

R&D partners sought for an AI-powered autonomous service intelligence platform for field service management

Summary

Profile type

Research & Development Request Türkiye

Company's country

POD reference

RDRTR20260814004

Profile status

PUBLISHED

Type of partnership

Research and development cooperation agreement

Targeted countries

• All countries

Contact Person

[Enrico FRANZIN](#)

Term of validity

14 Aug 2026
14 Aug 2027

Last update

14 Aug 2026

General Information

Short summary

A Turkish technology-oriented SME is developing Lipyum, an AI-powered platform for intelligent field service management. The company is seeking universities, research institutes and SMEs with expertise in applied AI, multilingual NLP, recommendation systems, demand forecasting and explainable AI to join a Eureka Network project.

Full description

Established in 2019 and based in Mersin Technopark, the Turkish SME develops scalable solutions in web and mobile applications, artificial intelligence, machine learning, cybersecurity, data processing and system integration.

The company is developing Lipyum – Autonomous Service Intelligence Platform, an AI-based solution that understands customer service requests expressed in natural language, identifies the likely type and scope of the required service, determines the necessary skills and recommends the most suitable service provider by considering operational constraints and the probability of successful service delivery.

The platform integrates several AI-driven components within a common data architecture:

AI Diagnosis: Extracting the likely service/repair type, scope and required skills from customer requests expressed in everyday language.

Intelligent Matching: Matching customers with suitable service providers based on problem type, location, skills, historical performance, price, availability, capacity, cancellation probability and user behaviour.

Demand Prediction: Forecasting service demand according to geographical area and time.

Learning Decision Engine: Optimising supply-demand-capacity balance and the number of candidates presented to users.

AI User Assistant: Asking complementary questions to clarify incomplete service requests and improve the quality of matching.

The company will act as the project coordinator and technology provider, responsible for the common data model and system architecture, web/mobile applications, integration of AI services, cybersecurity and traceability layers, pilot implementations and productisation of the results.

A preliminary application, mobile concept, sector-specific question sets and initial architecture have already been prepared. The international R&D cooperation will focus on further model development, comparative experiments, validation and testing across multiple sectors and countries.

Partner Sought

The consortium is looking for:

Universities and research institutions
R&D centres and research institutes
Innovative SMEs with relevant AI/R&D expertise

Potential partners should have strong expertise in at least one of the following areas:

Applied Artificial Intelligence
Multilingual Natural Language Processing (NLP)
Information extraction
Recommendation and ranking systems
Time-series based demand forecasting
Safe offline reinforcement learning
Explainable Artificial Intelligence (XAI)

Partners are expected to contribute to the development of anonymised field-service datasets and data-labeling methodologies, development of reference models, comparative experiments, and validation of performance, fairness and safety criteria.

Partners with access to real users, service-provider networks or pilot environments in technical services, maintenance and repair, home services or other professional service sectors are particularly welcome.

The selected partner will contribute to the model development and validation work package and work closely with the Turkish company's platform team on system integration and field pilots.

Advantages and innovations

Unlike conventional service marketplaces, Lipyum aims to transform the service allocation process into an intelligent, measurable and human-supervised AI decision cycle.

Its innovative approach combines natural-language-based service diagnosis, intelligent provider matching, demand prediction, adaptive decision-making and AI-assisted clarification within a shared data architecture.

The international partnership will enable the project to strengthen the underlying AI models, conduct cross-country comparative experiments and validate the solution in different service sectors and market environments.

Technical specification or expertise sought

Expertise in applied artificial intelligence, multilingual natural language processing (NLP), information extraction, recommendation and ranking systems, time-series based demand forecasting, safe offline reinforcement learning and/or explainable AI (XAI). Experience in developing and validating AI/ML models, dataset preparation and labelling, comparative experiments, and evaluation of model performance, fairness, safety and explainability is sought. Experience with field service, maintenance, repair, home services or professional service applications and access to relevant real-world data or pilot environments would be an advantage

Stage of development

Concept stage

Sustainable Development goals

- **Goal 8: Decent Work and Economic Growth**
- **Goal 12: Responsible Consumption and Production**
- **Goal 9: Industry, Innovation and Infrastructure**

IPR Status

IPR Notes

Partner Sought

Expected role of the partner

The partner is expected to:

Contribute AI/R&D expertise in one or more of the targeted technology areas.
Support the creation and anonymisation of relevant datasets.
Develop and validate AI/ML models and reference models.
Design and conduct comparative experiments.
Evaluate model performance, fairness, safety and explainability.
Contribute to testing the transferability of the solution to new sectors.

Participate in integration activities and pilot testing with the Turkish technology provider.

Type of partnership

Research and development cooperation agreement

Type and size of the partner

- **University**
- **R&D Institution**
- **SME 50 - 249**
- **SME ≤10**
- **SME 11-49**

Call Details

Framework program

Eureka

Call title and identifier

Eureka Network Projects

Submission and evaluation scheme

International competitive call; proposals will be submitted and evaluated according to the Eureka Network project procedures.

Anticipated project budget

Coordinator required

No

Deadline for EoI

1 Jan 2029

Deadline of the call

1 Jan 2030

Project duration in weeks

Web link to the call

Project title and acronym

Lipyum – Autonomous Service Intelligence Platform

Dissemination

Technology keywords

Market keywords

- **02007020 - Artificial intelligence programming aids**
- **01004006 - Other data communication components**
- **02007021 - Other Artificial intelligence related**
- **02007016 - Artificial intelligence related software**

Targeted countries

Sector groups involved

- **All countries**