

QUALITY INNOVATION AWARD 2023

The maximum length of the completed application is about 2-4 pages and max 5 attachments / 10 pages. Please send the completed application form to your local innovation competition partner. Please note that this form is for your reference only and that you should check which form is used in your country from your local competition partner. You can find the details here:

<http://www.qualityinnovation.org/participate-now/>

The official name of the organisation ZOLA SISTEMAS S.L.		
Postal address Calle Tomás Gros 5 1 derecha	Postal code 20001	City Donostia-San Sebastian
Street address		VAT-number B09843350
Competition category (please check mark the category of innovation. An innovation may only participate in 1 category).		
Potential innovations: For all innovations that are "still on paper" and have not been tested in the market yet		
Circular economy and carbon neutrality innovations - For innovations that have a clear environmental focus		
Health care sector innovations - For innovations in the health care sector		
Education sector innovations: For innovations in the education sector		
Public services innovations: For innovations in the public / municipal service sector		
Business innovations (Micro & startup): For companies with turnover less than 2 million EUR and less than 10 employees		
Business innovations (Small and Medium): For companies with turnover less than 50 million EUR and less than 250 employees		
Business innovations (Large): For companies with turnover more than 50 million EUR and/or more than 250 employees		
Has the innovation taken part into Quality Innovation Award in the past? If yes, which year and what are the main improvements made after that? No		
Total number of employees: 3		
The name of the quality innovation (max. 100 characters) INGEVITAL Radar Systems		
A short description of the quality innovation (max. 200 characters) Wireless radar-based software system for non-intrusive person presence monitoring, capable of generating alerts for falls or health incidents.		
Description of the innovation (Explain the essence of this innovation, starting point, steps taken, resources used - human and financial - and a description of how the innovation has made a difference financially or environmentally)		
<p>We have created an innovative product aimed at caring for dependent and/or lonely individuals.</p> <p>The idea arose from the need to find alternatives to surveillance cameras to preserve the privacy of residents in nursing homes. After acquiring wireless fall and vital sign radars, the INGEVITAL System was developed, leading to the creation of a new startup as an intrapreneurship initiative within an already established company.</p> <p>We gather data from the radars and have developed our own software, enabling us to create individualized alerts through user behavior analysis.</p> <p>The innovation lies in generating alerts tailored to the specific needs of vulnerable individuals without invading their privacy, without requiring a portable device, and maintaining remote connectivity with their caregivers. We provide conditionally reactive alerts for in-room situations and gather insights to develop new reactive alarms, with the primary goal of creating predictive alerts for fall risks or health incidents in the elderly.</p> <p>We currently have an in-house development team consisting of two programmers, a mathematician, administrative staff, and a CEO. We received a €50,000 investment from Easo Venture and secured a €55,000 grant from Adinberri.</p>		

INNOVATION

Self-assessment of the innovation's novel features. How the innovation does fulfill and/or exceed the customers, society's or the environment's needs in a new or significantly revised way?

We apply current Big Data Analysis techniques to the Silver Economy sector, creating non-intrusive smart alerts for situations in individual spaces that caregivers wish to be notified of.

Currently, services in care facilities and homes for fall or motion detection are purely reactive or require portable devices.

Our innovative approach, initially developed for the care of wandering elderly in nursing homes, has allowed us to extend a surveillance system through in-home alerts for various profiles. This includes vulnerable individuals living alone who seek a connection to teleassistance services or those who prefer connection solely to family and caregivers.

We have even expanded beyond our sector, such as the childcare industry, by creating specific alerts for monitoring children, like detecting if they leave their crib during nighttime hours.

Self-assessment of usability. How is the innovation applied in practice? Is it done systematically and according to a plan within the organisation? Is the innovation usable?

We adhere to an Innovation Organization Plan based on the three core components that currently constitute the system: devices, software, and the end product.

Sensors and Accessories for System Operation: Procurement, integration, and analysis of cutting-edge market technology by the CEO and IT Department.

Software: In-house software design for sensor interaction and end-user engagement. Our commitment to ongoing software improvement ensures that a system application update grants users immediate access to new alert functionalities. Software design overseen by the CEO and IT Department.

End Product: Integration of innovation for real-world evaluation using market-offered test kits after utility and quality assessment in a controlled environment. Product evaluation conducted by the Research and Development Department.

Learning. Is the innovation based on a new idea or discovery? Is the innovation based on a systematic development process? Does the innovation extend an existing knowledge or practice?

The detection of a new opportunity is based on a systematic product development plan to be conducted quarterly, utilizing problem and opportunity analysis to drive product enhancements. It involves the CEO and the IT, Innovation and Development departments in collaboration with the Technical and Procurement Department.

The plan has five key objectives:

- Enhance the efficiency and quality of our business product.
- Stay current with the latest technological trends.
- Proactively identify and address problems and opportunities.
- Optimize costs through strategic component and accessory acquisitions.
- Ensure customer satisfaction through software updates and rigorous testing.

To meet the plan, the following steps are executed:

- Problem and Opportunity Analysis
- Decision-Making and Procurements
- Software Development
- Testing in Controlled Environments
- Implementation of Updates
- Performance Analysis
- Addressing Problems and Opportunities

QUALITY

Self-assessment of customer orientation. How does the innovation correspond to stakeholders' and customers' current and/or future needs? How does the innovation meet and exceed their requirements and expectations?

Our project addresses critical needs in caring for the elderly and disabled, capitalizing on technological and business opportunities to make a societal impact. The fusion of scientific, technological, and commercial advancements places us in a unique position to enhance the quality of life and contribute to the growth of an ever-expanding market.

Our focus on predicting risk events in individual environments significantly impacts quality of life by preventing accidents and providing timely care, all while rigorously preserving individuals' privacy. We advocate for independence and well-being, enabling users to live autonomously and securely. The event detection market maintains steady growth, and we are strategically poised to meet the rising demand for event prediction solutions in an aging world.

Self-assessment of effectiveness. How has the innovation improved technological and commercial performance with regard to the customer and environmental/ social responsibility?

As a society, we aim to create secure spaces for the elderly while preserving their privacy. Our commitment to utilizing Big Data Analysis and Artificial Intelligence to generate predictive knowledge for fall or health incident risks, based on behavior models, is a part of our social responsibility. As a startup, we actively seek partnerships with academics and experts in technology applied to care and active aging to enhance and expand our knowledge in this field.

Adapting our product to technological changes and evolving customer needs is integral to our Product Development Plan, addressed in the 'Addressing Problems and Opportunities' step. Our strategy involves assessing customer satisfaction through surveys based on CSAT, NPS, and CES indices, direct feedback, and online reviews. We will use these customer satisfaction indices for regular monitoring and evaluate the implementation of advanced customer satisfaction analysis techniques, such as Sentiment Analysis based on data mining in social networks.