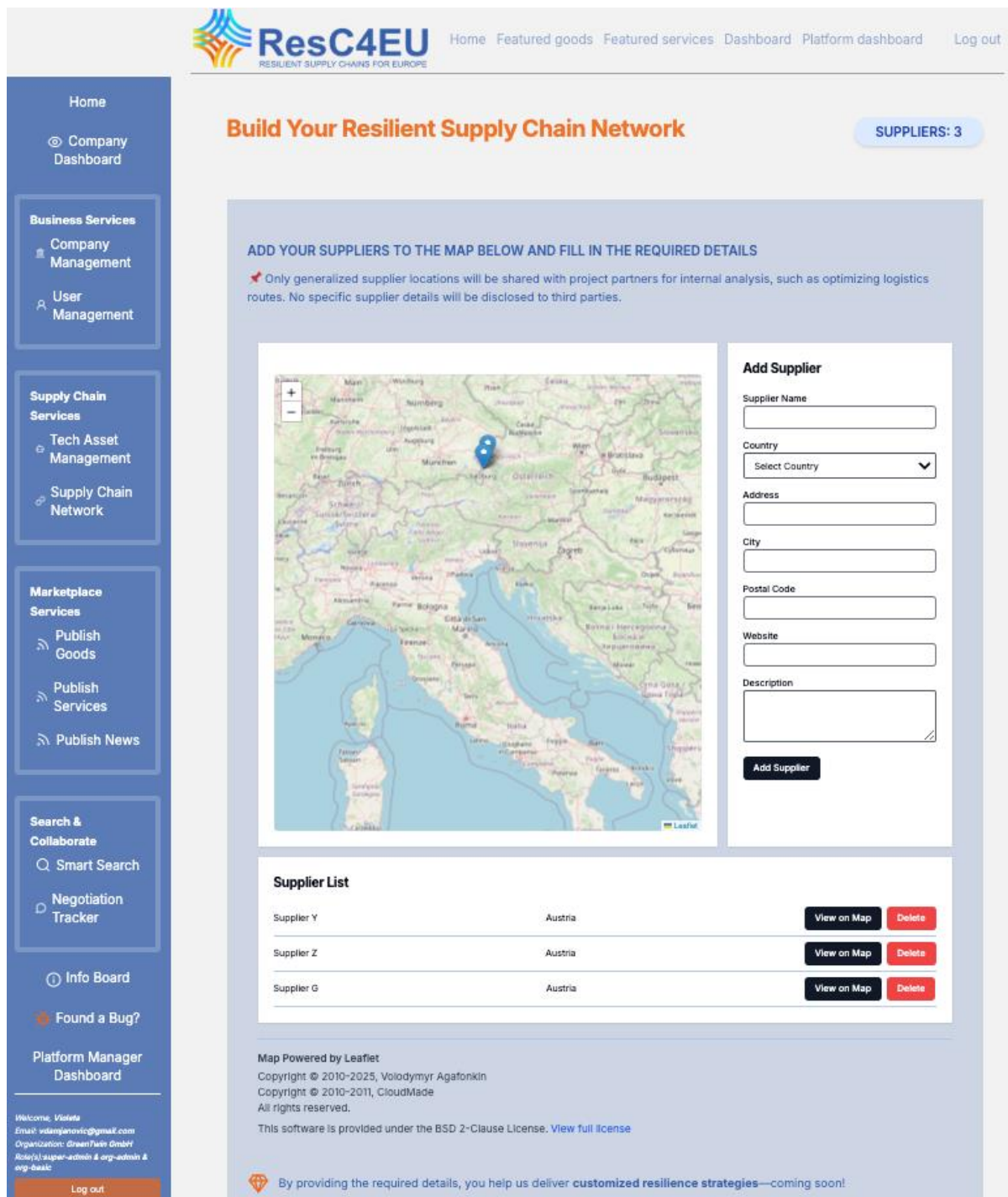
**Figure 38: Tech Asset Management Service – Step 3**

#### 5.4.4 Service 4- Supply Chain Service: Supply Chain Network

The **Supply Chain Network** service is available to all companies on the platform. This service enables users to map their core suppliers by adding their names and addresses, which will automatically generate pins on a map, providing a visual representation of the supply chain network (Figure 39).

This service is the foundation for future supply chain services on the platform, such as customized resilience strategies, logistics route optimization, alternative sourcing and more, which will be created in the second half of the project.

Note that the supply chain network map is always kept private to the company that defines its supply chain network. This interactive map is built using the open-source JavaScript library, Leaflet (<https://leafletjs.com/>). Note that Leaflet automatically adds its own attribution in the bottom-right corner of the map, which includes a link to OpenStreetMap and Leaflet. Additionally, we display a copyright notice at the bottom of the service, with a link to the full licence text (Figure 39).



The screenshot shows the ResC4EU platform interface. The top navigation bar includes links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. The left sidebar contains a menu with sections: Home, Company Dashboard, Business Services (Company Management, User Management), Supply Chain Services (Tech Asset Management, Supply Chain Network), Marketplace Services (Publish Goods, Publish Services, Publish News), Search & Collaborate (Smart Search, Negotiation Tracker), Info Board, Found a Bug?, and Platform Manager Dashboard. The main content area is titled "Build Your Resilient Supply Chain Network" and shows "SUPPLIERS: 3". Below this, there is a section "ADD YOUR SUPPLIERS TO THE MAP BELOW AND FILL IN THE REQUIRED DETAILS" with a note that only generalized supplier locations will be shared. A map of Europe is displayed with a blue pin in Austria. To the right of the map is a form to "Add Supplier" with fields for Supplier Name, Country (a dropdown menu), Address, City, Postal Code, Website, and Description. Below the map and form is a "Supplier List" table with three entries: Supplier Y, Supplier Z, and Supplier G, all from Austria. Each entry has "View on Map" and "Delete" buttons. At the bottom, there is a footer with map credits and a note about the BSD 2-Clause License.

**Build Your Resilient Supply Chain Network** SUPPLIERS: 3

**ADD YOUR SUPPLIERS TO THE MAP BELOW AND FILL IN THE REQUIRED DETAILS**

★ Only generalized supplier locations will be shared with project partners for internal analysis, such as optimizing logistics routes. No specific supplier details will be disclosed to third parties.

**Add Supplier**

Supplier Name

Country

Address

City

Postal Code

Website

Description

**Add Supplier**

**Supplier List**

|            |         |                             |                        |
|------------|---------|-----------------------------|------------------------|
| Supplier Y | Austria | <a href="#">View on Map</a> | <a href="#">Delete</a> |
| Supplier Z | Austria | <a href="#">View on Map</a> | <a href="#">Delete</a> |
| Supplier G | Austria | <a href="#">View on Map</a> | <a href="#">Delete</a> |

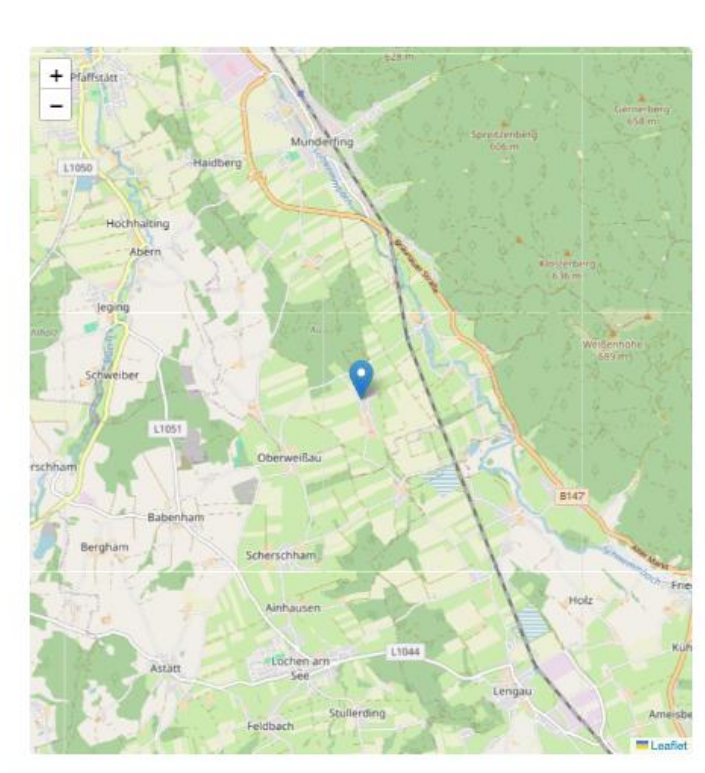
Map Powered by Leaflet  
Copyright © 2010-2025, Volodymyr Agafonkin  
Copyright © 2010-2011, CloudMade  
All rights reserved.  
This software is provided under the BSD 2-Clause License. [View full license](#)

By providing the required details, you help us deliver **customized resilience strategies**—coming soon!

**Figure 39: Supply Chain Network Service**

As illustrated in Figure 39, the list of all suppliers is displayed below the map. By clicking the **View on Map** button, the selected supplier will be zoomed in on the map (Figure 40).





**Figure 40: Supply Chain Network – View on Map**

The supplier list allows users to remove suppliers. However, in the current platform version, editing suppliers on the map or linking suppliers to specific products listed in the company's product catalog is not yet available. These functionalities will be introduced in the next platform release.

Note that company's supplier details will not be disclosed to third parties. Only generalized supplier locations will be shared with project partners for internal analysis, such as optimizing logistics routes.

#### 5.4.5 Service 5- Supply Chain Service: Supply Chain Risks

The **Supply Chain Risks** service is exclusively available to companies classified as **Non Tech-Savvy**—including **Traditional SMEs/Tech Seekers, Service Providers, Suppliers, Logistics SMEs, and Cross-Border Trade SMEs**—as indicated in the **Join Request** form. This service enables users to identify supply chain vulnerabilities, risks, and disruptions across five key lifecycle phases: (i) Supply Chain Planning, (ii) Procurement and Supply, (iii) Production, (iv) Sales, and (v) Product Return and Reverse Logistics (Figure 41).

Given the **sensitive nature** of supply chain risk data, this information will **not** be shared with third parties. Instead, it will be used internally by the platform's algorithms to generate **tailored resilience strategies** for SMEs. Additionally, this data will facilitate **direct matchmaking** between **Non-Tech-Savvy companies** seeking digital solutions and **Tech-Savvy Companies** that possess the technological expertise and digital tools needed to address supply chain resilience challenges.

This **matchmaking functionality** will be introduced in the **next platform release** (in June 2025, M18).



**WHAT CHALLENGES ARE YOU FACING IN YOUR SUPPLY CHAIN NETWORK?**

★ This information will not be shared with other participants on the platform

---

**Form - Supply Chain Risks**  
What are your unique risks and challenges? Select all that apply.

Part 1: Vulnerabilities    Part 2: Risks    Part 3: Disruptions

**Vulnerabilities**

**Supply Chain Planning**

- ☐ Labour shortages, including talent retention and learning new skills
- ☐ Limited resources for data management, demand forecasting, and strategic procurement
- ☐ Adapting to remote work models and digital transformation

**Procurement and Supply**

- ☒ Supplier quality issues
- ☒ Material quality issues
- ☒ Supplier susceptibility to external forces
- ☒ Raw material shortages
- ☒ Ethical sourcing of raw materials and sustainability requirements
- ☒ Difficulties in managing supplier relationships and ensuring timely delivery of materials

**Production**

- ☐ Product complexity
- ☐ Manual work
- ☐ Time-consuming production process
- ☐ Labour shortages
- ☐ Energy shortages
- ☐ Inadequate process optimisation

**Sales and Distribution**

- ☐ Demand fluctuations
- ☐ No communication/marketing/sales strategy
- ☐ No data analytics/management
- ☐ Struggle to adapt to e-commerce and omnichannel distribution
- ☐ Transportation delays
- ☐ No fleet traceability
- ☐ Poor coordination and insufficient infrastructure

**Product Returns and Reverse Logistics**

- ☐ Product/service defects
- ☐ Increased number of recall/refunding events
- ☐ Low relationships with outsourced maintenance services
- ☐ Lack of support centres

Clear all vulnerabilities

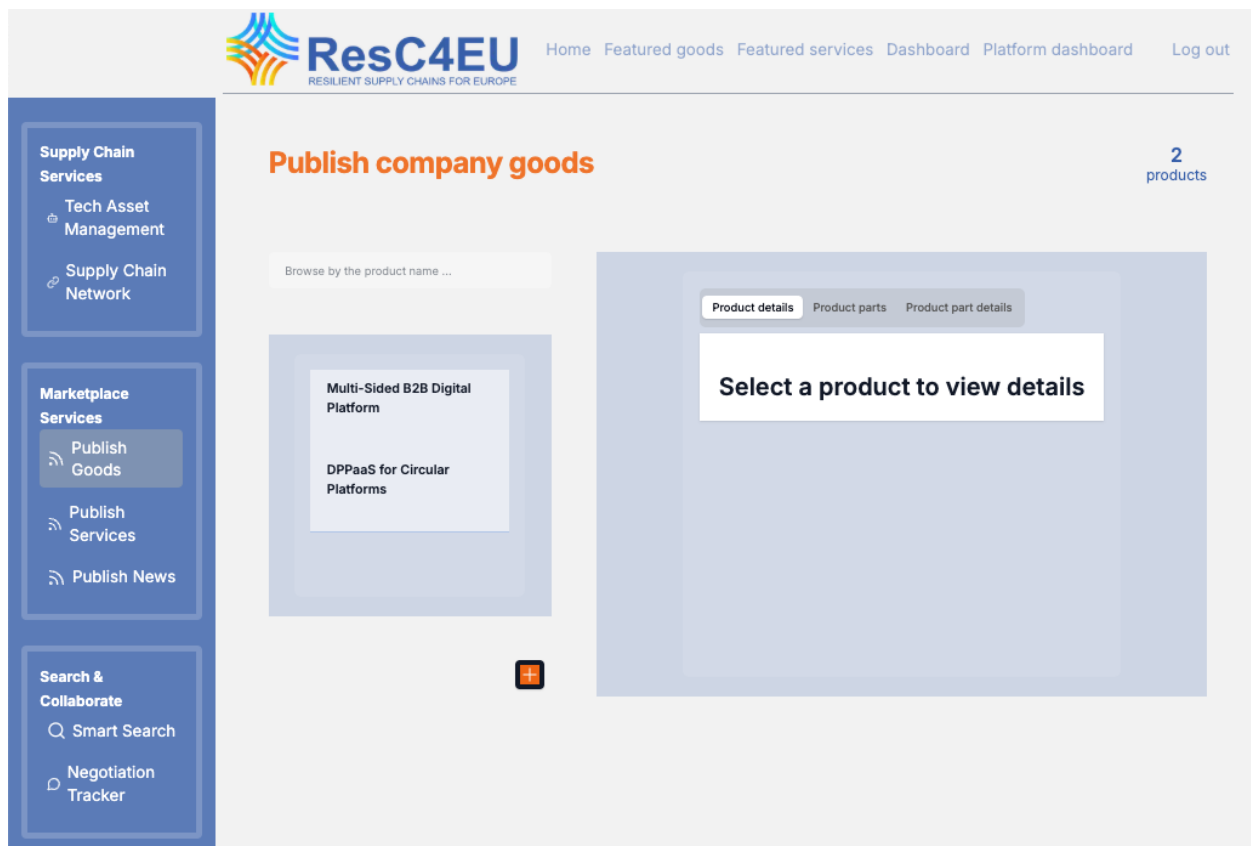
Submit

By providing the required details, you help us deliver **customized resilience strategies**—coming soon!

**Figure 41: Supply Chain Risks service**

#### 5.4.6 Service 6- Marketplace Service: Publish Goods

The **Publish Goods** service allows **Admin** and **Publisher** users to add, update, and remove company goods from the platform (Figure 42). **Basic users**, on the other hand, can only browse the company's inventory. For Basic users, the buttons for adding new goods or managing existing ones (**Update** and **Delete** buttons) are not visible.



**Figure 42: Publish Goods service**

This service displays the number of products (goods) published on the platform by the company, shown in the upper-right corner (e.g., “2 products”). It consists of two main forms:

- The **left form** lists the names of products already published by the company that owns the Company Dashboard. Users can scroll through the list of product names by hovering over it. To find products, users can scroll to the bottom of the list. If there are many products, users can use the search form above the list, with the placeholder “Browse by product name...” to quickly locate specific items (Figure 43)
- The **right form** displays details about the selected product, including its product parts.

Clicking on a product name in the **left form** will display its details in the **right form** under the **Product Details** tab. The right form contains three tabs:

1. **Product Details** – Provides general information about the product.
2. **Product Parts** – Lists the components or sub-parts of the product.
3. **Product Part Details** – Displays detailed information about a selected product part.

Clicking the **Edit** button allows users to update the product details including: modifying the product description, adding or updating a product image (Figure 44), entering manufacturing details and providing supplier details (Figure 45). Given the **sensitive nature** of supplier details, this information will **not** be shared with third parties (see Note: *Your supplier details are confidential and will not be shared.*)

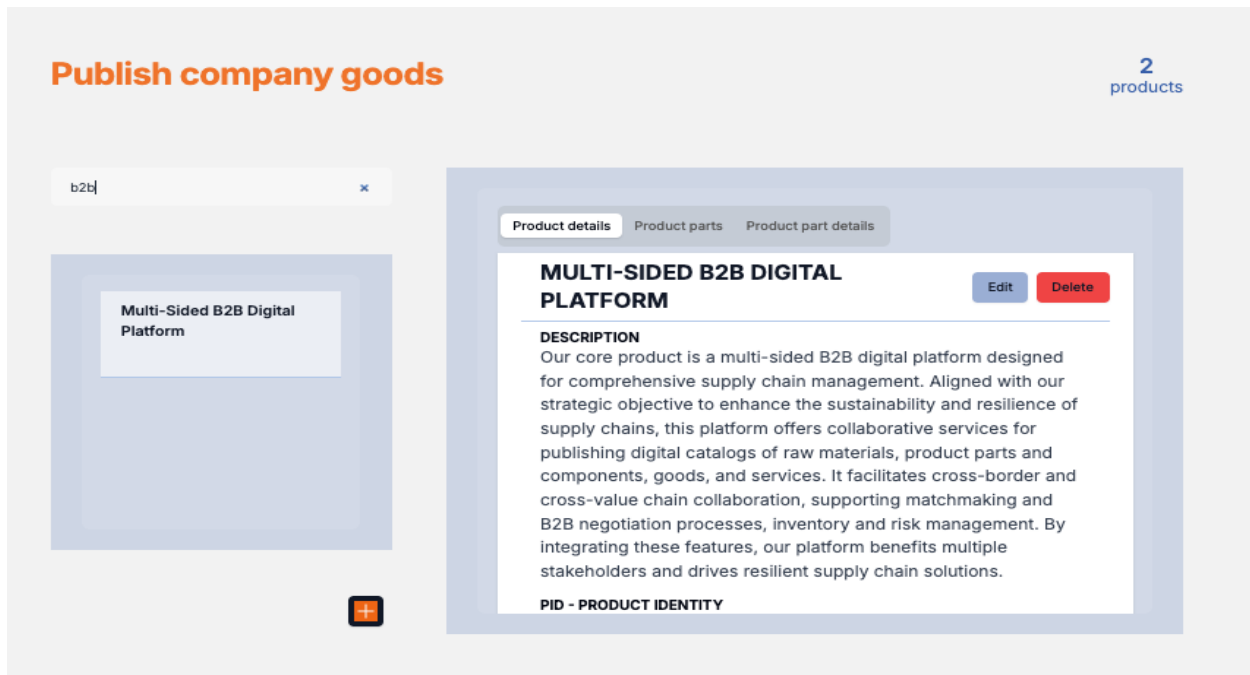
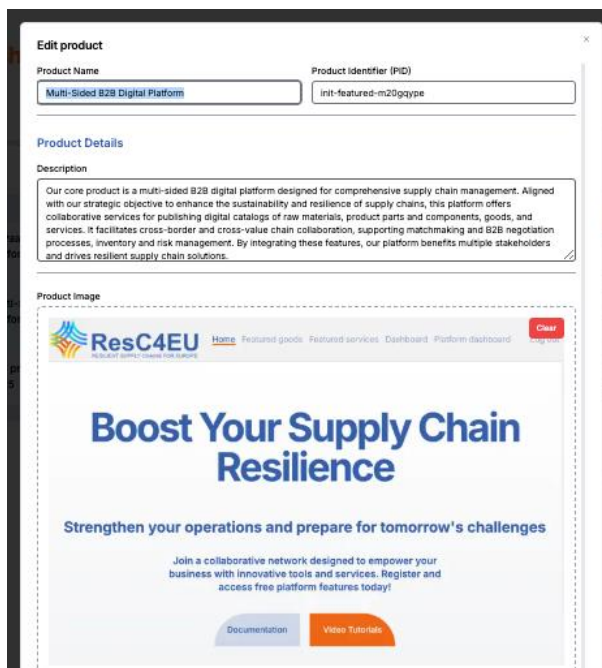


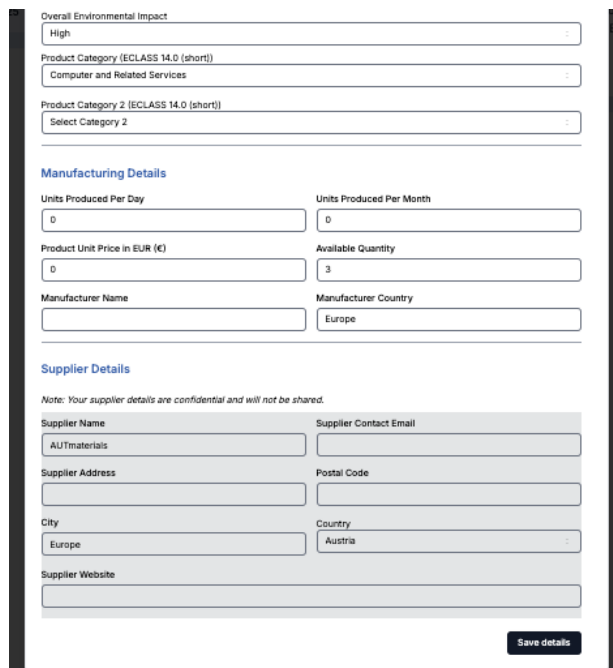
Figure 43: Publish Goods service – Browsing goods



The 'Edit product' form includes the following sections:

- Product Name:** Multi-Sided B2B Digital Platform
- Product Identifier (PID):** init-featured-m20qtype
- Description:** Our core product is a multi-sided B2B digital platform designed for comprehensive supply chain management. Aligned with our strategic objective to enhance the sustainability and resilience of supply chains, this platform offers collaborative services for publishing digital catalogs of raw materials, product parts and components, goods, and services. It facilitates cross-border and cross-value chain collaboration, supporting matchmaking and B2B negotiation processes, inventory and risk management. By integrating these features, our platform benefits multiple stakeholders and drives resilient supply chain solutions.
- Product Image:** A placeholder for a product image with a 'ResC4EU' logo and a 'Clear' button.

Figure 44: Edit product details



The 'Edit supplier details' form includes the following sections:

- Overall Environmental Impact:** High
- Product Category (ECLASS 14.0 (short)):** Computer and Related Services
- Product Category 2 (ECLASS 14.0 (short)):** Select Category 2
- Manufacturing Details:**
  - Units Produced Per Day: 0
  - Units Produced Per Month: 0
  - Product Unit Price in EUR (€): 0
  - Available Quantity: 3
  - Manufacturer Name:
  - Manufacturer Country: Europe
- Supplier Details:**
  - Supplier Name: AUTmaterials
  - Supplier Contact Email:
  - Supplier Address:
  - Postal Code:
  - City: Europe
  - Country: Austria
  - Supplier Website:

Note: Your supplier details are confidential and will not be shared.

Figure 45: Edit supplier details

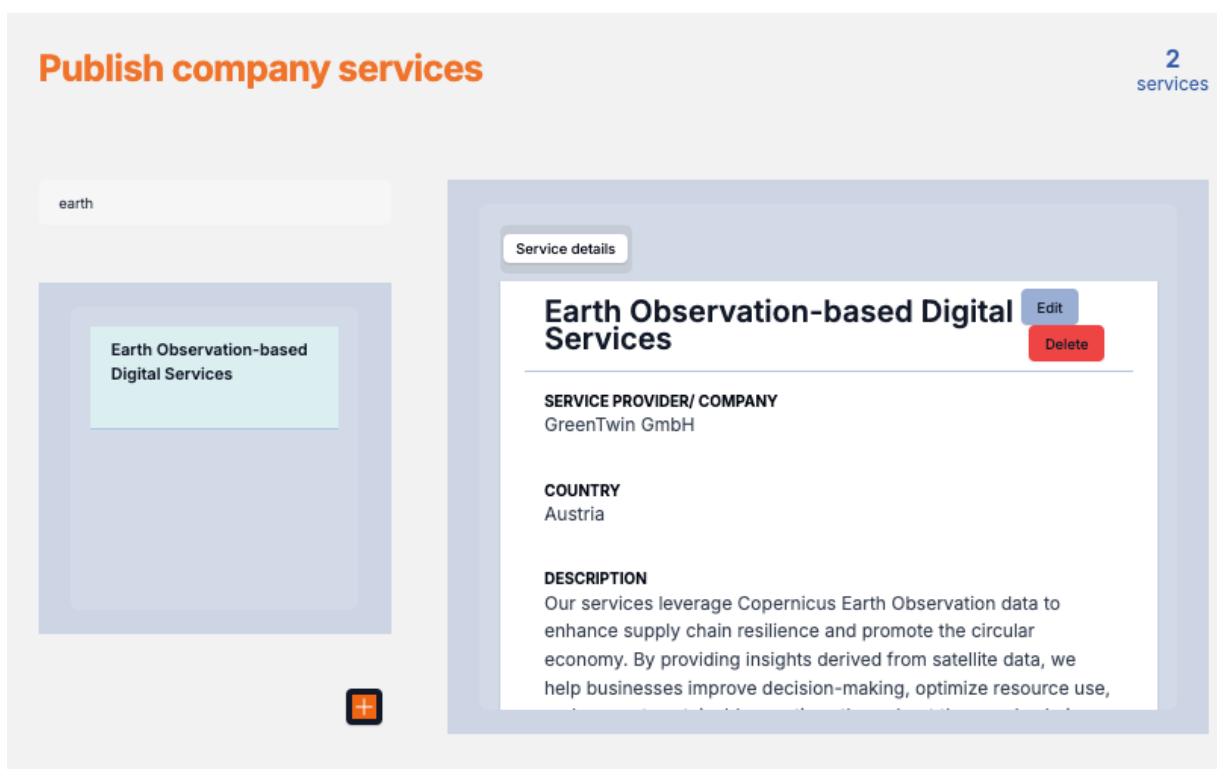
Selecting the **Product parts** tab (Figure 43) enables users to add relevant product components associated with the product. Only **Admin** and **Publisher** users have the ability to add, update, or remove products and their parts, while **Basic** users can only browse through the available information.

#### 5.4.7 Service 7- Marketplace Service: Publish Services

The **Publish Services** service allows **Admin** and **Publisher** users to add, update, and remove company services from the platform. **Basic users** can only browse through the available information about the company's services.

This service displays the number of services published on the platform by the company, shown in the upper-right corner (e.g., "2 services"). It consists of two main forms:

- The **left form** lists the names of services already published by the company. Users can scroll through the list of service names by hovering over it. To find services, users can scroll to the bottom of the list. If there are many services, users can use the search form above the list, with the placeholder "Browse by service name..." to quickly locate specific items (Figure 46)
- The **right form** displays service details.



**Publish company services** 2 services

Search: earth

Earth Observation-based Digital Services

**Service details**

**Earth Observation-based Digital Services** Edit Delete

---

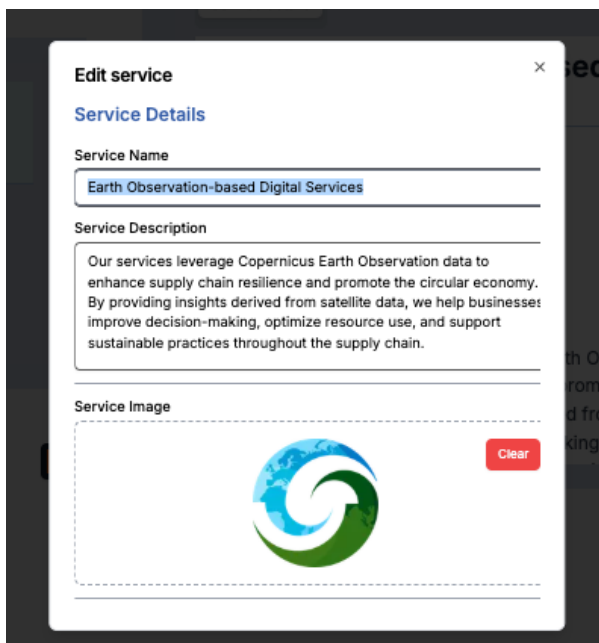
**SERVICE PROVIDER/ COMPANY**  
GreenTwin GmbH

**COUNTRY**  
Austria

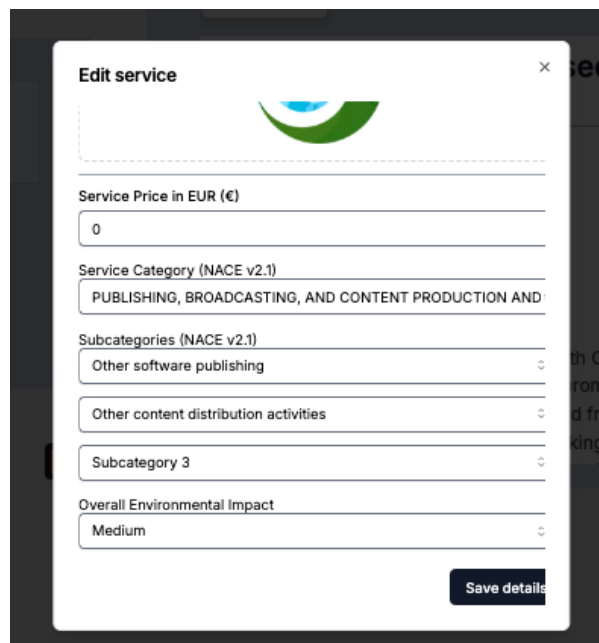
**DESCRIPTION**  
Our services leverage Copernicus Earth Observation data to enhance supply chain resilience and promote the circular economy. By providing insights derived from satellite data, we help businesses improve decision-making, optimize resource use,

*Figure 46: Publish Services service*

Clicking the **Edit** button allows users to update the service details including: modifying the service description, adding or updating a service image (Figure 47), entering details about service categories and service overall environmental impact (Figure 48).



**Figure 47: Edit service details – part 1**



**Figure 48: Edit service details – part 2**

#### 5.4.8 Service 8- Marketplace Service: Publish News

The **Publish News** service allows **Admin** and **Publisher** users to add, update, and remove news from the platform. **Basic users** can only browse through the available news.

This service consists of two forms:

- The **left form** lists the names of news published by the company. Users can scroll through the list of news by hovering over it. If there are many news, they can use the search form above the list of news to quickly locate specific news (Figure 49)
- The **right form** displays news details.

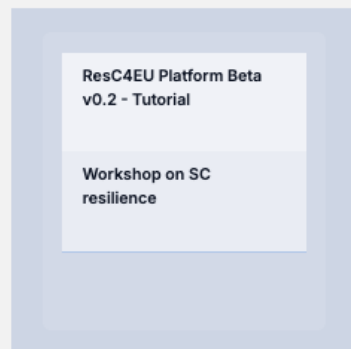
Clicking the **Edit** button allows users to update news details, including modifying the description, adding or updating an image, specifying event dates (Figure 50), and more.

Clicking the **Delete** button permanently removes the selected news item from the platform.

## Share news with the ResC4EU community

Your news will be shared on the Info Board, ensuring maximum visibility.

Browse by the news name ...



News

ResC4EU Platform Beta v0.2 - Tutorial

Edit

Delete

**POSTED BY**  
GreenTwin GmbH, Austria

**TARGET DATE**  
Fri Nov 29 2024 01:00:00 GMT+0100 (Central European Standard Time)

**DESCRIPTION**  
We are pleased to announce an internal tutorial session to familiarize our partners with the services offered by the ResC4EU B2B platform, version Beta v0.2 (November 2024, M11). This tutorial will provide an in-depth overview of the platform's key features, including tools for building supply chain resilience and

Figure 49: Publish News service

Edit news

Title

ResC4EU Platform Beta v0.2 - Tutorial

Description

We are pleased to announce an internal tutorial session to familiarize our partners with the services offered by the ResC4EU B2B platform, version Beta v0.2 (November 2024, M11). This tutorial will provide an in-depth overview of the platform's key features, including tools for building supply chain resilience and connecting with tech-savvy companies.

Website

https://resc4eu.greentwin.app/

Category Training & Learning

Tags

#tutorials #education #platform #learning

Date

29.11.2024

Figure 50: Edit news

### 5.4.9 Service 9- Search & Collaborate Services: Smart Search within Company Context

The **Smart Search** service is designed to facilitate the search for goods, services and companies on the platform. It consists of two sections (Figure 51):

- Left section - Users first select a search category: **Company, Product, or Service**. They can then enter a keyword, a partial keyword, or type **"all"** to search across all search categories.
- Right Section – Displays the search results based on the selected search criteria. Initially, this section displays a prompt: *"Enter your search criteria to find and explore companies, their products, and services."*

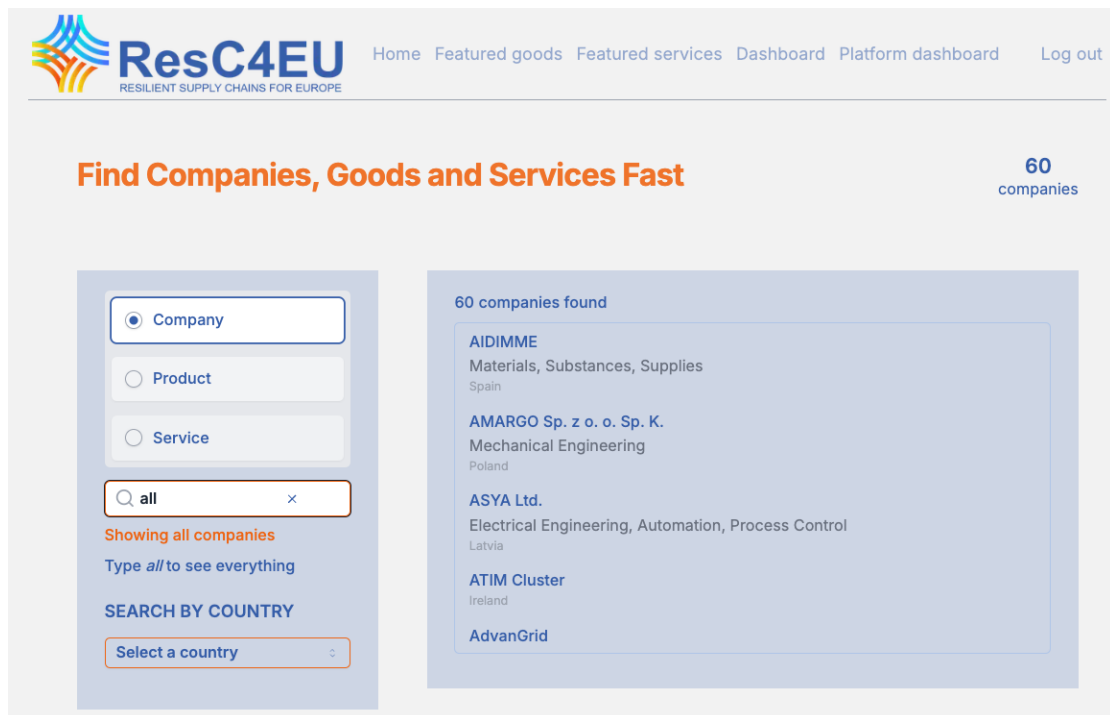
*Note that it is necessary to specify initial search criteria to streamline query complexity and optimize cloud resource usage, particularly for future scenarios involving a large number of companies and their inventories on the platform.*

When users select **"Company"** as the search category, the feature operates in the *Company Context*. Once search criteria are entered, the results are dynamically displayed in the right-hand section. For example:

- Entering **"MED"** returns results such as *"Mediterranea Wood Factory S.L.U."*
- Entering **"all"** lists all companies currently available on the platform (Figure 52-A)
- Selecting a **specific country** refines the search to show only companies registered in that country (Figure 52-B).



**Figure 51: Smart Search service – Browsing all companies**



**Find Companies, Goods and Services Fast** 60 companies

**Search Filters:**

- ☒ Company
- ☐ Product
- ☐ Service

Search:  ×

Showing all companies  
Type *all* to see everything

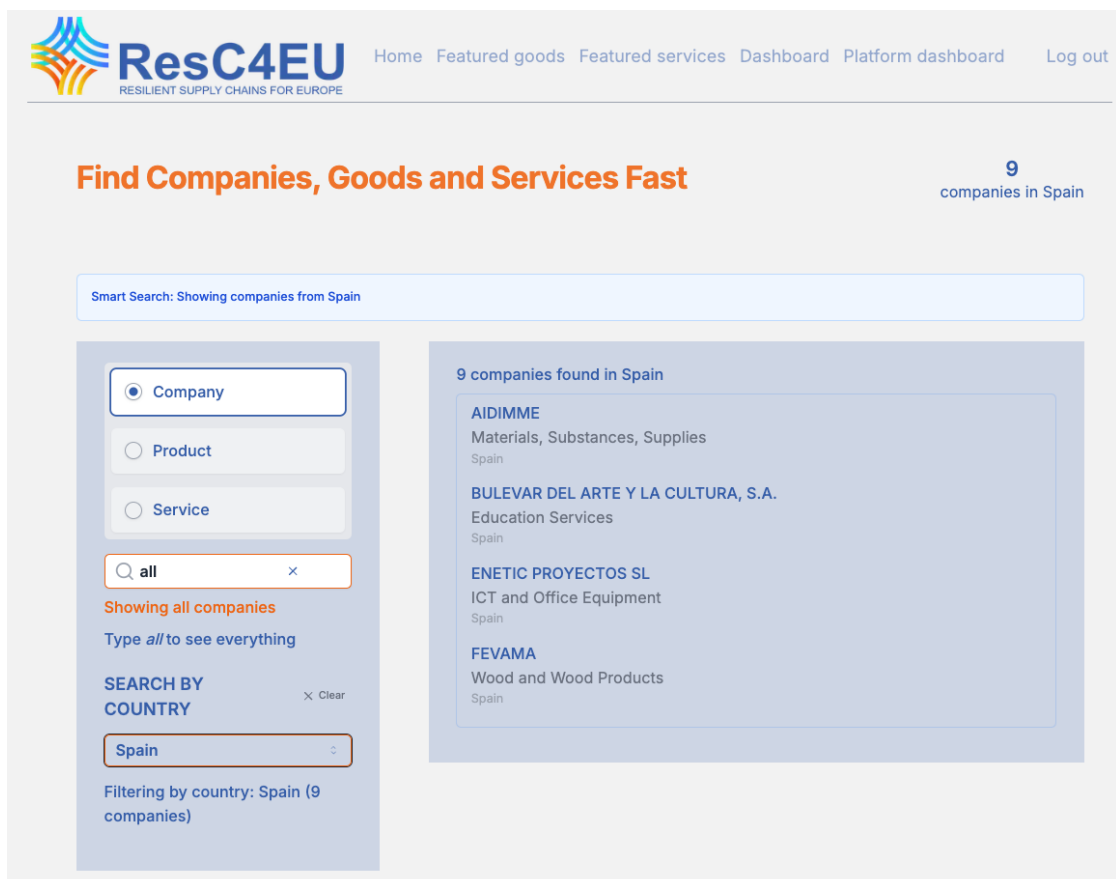
**SEARCH BY COUNTRY**

⌵

**60 companies found**

- AIDIMME**  
Materials, Substances, Supplies  
Spain
- AMARGO Sp. z o. o. Sp. K.**  
Mechanical Engineering  
Poland
- ASYA Ltd.**  
Electrical Engineering, Automation, Process Control  
Latvia
- ATIM Cluster**  
Ireland
- AdvanGrid**

**Figure 52-A: Smart Search service – Search all companies on the platform**



**Find Companies, Goods and Services Fast** 9 companies in Spain

**Smart Search: Showing companies from Spain**

**Search Filters:**

- ☒ Company
- ☐ Product
- ☐ Service

Search:  ×

Showing all companies  
Type *all* to see everything

**SEARCH BY COUNTRY** ✕ Clear

⌵

Filtering by country: Spain (9 companies)

**9 companies found in Spain**

- AIDIMME**  
Materials, Substances, Supplies  
Spain
- BULEVAR DEL ARTE Y LA CULTURA, S.A.**  
Education Services  
Spain
- ENETIC PROYECTOS SL**  
ICT and Office Equipment  
Spain
- FEVAMA**  
Wood and Wood Products  
Spain

**Figure 52-B: Smart Search service – Search all companies from Spain**

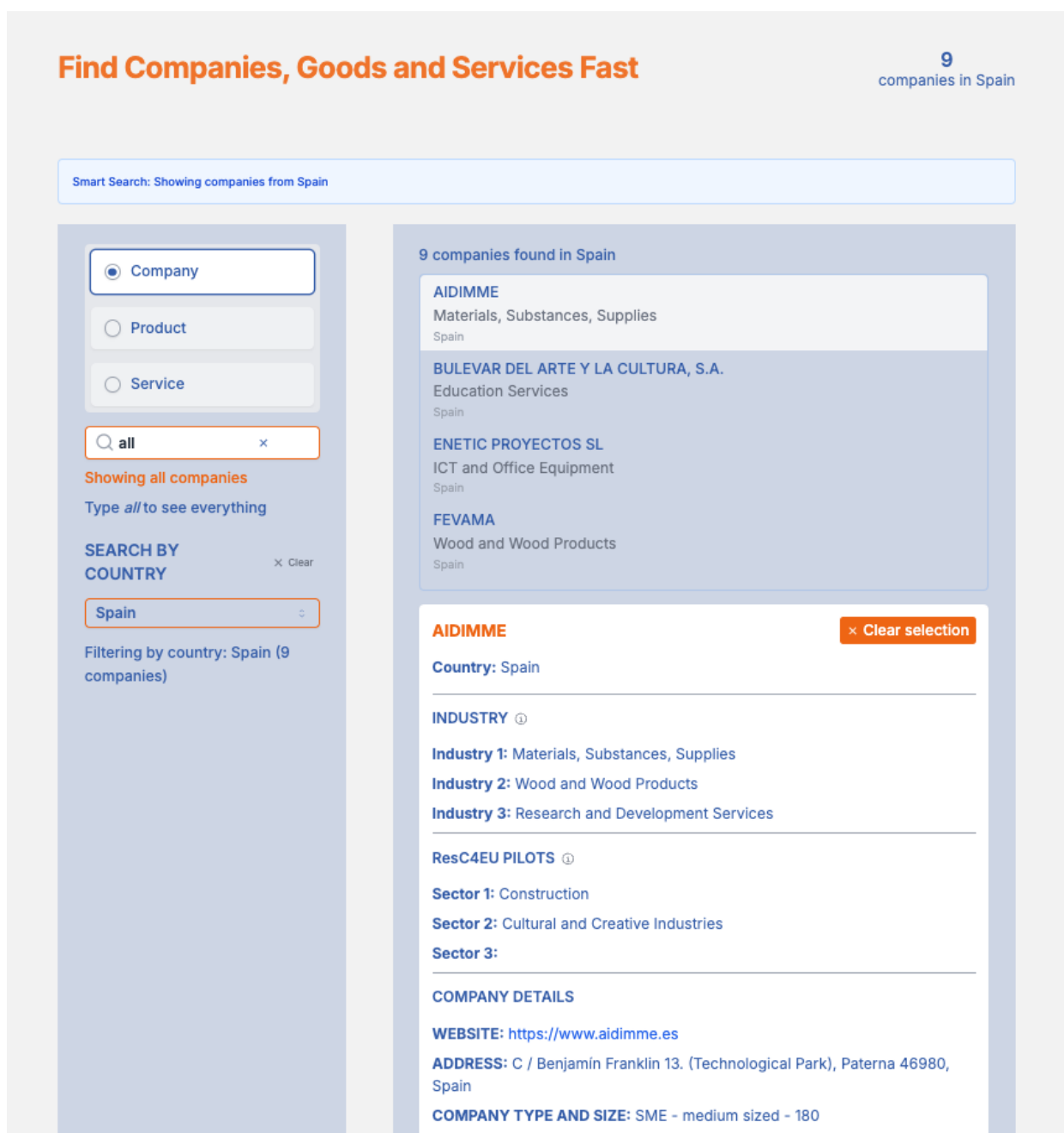


### Searching for products within a country

Once a company is selected, refining the search by clicking on either the **Product** or **Service** category will display all products and services published by companies within the selected country.

### Searching for products within a company

Clicking on a specific company in the search results opens its **Company Details** section (Figure 52-C). This view allows users to explore the selected company's **products** and **services** while retaining the company context of their original search.



The screenshot displays the 'Find Companies, Goods and Services Fast' interface. The top right corner indicates '9 companies in Spain'. A search bar shows 'Smart Search: Showing companies from Spain'. On the left sidebar, the 'Company' filter is selected, and the search results are filtered by 'Spain'. The main content area lists 9 companies found in Spain, including AIDIMME, BULEVAR DEL ARTE Y LA CULTURA, S.A., ENETIC PROYECTOS SL, and FEVAMA. The AIDIMME company details are expanded, showing its industry (Materials, Substances, Supplies), sectors (Construction, Cultural and Creative Industries), website (https://www.aidimme.es), address (C / Benjamin Franklin 13. (Technological Park), Paterna 46980, Spain), and company type/size (SME - medium sized - 180).

**Figure 52-C: Smart Search service – Refined search results for “Company” from “Spain”**

### Searching for products of a selected company

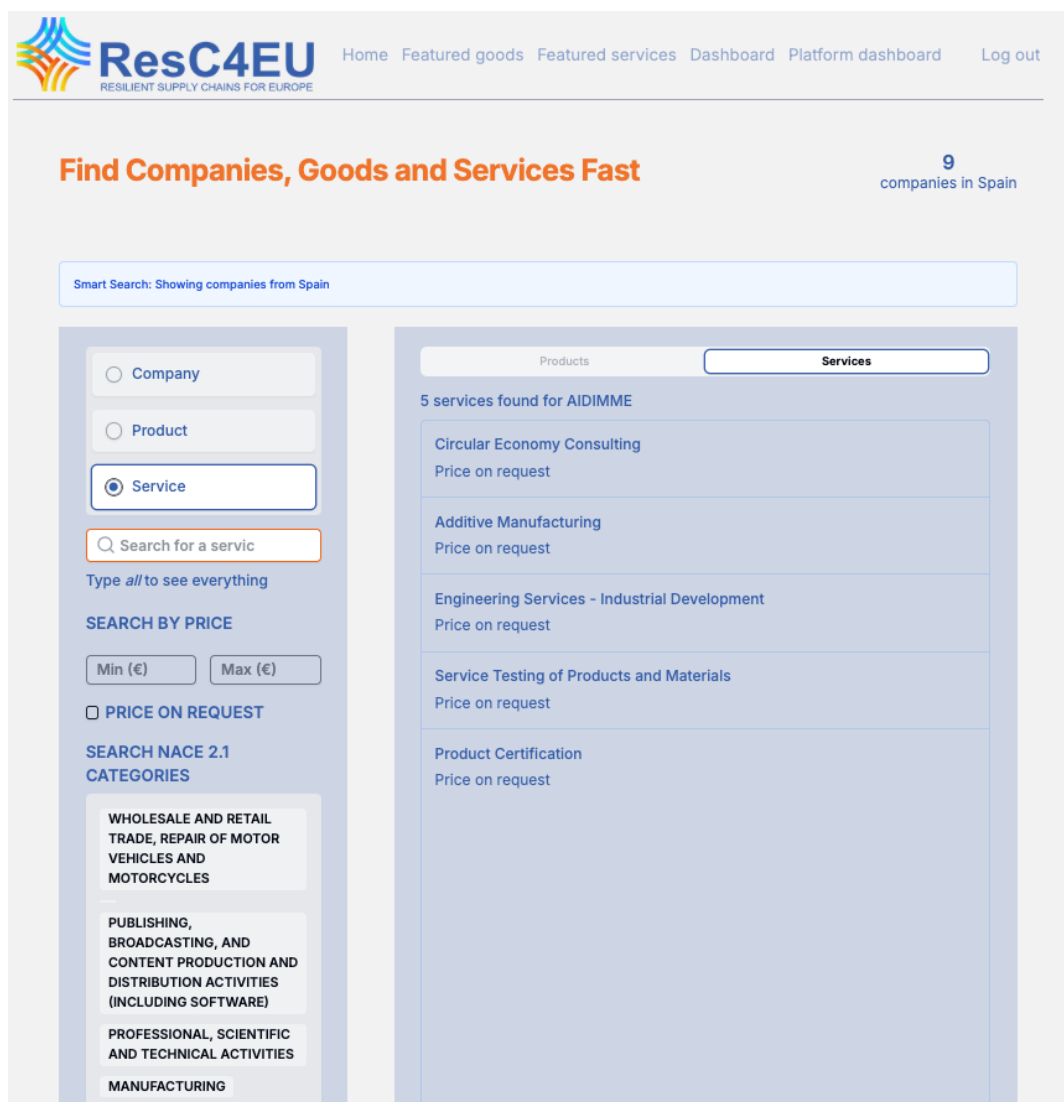
When users switch the search category to **Product**, the right section updates to display all available products of a selected company. Clicking on any product in the list reveals detailed product information.

### Searching for services of a selected company

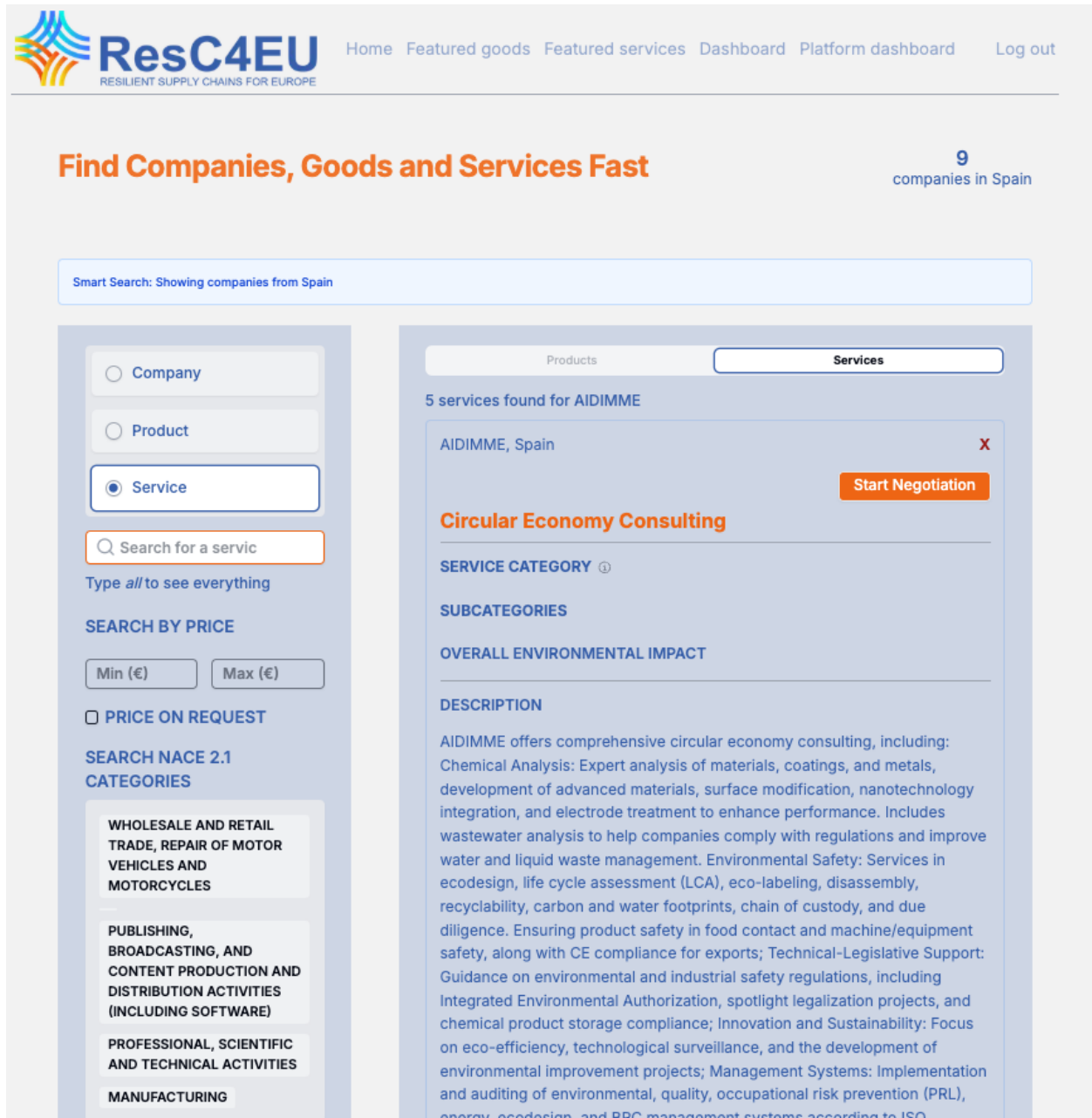
Switching from the **Product** to the **Service** category displays all services associated with the selected company (see Figure 53 - 54).

### Restarting the search category/ search context

To restart the search category, users need to select search category **Company** (from the left section), and then click the **Clear Selection** button to restart the search criteria (Figure 52). This will restart the Company Context and allow for searching new companies and their products and services.



**Figure 53: Smart Search service – Browsing services within the company context**



The screenshot displays the ResC4EU platform interface. At the top, the navigation bar includes the ResC4EU logo, the text "RESILIENT SUPPLY CHAINS FOR EUROPE", and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, a banner reads "Find Companies, Goods and Services Fast" with a subtext "9 companies in Spain". A search bar indicates "Smart Search: Showing companies from Spain". On the left sidebar, there are filters for Company, Product, and Service (selected), a search input "Search for a service", a "Type all to see everything" link, "SEARCH BY PRICE" with Min (€) and Max (€) inputs, a "PRICE ON REQUEST" checkbox, "SEARCH NACE 2.1 CATEGORIES", and a list of categories including Wholesale and Retail Trade, Publishing, Professional/Scientific/Technical Activities, and Manufacturing. The main content area shows "5 services found for AIDIMME". The first service is "AIDIMME, Spain" with a "Start Negotiation" button. Below this, the service details for "Circular Economy Consulting" are shown, including the Service Category, Subcategories, Overall Environmental Impact, and a detailed Description of the consulting services offered.

**Figure 54: Smart Search service – Service details**

Note that searching for **company's products** can be done using options such as:

- **Keyword search:** Enter a full or partial keyword, or use "all" to search across all categories.
- **Price-based search:** Enter a price range to filter by price.
- **Price on Request:** Search for products listed with "Price on Request."
- **ECLASS categories:** Filter products by marking relevant **ECLASS** categories.

Similarly, searching for **company's services** can be done using options shown in the left section of Figure 53:

- **Keyword search:** Enter a full or partial keyword, or use "all" to search across all categories.
- **Price-based search:** Enter a price range to filter by price.
- **Price on Request:** Search for services listed with "Price on Request."
- **NACE 2.1 categories:** Filter services by marking relevant **NACE 2.1** categories.

#### 5.4.10 Service 10- Search & Collaborate Services: Smart Search beyond Company Context

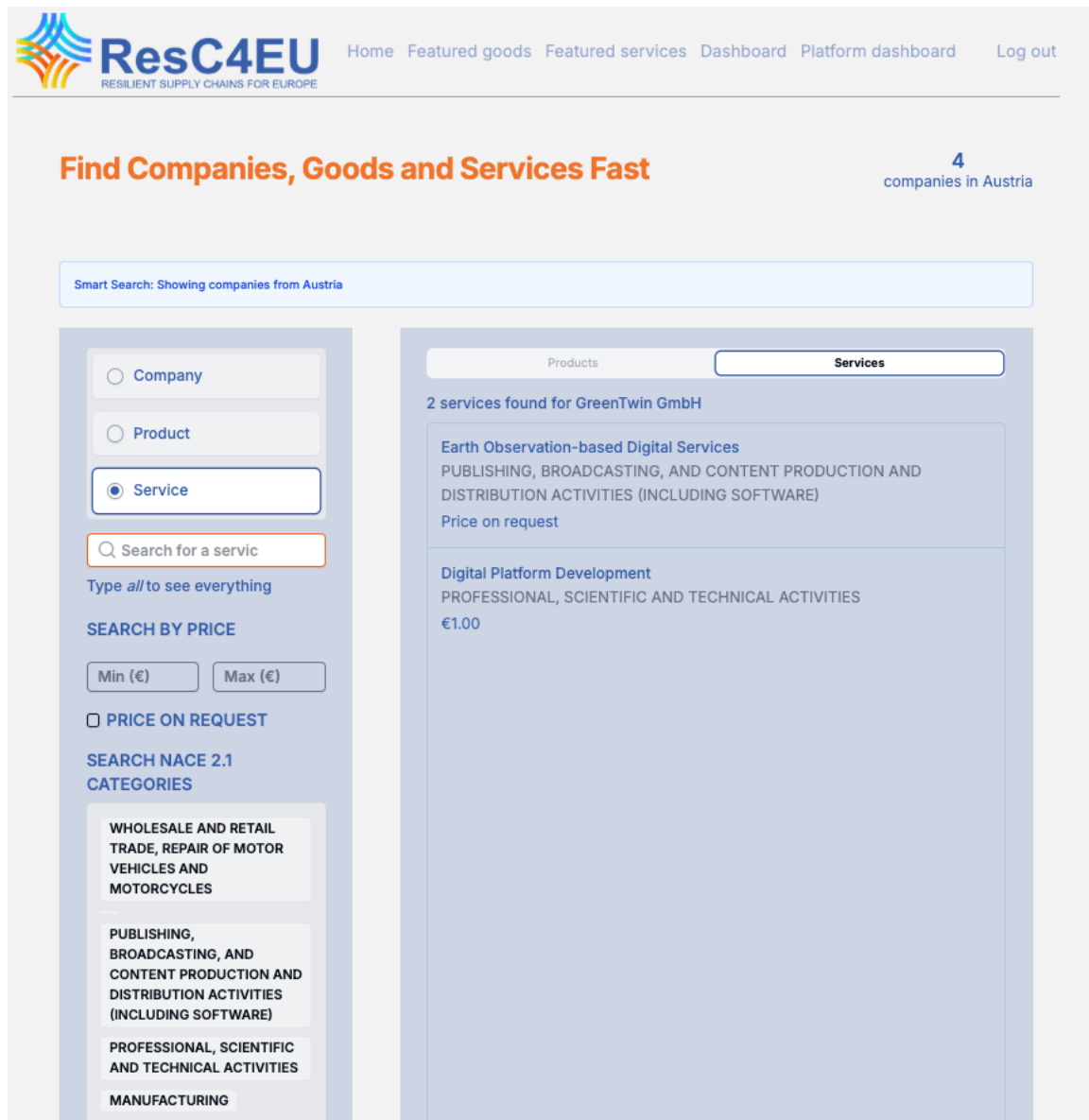
Searching for products and services beyond the Company Context can be done in two ways:

- If the search was initially performed within the *Company Context* (by first selecting "Company" as the search category and browsing selected company's products and services), users can **click the "Clear Selection"** button to reset the search criteria (Figure 52-C).
- Alternatively, users can begin their search directly by selecting the **Products** or **Services** category, without choosing a company first.

Searching outside the Company Context enables users to explore **all products and services available on the platform**, using filters and options such as:

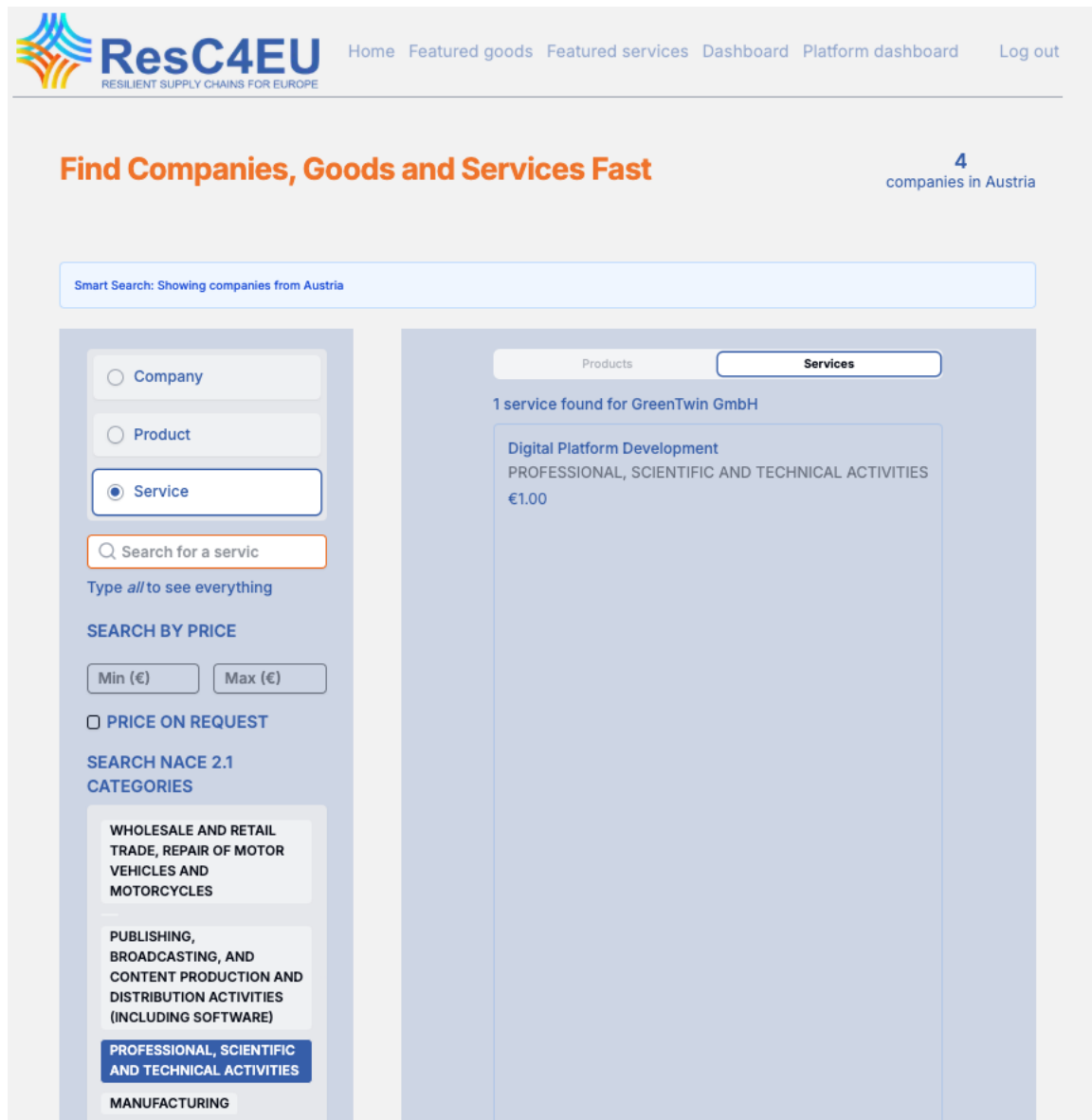
- Searching products
  - **Keyword search:** Enter a full or partial keyword, or use "all" to search across all categories.
  - **Price-based search:** Enter a price range to filter by price.
  - **Price on Request:** Search for products listed with "Price on Request."
  - **ECLASS categories:** Filter products by marking relevant **ECLASS** categories.
- Searching services (Figures 55-A and 55-B)
  - **Keyword search:** Enter a full or partial keyword, or use "all" to search across all categories.
  - **Price-based search:** Enter a price range to filter by price.
  - **Price on Request:** Search for services listed with "Price on Request."
  - **NACE 2.1 categories:** Filter services by marking relevant **NACE 2.1** categories.

For example, searching within the Service category for *GreenTwin GmbH* displays two services (Figure 55-A). However, applying an additional filter based on service categorisation—using the NACE 2.1 classification—and selecting "**Professional, Scientific and Technical Activities**" will narrow the results to one service provided by *GreenTwin GmbH* (Figure 55-B).



The screenshot displays the ResC4EU web application interface. At the top, the navigation bar includes the ResC4EU logo, the text 'RESILIENT SUPPLY CHAINS FOR EUROPE', and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, a prominent orange banner reads 'Find Companies, Goods and Services Fast' with a subtext '4 companies in Austria'. A light blue box indicates 'Smart Search: Showing companies from Austria'. The main content area is divided into a left sidebar and a right results panel. The sidebar contains filters for 'Company', 'Product', and 'Service' (selected), a search input field, and sections for 'SEARCH BY PRICE' (with Min and Max price buttons) and 'PRICE ON REQUEST'. Below these are 'SEARCH NACE 2.1 CATEGORIES' including 'WHOLESALE AND RETAIL TRADE, REPAIR OF MOTOR VEHICLES AND MOTORCYCLES', 'PUBLISHING, BROADCASTING, AND CONTENT PRODUCTION AND DISTRIBUTION ACTIVITIES (INCLUDING SOFTWARE)', 'PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES', and 'MANUFACTURING'. The right panel shows '2 services found for GreenTwin GmbH' under the 'Services' tab. The first service is 'Earth Observation-based Digital Services' with details 'PUBLISHING, BROADCASTING, AND CONTENT PRODUCTION AND DISTRIBUTION ACTIVITIES (INCLUDING SOFTWARE)' and 'Price on request'. The second service is 'Digital Platform Development' with details 'PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES' and a price of '€1.00'.

**Figure 55-A: Smart Search service – Viewing services outside the company context**



**Figure 55-B: Smart Search service – Refined search using service categories**

#### 5.4.11 Service 11- Search & Collaborate Services: Product Negotiation

Figure 54 (Section 5.4.9) shows the details of a selected product. By clicking the **Start Negotiation** button, the user initiates a negotiation process for the selected product. This action allows direct communication with the product supplier, enabling discussions on pricing, terms, and other details.

After clicking the **Start Negotiation** button, a dedicated page titled *Your Space for Product Negotiation* opens.

- If no previous negotiations exist for the selected product, a message will be displayed: “No negotiation rooms available.” To start a new negotiation, users need to click the orange “Start

**New Negotiation**” button (Figure 56-A), which opens a new negotiation channel (room) as shown in Figure 57.

- If **previous negotiations have already been initiated** for this product, the page will display a message: “*Existing Product Negotiation Channels,*” along with a list of all ongoing channels. Each listed channel includes its current status (e.g., *In Progress*) (Figure 56-B). Users can **copy the channel ID** and paste it under “Enter the Channel Code to Join an Ongoing Negotiation”, which grants access to the corresponding private negotiation room.
- **Each negotiation process** creates a private channel (room), which remains accessible until the negotiation is finalized and an order is placed. Users can join any ongoing negotiation by entering the appropriate channel code and clicking the “**Join an Existing Negotiation**” button (Figure 56-B).



ResC4EU Home Featured goods Featured services Dashboard Platform dashboard Log out

## Your Space for Product Negotiation

Product Name: Cradle

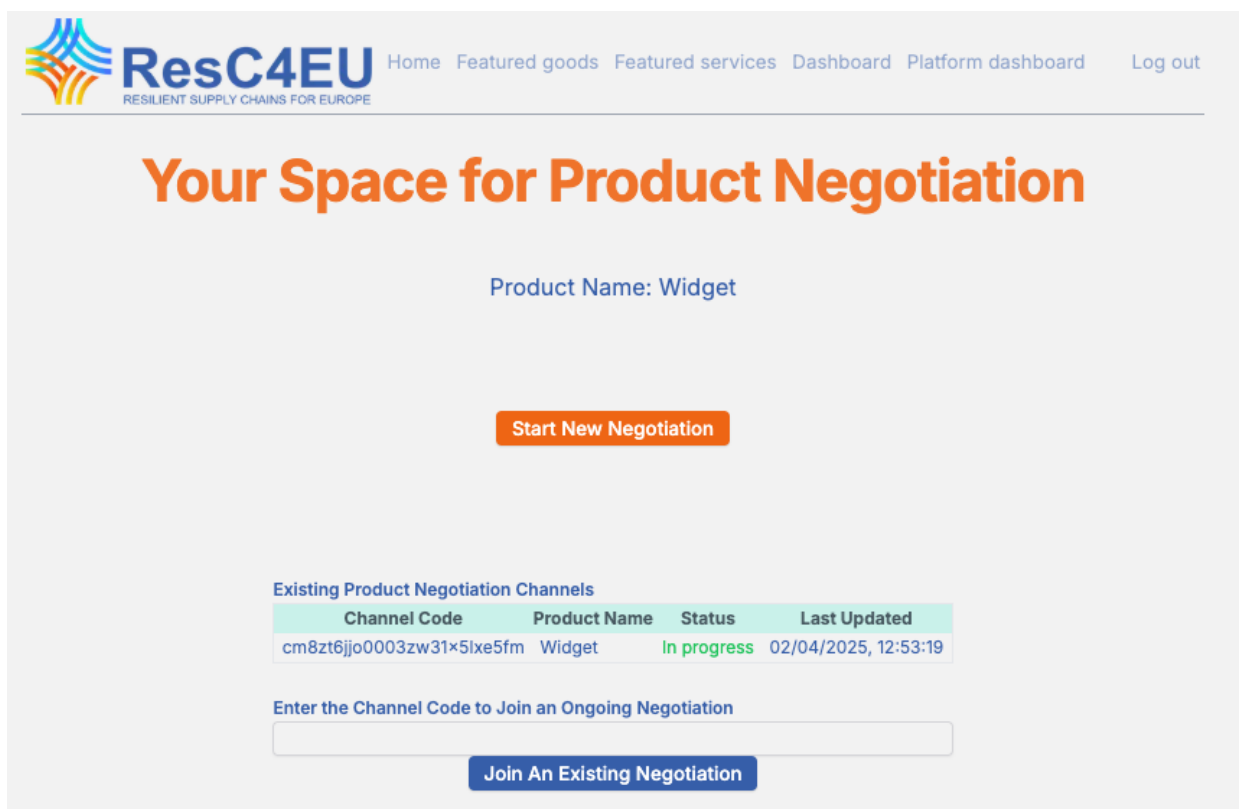
[Start New Negotiation](#)

No negotiation rooms available.

Enter the Channel Code to Join an Ongoing Negotiation

[Join An Existing Negotiation](#)

**Figure 56-A: Smart Search service – Start new product negotiation**



**Figure 56-B: Smart Search service – Join an existing product negotiation, or start a new one**

### Product Negotiation Channel Overview

The new negotiation channel (negotiation room, Figure 57) serves as a dedicated space where users can define key negotiation points, including the **pricing model, order quantity, delivery schedule, payment terms**, and other relevant conditions. The negotiation process consists of the following steps:

#### 1. Initiating Negotiation:

- The user enters negotiation details and clicks **Continue Negotiation** to submit them to the product owner for review (Figure 57).


#### 2. Negotiation Process:

- The product owner can respond by previewing the latest negotiation status, adjusting the negotiation points and clicking **Continue Negotiation** to proceed with further discussions (Figure 58).
- This iterative process continues until both parties reach an agreement.

#### 3. Finalizing Negotiation:

- Once the product owner accepts the terms, they click **Send Agreement and Close Negotiation** to finalize the deal.




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---

## Welcome To Your New Negotiation Channel

Specify your key negotiation points (e.g., pricing, order quantity, delivery schedule, payment terms). This will help streamline discussions with the supplier.

|  |   |   |
|--|---|---|
| <b>Financial Parameters</b> <p>Pricing Model</p> <input type="text" value="Bulk pricing discounts"/> <p>Payment Terms</p> <input type="text" value="Advance Payment: 25% upfront upon orde"/> <p>Revenue Sharing</p> <input type="text"/> <p>Cost Structure</p> <input type="text" value="Shipping Costs: Borne by the buyer unless"/> | <b>Operational Parameters</b> <p>Service Levels</p> <input type="text"/> <p>Delivery Terms</p> <input type="text"/> <p>Quality Assurance</p> <input type="text"/> <p>Support and Maintenance</p> <input type="text"/> | <b>Legal Parameters</b> <p>Compliance and Regulations</p> <input type="text"/> <p>Liability and Indemnity</p> <input type="text"/> <p>Intellectual Property Rights</p> <input type="text"/> <p>Termination Clauses</p> <input type="text"/> |
|--|---|---|

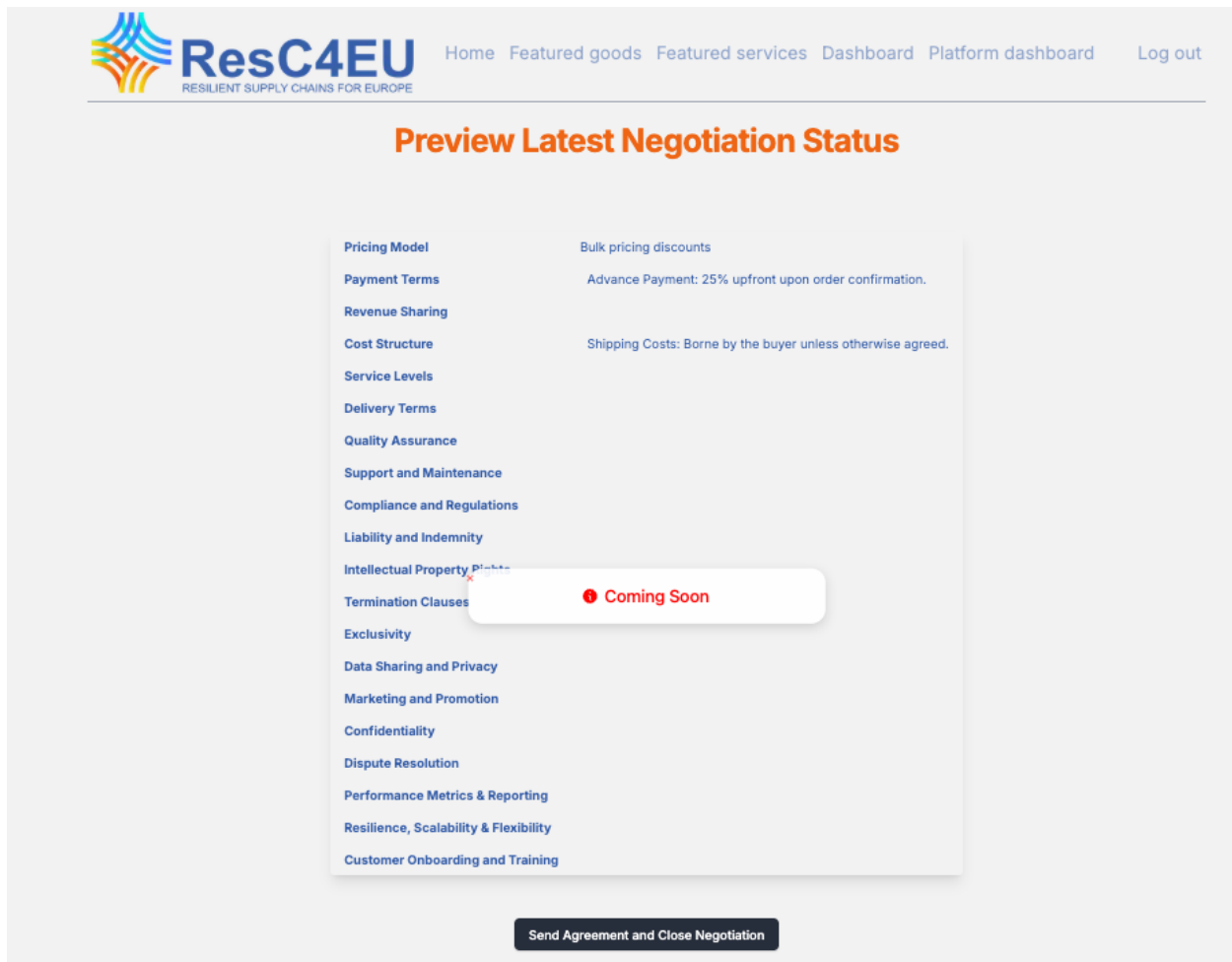
|  |  |
|--|--|
| <b>Strategic Parameters</b> <p>Exclusivity</p> <input type="text"/> <p>Data Sharing and Privacy</p> <input type="text"/> <p>Marketing and Promotion</p> <input type="text"/> <p>Confidentiality</p> <input type="text"/> | <b>Additional Considerations</b> <p>Dispute Resolution</p> <input type="text"/> <p>Performance Metrics and Reporting</p> <input type="text"/> <p>Resilience, Scalability and Flexibility</p> <input type="text"/> <p>Customer Onboarding and Training</p> <input type="text"/> |
|--|--|

[Continue Negotiation](#)

*Figure 57: Smart Search service – Product negotiation channel (room)*

### Product negotiation features in the current platform version (Beta v0.3) and future enhancements

- In Beta v0.3, the negotiation channel is structured to align with each company's **Terms and Conditions**, as defined in the **Company Management service** (Terms and Conditions tab, Figure 28).
- In Beta v0.3, when a user clicks **Send Agreement and Close Negotiation**, a “Coming Soon” message will be displayed (Figure 58).
- In future releases, the negotiation channel will be enhanced to support the **ordering process**.

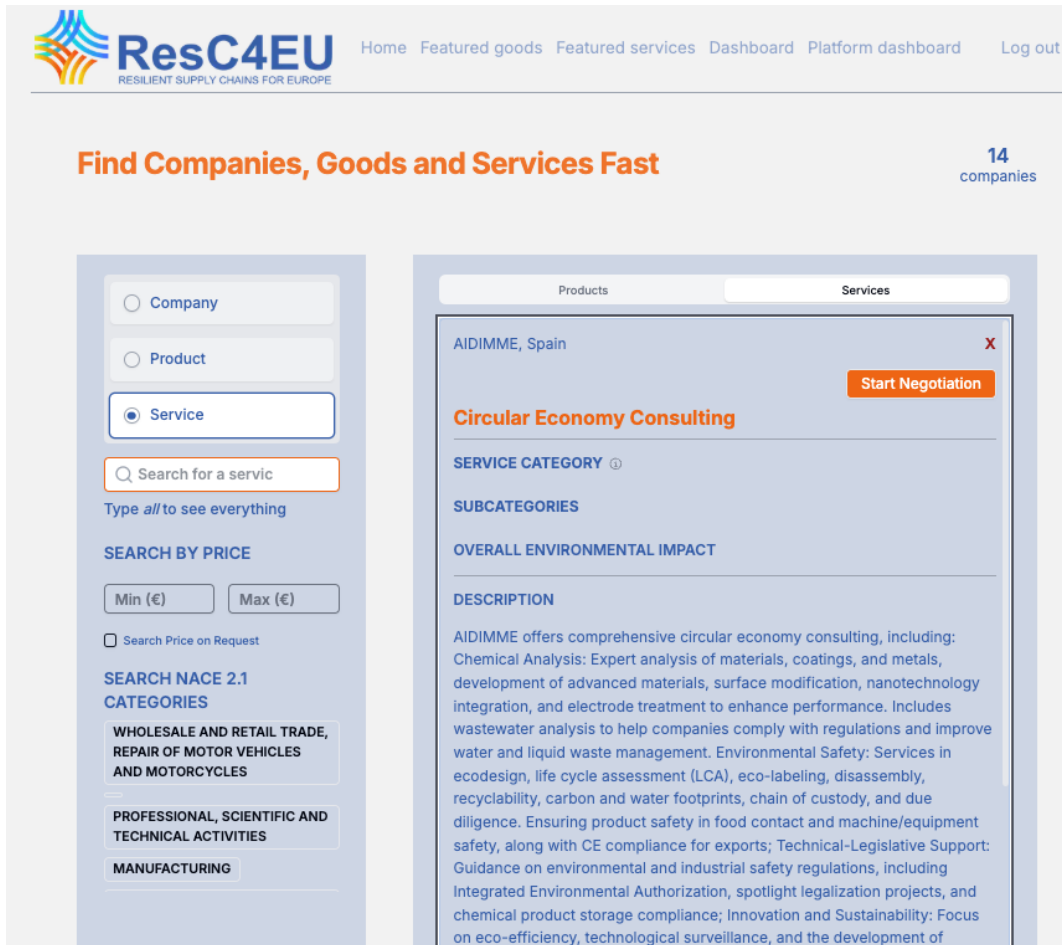


*Figure 58: Smart Search service – Product negotiation overview*

#### 5.4.12 Service 12- Search & Collaborate Services: Service Negotiation

Similar to Product Negotiation (Section 5.4.11) when the user select a service and clicks the **Start Negotiation** button (Figure 59), a negotiation process for the selected service will be triggered. This action facilitates direct communication with the service owner, enabling discussions on pricing, terms, and other relevant service details.

After clicking the **Start Negotiation** button, a dedicated page titled **Your Space for Service Negotiation** will open (Figure 60).



The screenshot displays the ResC4EU platform interface. At the top, the navigation bar includes the ResC4EU logo, the text 'RESILIENT SUPPLY CHAINS FOR EUROPE', and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, a header section reads 'Find Companies, Goods and Services Fast' with a badge indicating '14 companies'. The main content area is divided into two columns. The left column contains search filters: 'Company', 'Product', and 'Service' (selected), a search bar for services, a 'Type all to see everything' link, 'SEARCH BY PRICE' with 'Min (€)' and 'Max (€)' input fields, a 'Search Price on Request' checkbox, 'SEARCH NACE 2.1 CATEGORIES' with three category buttons: 'WHOLESALE AND RETAIL TRADE, REPAIR OF MOTOR VEHICLES AND MOTORCYCLES', 'PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES', and 'MANUFACTURING'. The right column shows the details for 'Circular Economy Consulting' by 'AIDIMME, Spain'. It includes a 'Start Negotiation' button, a 'SERVICE CATEGORY' icon, 'SUBCATEGORIES', 'OVERALL ENVIRONMENTAL IMPACT', and a 'DESCRIPTION' section detailing the company's services in circular economy consulting, including chemical analysis, wastewater analysis, environmental safety, and product safety.

Figure 59: Smart Search service – Service details



The screenshot displays the ResC4EU platform interface for service negotiation. At the top, the navigation bar includes the ResC4EU logo, the text 'RESILIENT SUPPLY CHAINS FOR EUROPE', and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, a header section reads 'Your Space for Service Negotiation'. The main content area shows the 'Service Name: Circular Economy Consulting'. Below this, there is a 'Start New Negotiation' button. Further down, a message states 'No negotiation rooms available.' Below this message, there is a section titled 'Enter the Channel Code to Join an Ongoing Negotiation' with an input field and a 'Join An Existing Negotiation' button.

Figure 60: Smart Search service – Service negotiation

If no active negotiations have been initiated by the user or their coworkers, the user can start a new negotiation by clicking the **Start New Negotiation** button, which opens a new negotiation channel (room) as shown in Figure 61. If there are ongoing negotiations, users can access the existing negotiation channels by entering the **channel code** displayed for those negotiations and clicking the **Join an Existing Negotiation** button.

The negotiation process consists of the following steps:

**1. Initiating Negotiation:**


- The user enters negotiation details and clicks **Continue Negotiation** to submit them to the service owner for review (Figure 61).

**2. Negotiation Process:**

- The service owner can respond by previewing the latest negotiation status, adjusting the negotiation points and clicking **Continue Negotiation** to proceed with further discussions. This iterative process continues until both parties reach an agreement.

**3. Finalizing Negotiation:**

- Once the service owner accepts the terms, they click **Send Agreement and Close Negotiation** to finalize the deal.


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---

## Welcome To Your New Negotiation Channel

Specify your key negotiation points (e.g., pricing, order quantity, delivery schedule, payment terms). This will help streamline discussions with the supplier.

|  |   |   |
|--|---|---|
| <b>Financial Parameters</b><br>Pricing Model<br><input type="text"/><br>Payment Terms<br><input type="text" value="Loyalty Discount: 30% discount for return"/><br>Revenue Sharing<br><input type="text"/><br>Cost Structure<br><input type="text"/> | <b>Operational Parameters</b><br>Service Levels<br><input type="text"/><br>Delivery Terms<br><input type="text"/><br>Quality Assurance<br><input type="text"/><br>Support and Maintenance<br><input type="text"/> | <b>Legal Parameters</b><br>Compliance and Regulations<br><input type="text"/><br>Liability and Indemnity<br><input type="text"/><br>Intellectual Property Rights<br><input type="text"/><br>Termination Clauses<br><input type="text"/> |
|--|---|---|

|  |  |
|--|--|
| <b>Strategic Parameters</b><br>Exclusivity<br><input type="text"/><br>Data Sharing and Privacy<br><input type="text"/><br>Marketing and Promotion<br><input type="text"/><br>Confidentiality<br><input type="text"/> | <b>Additional Considerations</b><br>Dispute Resolution<br><input type="text"/><br>Performance Metrics and Reporting<br><input type="text"/><br>Resilience, Scalability and Flexibility<br><input type="text"/><br>Customer Onboarding and Training<br><input type="text"/> |
|--|--|

[Continue Negotiation](#)

**Figure 61: Smart Search service – Service negotiation process**

For example, if the user is interested in negotiating a service and enters **“Loyalty Discount: 30% discount for returning customers ordering within 6 months”** under **Payment Terms**, after clicking on **Continue Negotiation**, this message will appear on the service owner's side, where they can preview it (as shown in Figure 62). The service owner can then either continue the negotiation or send an agreement to close the negotiation.

**Note:** In the current Beta v0.3 platform version, when a user clicks **Send Agreement and Close Negotiation**, a **“Coming Soon”** message is displayed. Future releases will enhance the negotiation channel to support the ordering process for services.



*Figure 62: Smart Search service – Service negotiation preview*

#### 5.4.13 Service 13- Search & Collaborate Services: Negotiation Tracker

The **Negotiation Tracker** service allows users to access their negotiation history, which is managed at the company level. The history records the following details:

**For service negotiations initiated by the company:**

- **Channel Code** – Provides a link to the negotiation channel where the negotiation status and terms can be checked and updated.
- **Company** – Name of the company that owns the service.
- **Service Name** – Name of the service being negotiated.
- **Service ID** – ID of the service being negotiated.
- **Status** – Current status of the negotiation (e.g., in progress, canceled, agreed, or closed).
- **Negotiated By** – The name of the person who initiated the negotiation process for this service.

- **Created On** – Date when the negotiation was created.
- **Recent Update** – Date when the negotiation was last updated.
- **Action** – Allows for the deletion of the record, which can only be performed by the Admin user.

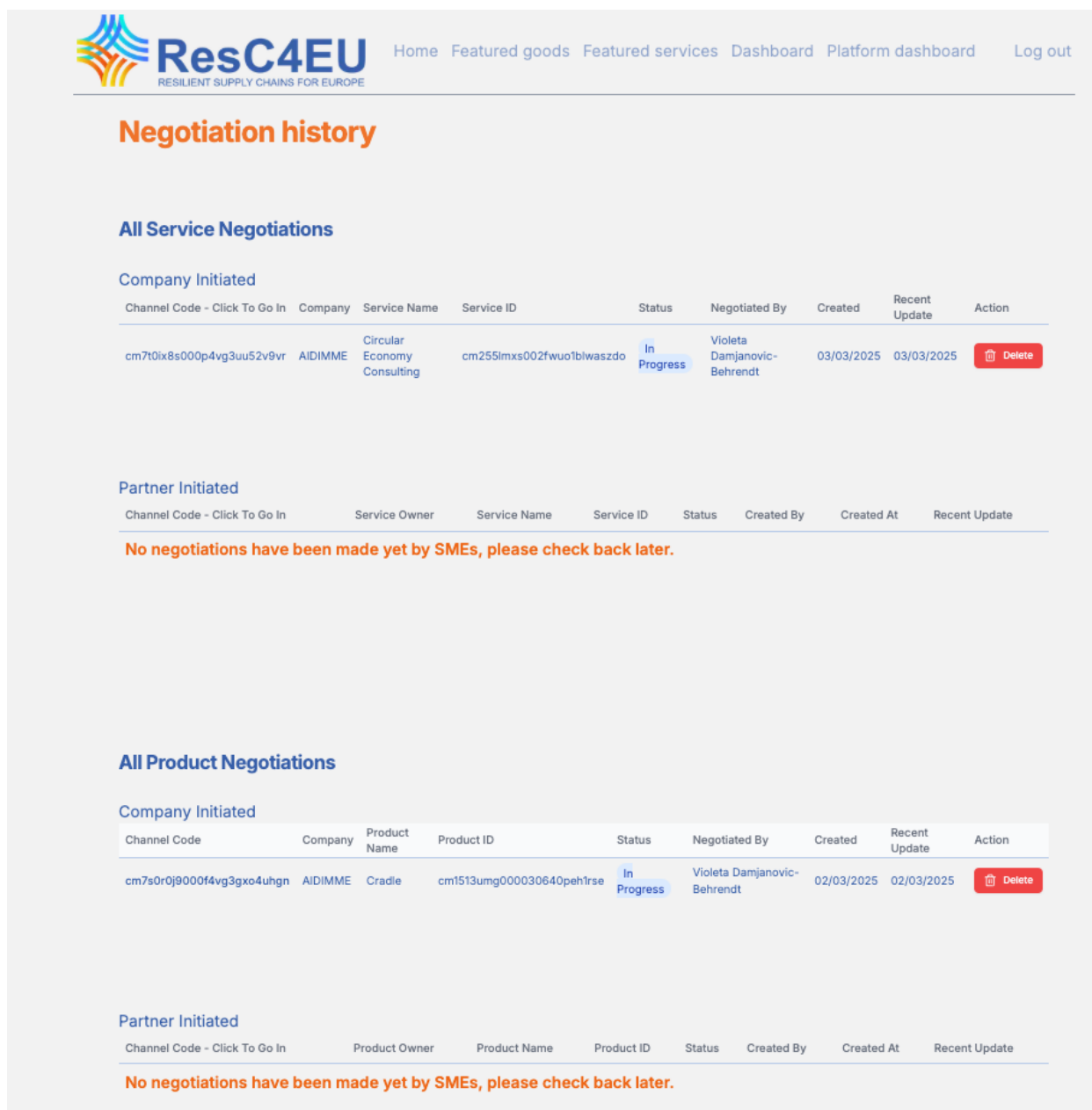
**For service negotiations initiated by a partner (other companies on the platform):**

- **Channel Code** – Provides a link to the negotiation channel where the negotiation status and terms can be checked and updated.
- **Service Owner** – Name of the service owner.
- **Service Name** – Name of the service being negotiated.
- **Service ID** – ID of the service being negotiated.
- **Status** – Current status of the negotiation (e.g., in progress).
- **Created On** – Date when the negotiation was created.
- **Created At** – Timestamp of when the negotiation was created.
- **Recent Update** – Date when the negotiation was last updated.

Note Service negotiation records initiated by partners cannot be deleted by the company invited into the negotiation process. Only **Admin** users of the company that initiated the process can remove negotiation history.

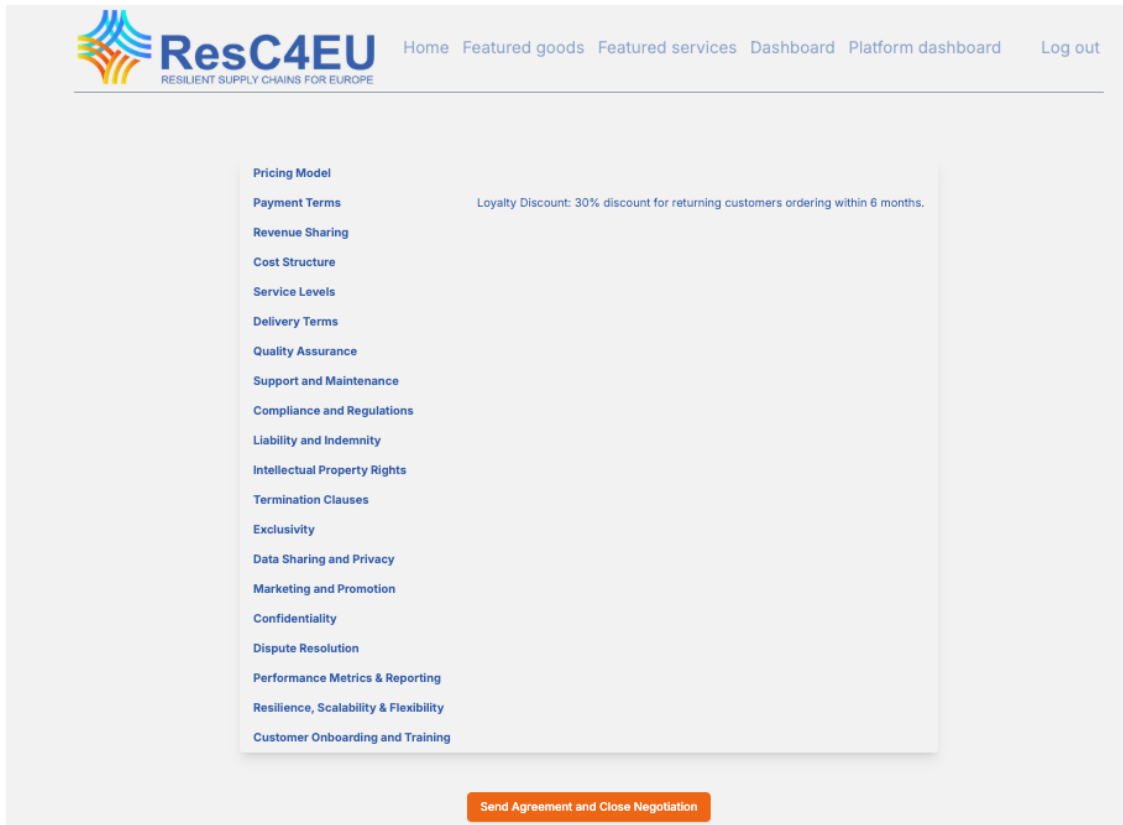
**Product negotiation records** are organized in the same way as service records.

Figure 63 illustrates the negotiation history with one product negotiation for **Cradle** (Figures 56-57) and one service negotiation for **Circular Economy Consulting** (Figures 60-61). Both negotiations are marked as being “in progress”. Clicking on the **channel code** (under **Service Negotiation/Company Initiated**) will open the corresponding negotiation channel, allowing users to preview the latest negotiation status (displayed at the top of the channel, as shown in Figure 64). Users can then continue the negotiation, if needed, through the options available in the lower part of the same channel (Figure 65).



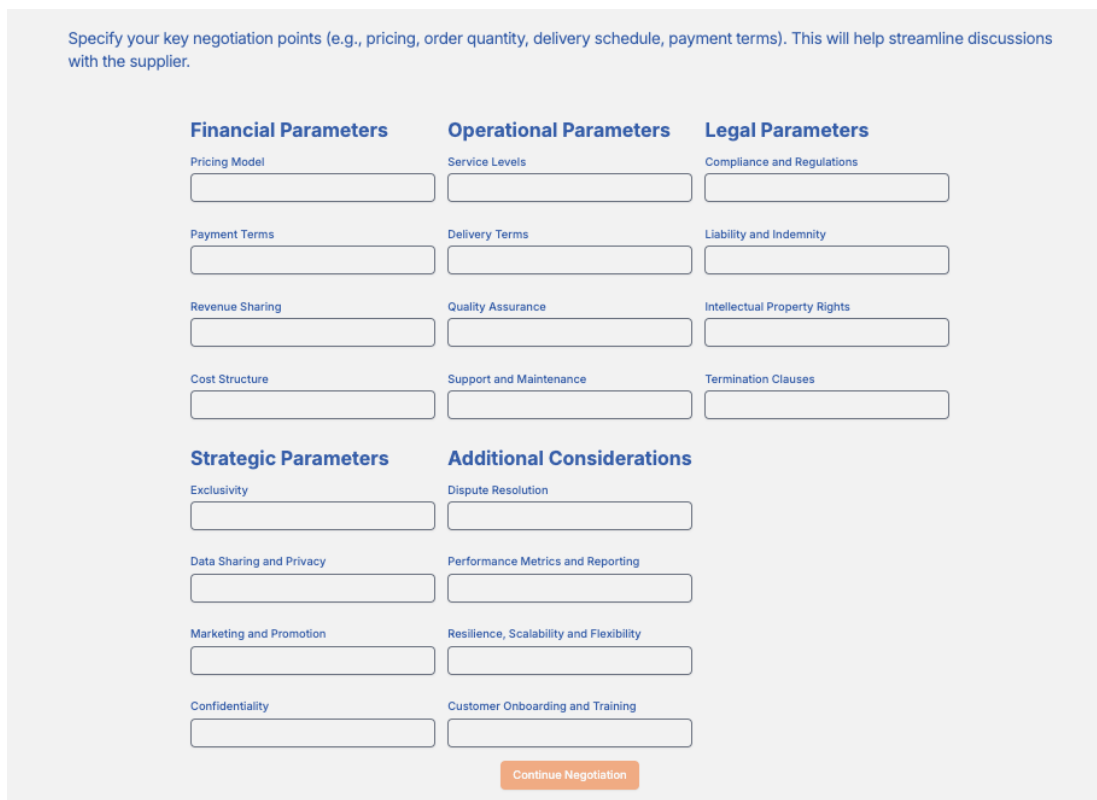
**Figure 63: Negotiation Tracker service**





The screenshot shows the 'Negotiation Tracker - negotiation preview' interface. At the top, there is a navigation bar with the ResC4EU logo and links: Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, a list of negotiation points is displayed in a vertical menu on the left, including: Pricing Model, Payment Terms, Revenue Sharing, Cost Structure, Service Levels, Delivery Terms, Quality Assurance, Support and Maintenance, Compliance and Regulations, Liability and Indemnity, Intellectual Property Rights, Termination Clauses, Exclusivity, Data Sharing and Privacy, Marketing and Promotion, Confidentiality, Dispute Resolution, Performance Metrics & Reporting, Resilience, Scalability & Flexibility, and Customer Onboarding and Training. The 'Payment Terms' section is highlighted, showing a 'Loyalty Discount: 30% discount for returning customers ordering within 6 months.' At the bottom of the screen, there is an orange button labeled 'Send Agreement and Close Negotiation'.

**Figure 64: Negotiation Tracker - negotiation preview**

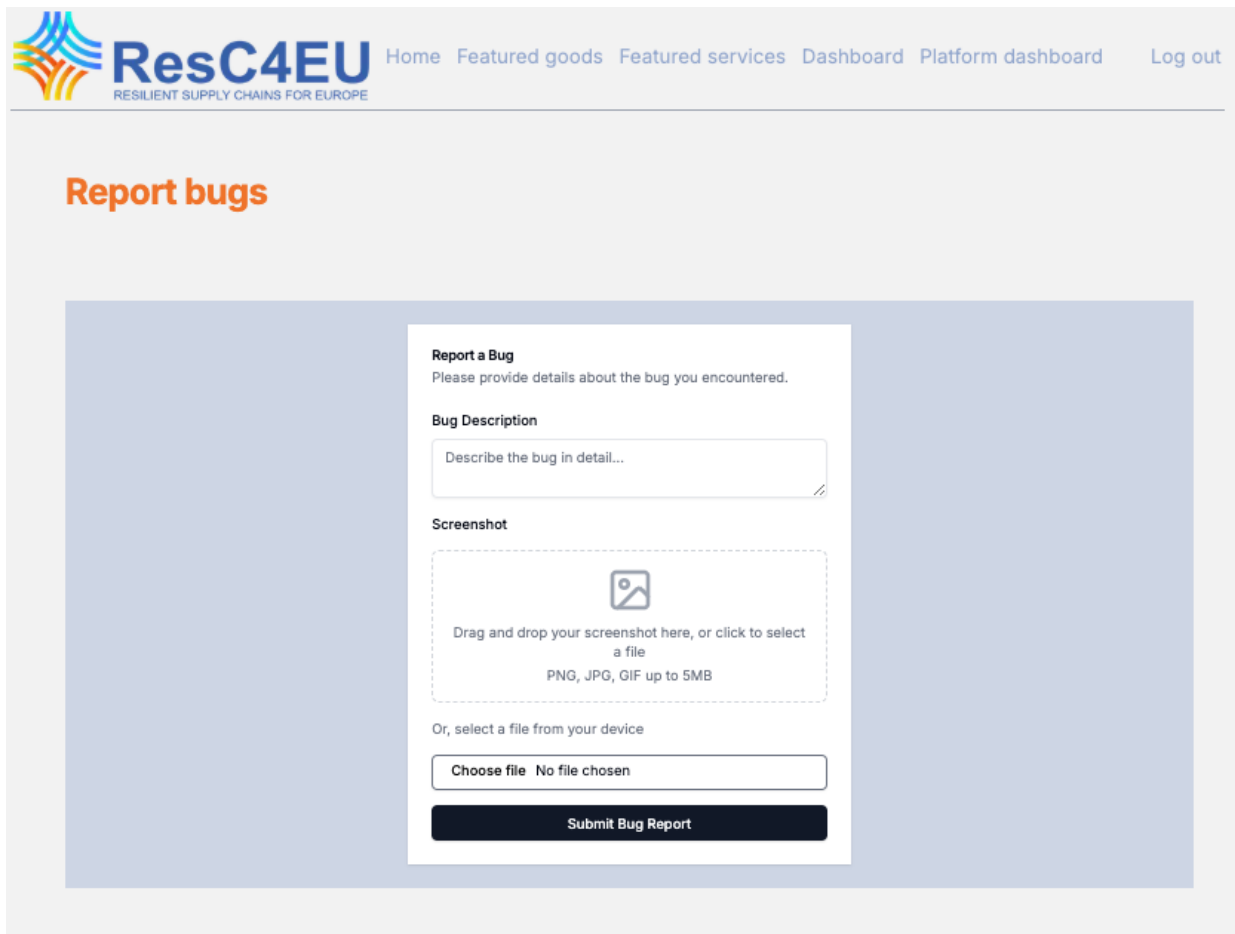


The screenshot shows the 'Negotiation Tracker - continuing negotiation process' interface. At the top, there is a text prompt: 'Specify your key negotiation points (e.g., pricing, order quantity, delivery schedule, payment terms). This will help streamline discussions with the supplier.' Below this, the interface is divided into two main sections: 'Financial Parameters' and 'Operational Parameters'. The 'Financial Parameters' section includes input fields for Pricing Model, Payment Terms, Revenue Sharing, and Cost Structure. The 'Operational Parameters' section includes input fields for Service Levels, Delivery Terms, Quality Assurance, and Support and Maintenance. The 'Legal Parameters' section includes input fields for Compliance and Regulations, Liability and Indemnity, Intellectual Property Rights, and Termination Clauses. Below these sections, there are two more sections: 'Strategic Parameters' and 'Additional Considerations'. The 'Strategic Parameters' section includes input fields for Exclusivity, Data Sharing and Privacy, Marketing and Promotion, and Confidentiality. The 'Additional Considerations' section includes input fields for Dispute Resolution, Performance Metrics and Reporting, Resilience, Scalability and Flexibility, and Customer Onboarding and Training. At the bottom of the screen, there is an orange button labeled 'Continue Negotiation'.

**Figure 65: Negotiation Tracker – continuing negotiation process**

#### 5.4.14 Service 14- Found a Bug? Service

This service enables users to efficiently report any bugs encountered on the platform. Users can enter a brief description of the issue, optionally upload a screenshot image (in png, jpg or gif format), and click the “**Submit Bug Report**” button to send their feedback (Figure 66).



The screenshot shows the 'Report bugs' service interface. At the top, there is a navigation bar with the ResC4EU logo and links for Home, Featured goods, Featured services, Dashboard, Platform dashboard, and Log out. Below the navigation bar, the title 'Report bugs' is displayed in orange. The main content area contains a form titled 'Report a Bug' with the instruction 'Please provide details about the bug you encountered.' The form has two sections: 'Bug Description' with a text input field labeled 'Describe the bug in detail...' and 'Screenshot' with a dashed box containing a camera icon and the text 'Drag and drop your screenshot here, or click to select a file PNG, JPG, GIF up to 5MB'. Below the dashed box, there is a link 'Or, select a file from your device' and a file selection button labeled 'Choose file No file chosen'. At the bottom of the form is a dark blue button labeled 'Submit Bug Report'.

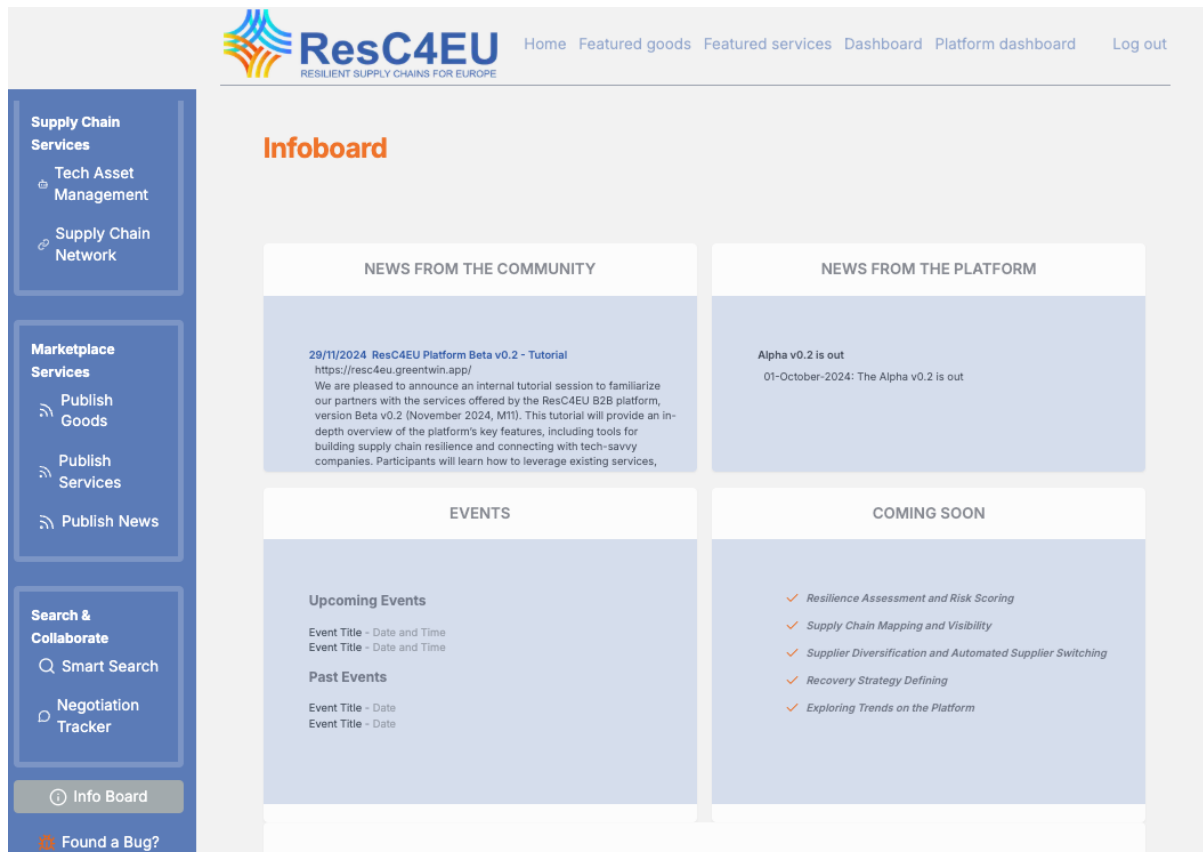
*Figure 66: Found a Bug? Service*

#### 5.4.15 Service 15- Info Board and Feedback Service

This service consists of two parts:

- **Info Board** – Collects and displays information shared on the platform from both platform users and a Platform Manager (Figure 67):
  - **News from the Community** lists the five recent news added by the platform users using the Publish News service.
  - **News from the Platform** lists the five recent news added by the Platform Manager.

- **Events** lists events added by the Platform Manager.
- **Coming soon** informs about the upcoming services. These details are also added by the Platform Manager.
- **Feedback service** – Enables users to submit their feedback about the platform services (Figure 68).



**Figure 67: Infoboard**

### Customer Feedback

We are a new product and are eager to hear your thoughts on how we can make it even better. Your feedback is invaluable to us, so please take a few moments to complete this form. Thank you for helping us improve!

How intuitive and easy do you find the platform?

☒ Very easy  
☐ Easy  
☐ Neutral  
☐ Difficult

How satisfied are you with the current range of features available on the platform?

☒ Very satisfied  
☐ Satisfied  
☐ Neutral  
☐ Dissatisfied

What is the most desired feature you would like to see in the next major release of the platform? Please specify.

Suggested features

Are there any current features you find particularly useful? Please specify.

Comment or additional information

How satisfied are you with the overall experience of using the platform?

☒ Very satisfied  
☐ Satisfied  
☐ Neutral  
☐ Dissatisfied

Would you recommend our B2B platform to other businesses?

☒ Definitely  
☐ Probably  
☐ Not sure  
☐ Probably not

Send feedback

**Figure 68: Feedback Service**

## 6 Platform Manager Dashboard: Admin & Oversight Services

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The **Platform Manager Dashboard** is exclusively accessible to the **Platform Owner (GTW team)** and provides key insights into platform activity and performance. It consists of three sections (Figure 69):

- **Statistical Distributions** – Offers an overview of user demographics and platform engagement, including:
  - **Company Type Distribution** – Displays the proportion of different company types on the platform, e.g. Traditional SMEs / Tech Seekers, Technology providers, Technology innovators, Service Providers, Logistics, Suppliers, Cross-border Trade SMEs.
  - **Company Size Distribution** – Categorizes companies based on size, such as small, medium, and large enterprises.
  - **Cluster Distribution** – Shows the distribution of companies across project clusters.
  - **Country Distribution** – Maps the geographical representation of registered companies.
- **Platform Usage Analytics** – Provides insights into user interactions, activity levels, and key engagement metrics for products, services, suppliers, companies and news, at the level of the platform (Figure 70). It includes three tabs:
  - **"New Today"** – Displays activity metrics from the last 24 hours.
  - **"This Week"** – Summarizes data about items added over the past seven days.
  - **"This Month"** – Provides an overview of newly added items over the past 30 days
- **Platform Bug Reports** – Aggregates submitted bug reports, allowing the GTW team to track and address technical issues efficiently.

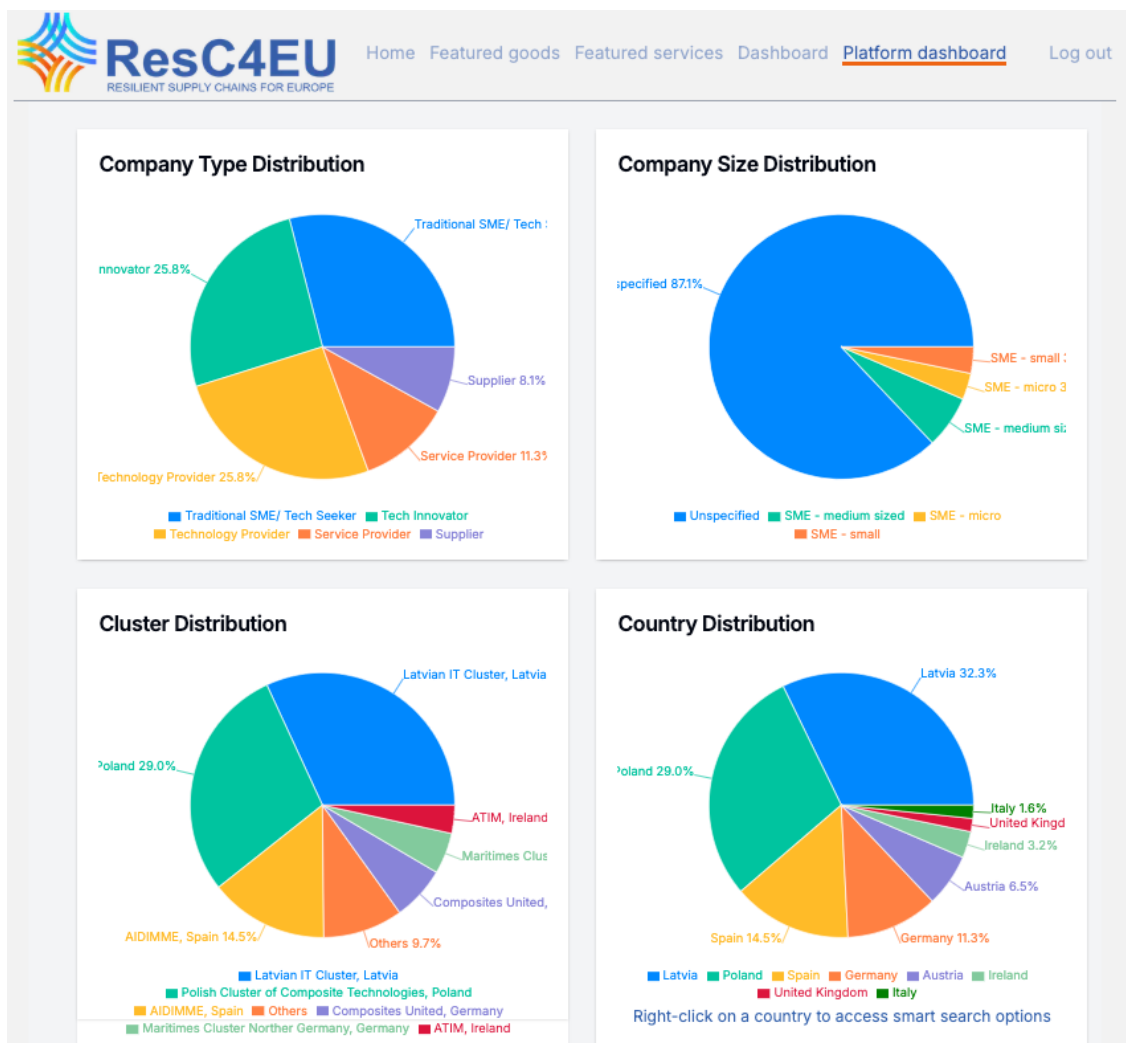


Figure 69: Statistical Distributions

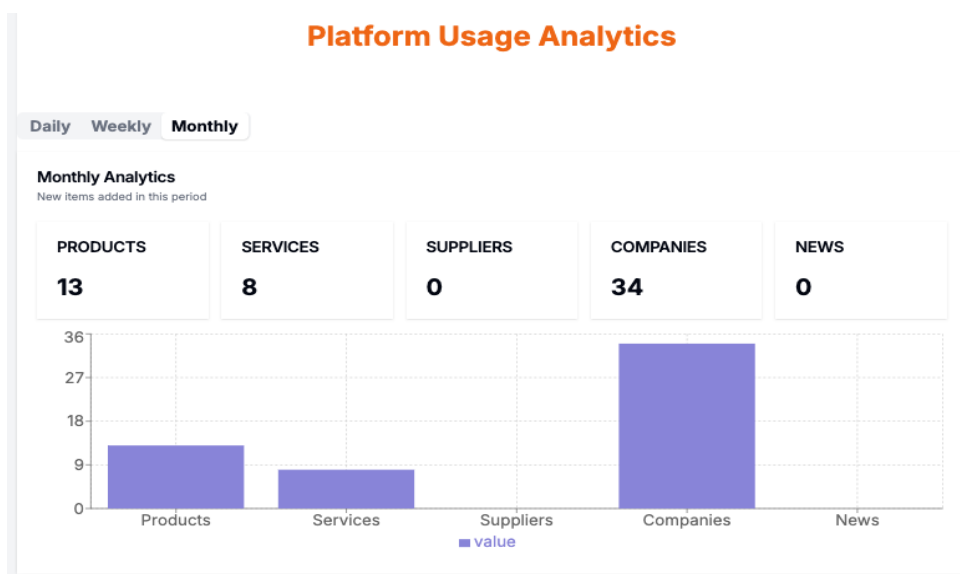


Figure 70: Platform Usage Analytics – Monthly Analytics

## 6.1 Admin Services

**Platform Management Admin Services** include:

- **Request Management Service** – Shows received Join Requests by verifying companies in the company register and ensuring users register with professional email accounts.
- **Manage Featured Products and Services** – Handles the selection and management of products and services showcased on the platform.
- **Manage Communication** – Enables the creation and distribution of platform-wide communications, which will be displayed on the Info board for all users.

## 6.2 Platform Releases

This page provides a comprehensive list of all platform releases along with their key features. Maintained by the Platform Owner, it serves as a history of the platform's progress (see Figure 71). For example:

- Alpha v0.1 - Initial platform version, released in August 2024 for internal testing.
- Alpha v0.2 - Second platform version, released in September 2024 for internal testing.
- Beta v0.1 - Officially launched on October 16, 2024, as part of the 13th KOMPOZYT-EXPO® - International Trade Fair for Composite Materials, Technologies, and Products, which took place in Krakow. The platform is now publicly available.
- Beta v0.2 - Launched in November 2024 (M11) to meet specific requirements of the project partners: LITC, ATIM, AIDIMME.
- Beta v0.3 – Released in April 2025 (M16) to incorporate the latest project requirements and insights from testing activities.

This page is also accessible to all users via the platform's footer, under the **Resources** section.



The screenshot displays the 'Platform Releases' section of the ResC4EU website. A left-hand navigation menu includes links for Home, Platform Manager Dashboard, Request Management, Manage Featured Products and Services, Manage Communication, and Platform Releases (which is highlighted). The main content area is titled 'Platform Releases' and features a grid of release cards. Each card represents a different version of the platform, detailing its launch date, key features, and a link to read more or less. The versions shown are Beta v0.4, Beta v0.3, Beta v0.2, Alpha v0.2, and Alpha v0.1. The Beta v0.1 card is expanded, showing a detailed list of 12 features. At the bottom left of the page, a welcome message for 'Violeta' is visible.

**Platform Releases**

**Beta v0.4**  
Launched in ...  
[Read More](#)

**Beta v0.3**  
Launched in ...  
[Read More](#)

**Beta v0.2**  
Launched in November 2024 to meet specific requirements of the project partners: LITC, ATIM, AIDIMME.  
[Read More](#)

**Alpha v0.2**  
Second platform version, released in September 2024 for internal testing.  
[Read Less](#)

**Alpha v0.1**  
Initial platform version, released in August 2024 for internal testing.  
[Read Less](#)

**Beta v0.1**  
Officially launched on October 16, 2024, as part of the 13th KOMPOZYT-EXPO® - International Trade Fair for Composite Materials, Technologies, and Products, which took place in Krakow. The platform is now publicly available.  
[Read Less](#)

Feature 1: Added user manual  
Feature 2: Added platform releases  
Feature 3: Added Learn More 1-pager  
Feature 4: +++ Dashboard - Publish news  
Feature 5: Dashboard - Feedback form  
Feature 6: +++ Platform manager dashboard - Activity insights  
Feature 7: Platform manager dashboard - Publish platform announcements  
Feature 8: Platform manager dashboard - Automated addition of selected featured goods and services to the database for streamlined cataloging.

Feature 1: Improved search of featured goods  
Feature 2: Improved search of featured services  
Feature 3: Improved company dashboard with controlled Join Request for companies  
Feature 4: Improved company dashboard, starting with the Knowledge Hub  
Feature 5: Sidemenu for company dashboard  
Feature 6: Sidemenu for project manager dashboard  
Feature 7: Dashboard - Company management  
Feature 8: Fixed bugs and improved performance

Feature 1: Initial landing page  
Feature 2: Featured goods  
Feature 3: Featured services  
Feature 4: User authentication and authorization  
Feature 5: Company registration  
Feature 6: Platform terms and conditions  
Feature 7: Privacy policy  
Feature 8: +++ Company dashboard consolidating all platform services in one place, including...  
Feature 9: Inventory management for goods/services  
Feature 10: Explore all goods/services  
Feature 11: Negotiation and chat for goods/services  
Feature 12: +++ Platform Manager dashboard with platform activity metrics

Welcome, Violeta

**Figure 71: Platform Releases**



## 7 Overview of User Roles and Permissions Across Services

Table 1 outlines all user roles and their corresponding permissions across the ResC4EU B2B Platform services. Permissions such as **CRUD** indicate that the user has the ability to:

- Create,
- Read,
- Update, and
- Delete data.

If the user's permission is marked with an "R" only, it means the user can only Read the data and cannot create, update, or delete it.

**Table 1: User Roles and Permissions across Platform Services**

|   | Admin Role  | Basic Role  | Publisher Role | Platform Manager Role |
|---|-------------|-------------|----------------|-----------------------|
| Service 1: Business Service – Company Management        | <b>CRUD</b> | <b>R</b>    | <b>R</b>       | -                     |
| Service 2: Business Service – User Management           | <b>CRUD</b> | -           | -              | -                     |
| Service 3: Supply Chain Service – Tech Asset Management | <b>CRUD</b> | <b>CRUD</b> | -              | -                     |
| Service 4: Supply Chain Service – Supply Chain Network  | <b>CRUD</b> | <b>CRUD</b> | -              | -                     |
| Service 5: Supply Chain Service – Supply Chain Risks    | <b>CRUD</b> | <b>CRUD</b> | -              | -                     |
| Service 6: Marketplace Service – Publish Goods          | <b>CRUD</b> | <b>R</b>    | <b>CRUD</b>    | -                     |
| Service 7: Marketplace Service – Publish Services       | <b>CRUD</b> | <b>R</b>    | <b>CRUD</b>    | -                     |

|   |      |      |      |      |
|---|------|------|------|------|
| Service 8: Marketplace Service – Publish News                                 | CRUD | R    | CRUD | -    |
| Service 9: Search & Collaborate Service: Smart Search within Company Context  | CRUD | CRUD | -    | -    |
| Service 10: Search & Collaborate Service: Smart Search beyond Company Context | CRUD | CRUD | -    | -    |
| Service 11: Search & Collaborate Service: Product Negotiations                | CRUD | CRU  | -    | -    |
| Service 12: Search & Collaborate Service: Service Negotiations                | CRUD | CRU  | -    | -    |
| Service 13: Search & Collaborate Service: Negotiation Tracker                 | CRUD | CRU  | -    | -    |
| Service 14: Found a Bug ? Service   | CRUD | CRUD | CRUD | -    |
| Service 15: Info Board and Feedback Service                                   | CRUD | CRUD | -    | CRUD |
| Platform Manager Services   | -    | -    |      | CRUD |

## 8 ResC4EU Platform Evolution & Upcoming Services

ResC4EU B2B Platform Beta v0.3, as presented in this document, is the outcome of the project's first year (M15) and has been continuously refined through extensive testing activities.

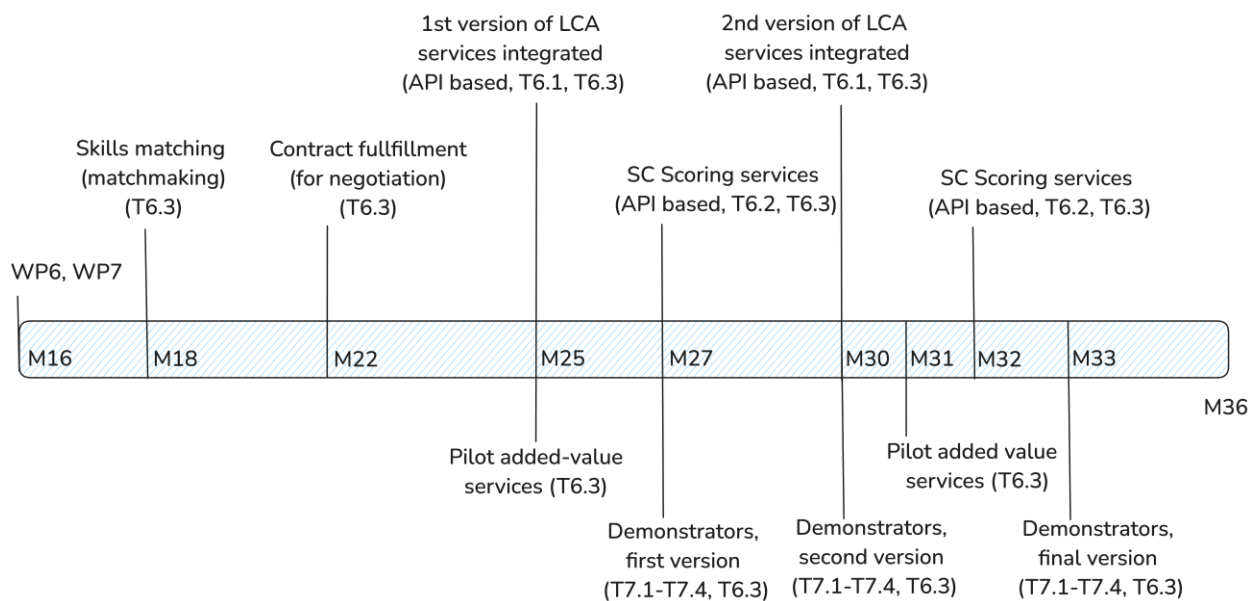
Moving forward, new services will be created as part of Work Packages WP6 and WP7. These upcoming services, outlined in Table 2, will expand the platform's capabilities in areas such as supply chain resilience, life cycle assessment (LCA), resource optimization, and climate neutrality.

**Table 2: Upcoming Platform Services**

| Project WP/ Task  | Platform Service Name  | Service Description  | Schedule   |
|---|--|--|--|
| WP6/ T6.1: LCA Model for Resources, Energy and Climate Neutrality (M16-M30)         | 1. LCA Service for resources<br>2. LCA Service for energy<br>3. LCA Service for climate neutrality | These services will be based on models that will be provided as executable APIs on the ResC4EU platform. | <ul style="list-style-type: none"> <li>• M25 – Initial version</li> <li>• M25-M30 – Testing and the final version</li> </ul> |
| WP6/ T6.2: Quantifying Supply Chain Resilience and Resource Consumption (M16-M33)   | 4. Supply Chain Scoring Services (Resilience, Resource Use, Energy, Climate Impact)                | Algorithms will be provided as executable APIs that will be integrated on the platform.                  | <ul style="list-style-type: none"> <li>• M27 – Initial version</li> <li>• M30-M32 – Testing and improvements</li> </ul>      |
| WP6/ T6.3: ResC4EU Platform provision and extension for Industrial Pilots (M16-M36) | 5. Skills Matching Service (Matchmaking)   | Designed to enable matchmaking based on skills of Tech-Savvy and Non Tech-Savvy companies                | <ul style="list-style-type: none"> <li>• M18 – First version</li> <li>• M18-M30 – Testing and improvements</li> </ul>        |
|   | 6. Contract Fulfilment Service   | Finalizing negotiation and creating a contract for either a selected product or a service                | <ul style="list-style-type: none"> <li>• M22 – First version</li> </ul>  |

|  |  |   |   |
|--|--|---|---|
|  | 7. Pilot services                                  | Designed to meet the requirements of pilot sectors. | <ul style="list-style-type: none"> <li>• M25 – First version</li> <li>• M31 – Second version</li> <li>• M25-M33 – Testing and improvements</li> </ul> |
| WP7/ T7.1:<br>Demonstrator for Energy Savings<br>(M16-M33)                 | 8. Demonstrator for Energy Savings                 | A dedicated demonstrator service                    | <ul style="list-style-type: none"> <li>• M27 – Initial release</li> <li>• M30-M33 – Testing and improvements</li> </ul>                               |
| WP7/ T7.2:<br>Demonstrator for Resource and Materials Savings<br>(M16-M33) | 9. Demonstrator for Resource and Materials Savings | A dedicated demonstrator service.                   | <ul style="list-style-type: none"> <li>• M27 – Initial release</li> <li>• M30-M33 – Testing and improvements</li> </ul>                               |
| WP7/ T7.3:<br>Demonstrator for Climate Neutrality<br>(M16-M33)             | 10. Demonstrator for Climate Neutrality            | A dedicated demonstrator service.                   | <ul style="list-style-type: none"> <li>• M27 – Initial release</li> <li>• M30-M33 – Testing and improvements</li> </ul>                               |
| WP7/ T7.2:<br>Demonstrator for Supply Chain Resilience<br>(M16-M33)        | 11. Demonstrator for Supply Chain Resilience       | A dedicated demonstrator service.                   | <ul style="list-style-type: none"> <li>• M27 – Initial release</li> <li>• M30-M33 – Testing and improvements</li> </ul>                               |

The planned enhancements will further strengthen the platform's role in supporting companies with supply chain resilience, sustainability, and digital transformation. The Gantt chart for upcoming platform service is shown in Figure 72.



**Figure 72: Gantt Chart for Upcoming Platform Services**

## 9 ResC4EU Platform Beta v0.3 – User Manual

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The **User Manual** is publicly available online at:

- <https://resc4eu.greentwin.app/app/documentation/getting-started>
- <https://resc4eu.greentwin.app/app/video-tutorials>

The **User Manual** provides users with detailed instructions on how to navigate the platform, register accounts, manage products and services, initiate negotiations, and utilize the various features of the platform. It is designed to assist both new and existing users in maximizing their experience on the platform.

The online manual is derived from Sections 4-5 of this document, offering step-by-step guidance based on the content outlined in those sections.



Please visit our ResC4EU website & follow us on LinkedIn to be up to date on our activities:



[www.resc4eu@com](mailto:www.resc4eu@com)



[LinkedIn #resc4eu](#)

[contact@resc4eu.com](mailto:contact@resc4eu.com)



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