

## Summary of Agile Pilot

Company name	<b>PalmApp Tech s.r.o.</b>
Company location	<b>Czech Republic</b>
Domain	<b>Digital services, AI, knowledge management</b>
Municipality	Central Bohemia Region + participating municipalities
Project period	September 2025 – March 2026
Solution	<p>The pilot tested an <b>AI-powered assistant (voice and text)</b> combined with interactive content (including video), designed to:</p> <ul style="list-style-type: none"> <li>● simplify access to information for municipalities</li> <li>● improve orientation in key agendas (e.g. grants, cybersecurity)</li> <li>● centralize fragmented information sources</li> </ul> <p>The platform was available as:</p> <ul style="list-style-type: none"> <li>● web application</li> <li>● mobile application (iOS, Android)</li> </ul> <p>Key features:</p> <ul style="list-style-type: none"> <li>● use of both public and restricted/internal data</li> <li>● AI assistance (chat/voice)</li> <li>● automated generation of summary video content</li> <li>● structured knowledge base (guidelines, bulletins, regional agendas)</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>● PalmApp Tech s.r.o.</li> <li>● Central Bohemian Region</li> <li>● Municipalities (mayors, municipal staff)</li> <li>● Regional grant office</li> <li>● CzechInvest / PilotInnCities</li> </ul>
Lessons learned	<ul style="list-style-type: none"> <li>● The main value lies in specific use cases, not general AI assistance</li> <li>● Text-based interaction is key – voice and video play a complementary role</li> <li>● Data quality is a critical success factor</li> <li>● Users expect concise, structured answers with clear sources</li> <li>● Adoption depends heavily on the active involvement of the regional authority</li> <li>● Coordination between multiple stakeholders is essential (region–municipalities–provider)</li> <li>● Without a clear use case, the solution is easily comparable to tools like ChatGPT</li> </ul>
KPI 1 Adoption & usage	<p>Status: Partially achieved</p> <ul style="list-style-type: none"> <li>● 84 licenses distributed</li> <li>● 65 users logged in (77% activation rate)</li> <li>● 224 sessions (145 active sessions)</li> <li>● 65 users accessed video content</li> </ul> <p>Key insight: The platform was used in practice, but intensity and repeat usage remained low, indicating concept validation rather than full adoption</p>

KPI 2 Time savings	<p>Status: Partially achieved (qualitative only)</p> <ul style="list-style-type: none"> <li>● 20 out of 28 respondents reported some time-saving benefit</li> <li>● The target of 30% time savings could not be quantitatively confirmed</li> </ul> <p>Key insight: The platform supports faster initial orientation, but lacks robust measurable evidence of efficiency gains.</p>
KPI 3 User experience	<p>Status: Partially achieved</p> <p>Strengths:</p> <ul style="list-style-type: none"> <li>● improved initial orientation</li> <li>● centralized access to information</li> <li>● intuitive interaction</li> </ul> <p>Weaknesses:</p> <ul style="list-style-type: none"> <li>● overly long responses</li> <li>● insufficient structure</li> <li>● limited differentiation from general AI tools</li> <li>● lack of relevance/personalization</li> </ul> <p>Key insight: User experience shows clear potential, but the product is not yet sufficiently refined for daily operational use.</p>
Evaluation of the business model focusing on its viability and potential for growth	<p>Pre-pilot model</p> <ul style="list-style-type: none"> <li>● SaaS licensing + additional services</li> <li>● client responsible for content management</li> </ul> <p>Strengths</p> <ul style="list-style-type: none"> <li>● scalable SaaS model</li> <li>● strong applicability in environments with fragmented information</li> <li>● added value through use of internal/non-public data</li> </ul> <p>Weaknesses</p> <ul style="list-style-type: none"> <li>● strong dependency on data quality</li> <li>● need for clearly defined use cases</li> <li>● complexity of implementation in the public sector</li> <li>● reliance on institutional ownership</li> </ul> <p>Key conclusion The model is potentially viable, but only if:</p> <ul style="list-style-type: none"> <li>● focused on specific use cases</li> <li>● clearly differentiated from generic AI tools</li> <li>● supported by high-quality, curated data</li> </ul>
Impacts	<p>On municipality</p> <ul style="list-style-type: none"> <li>● testing a new model of information delivery (region → municipalities)</li> <li>● partial improvement in information accessibility</li> <li>● identification of limitations related to data and AI usage</li> </ul> <p>On company</p> <ul style="list-style-type: none"> <li>● strong validation of product-market fit (including its limits)</li> <li>● refinement of target segments (e.g. HR, grants, onboarding)</li> </ul>

	<ul style="list-style-type: none"> <li>● deeper understanding of public sector requirements</li> <li>● new business opportunities with additional regions</li> </ul>
Suggestions for future actions, especially focusing on sustainability and replication	<ul style="list-style-type: none"> <li>● focus on specific use cases rather than general AI solutions</li> <li>● improve: <ul style="list-style-type: none"> <li>○ conciseness of responses</li> <li>○ structure and clarity</li> <li>○ transparency of sources</li> </ul> </li> <li>● strengthen personalization by municipality type</li> <li>● define clear data ownership and governance</li> <li>● establish a measurable KPI framework</li> <li>● improve user activation and onboarding processes</li> <li>● strengthen the role of the public-sector partner</li> </ul>
Next steps	<ul style="list-style-type: none"> <li>● further product specialization (HR, grants, onboarding use cases)</li> <li>● expansion to additional regions (e.g. Karlovy Vary, Plzeň)</li> <li>● building a public-sector sales pipeline</li> <li>● participation in events (e.g. URBIS)</li> <li>● product stabilization in the domestic market before international expansion</li> <li>● funding through a mix of investment, grants, and SaaS revenues</li> </ul>
Provider's Reflection	<ul style="list-style-type: none"> <li>● the pilot provided real-world validation, not just technical testing</li> <li>● strong value from direct interaction with users</li> <li>● key challenges: <ul style="list-style-type: none"> <li>○ insufficient coordination with the regional authority</li> <li>○ low user activation</li> </ul> </li> <li>● need for: <ul style="list-style-type: none"> <li>○ clearer pilot governance</li> <li>○ better alignment of roles and communication</li> </ul> </li> </ul>
Municipality's Reflection	<p>Not explicitly detailed in the report</p> <p>Indirectly:</p> <ul style="list-style-type: none"> <li>● the solution shows potential</li> <li>● usability depends on data quality and clear added value</li> <li>● improvements needed in relevance and practical usability</li> </ul>
Expert's Reflection	<ul style="list-style-type: none"> <li>● The pilot confirmed that the AI-based solution has potential for faster information retrieval and navigation across fragmented information sources, but it does not yet provide sufficient validation of the product's or business model's readiness for broader scaling.</li> <li>● The external expert highlighted the limited robustness of the collected evidence, as the evaluation relied primarily on qualitative feedback from 28 respondents. While useful for identifying trends and operational insights, the data does not allow for reliable measurement of user satisfaction or impact.</li> <li>● Key weaknesses identified include an insufficiently validated business model for the public sector, unclear differentiation from widely available AI tools, and limited organizational capacity to support project implementation and coordination.</li> <li>● For future development, the expert recommends focusing on four priorities: data quality and governance, stronger differentiation from general-purpose AI solutions, validation of a sustainable public-sector business model, and strengthening personnel and operational capacities.</li> </ul>

	<ul style="list-style-type: none"><li>• The expert also sees value in continuing cooperation with the Central Bohemian Region and leveraging the relationships established with municipalities to support more extensive testing, user engagement, and data collection.</li></ul>
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