



## HANDS

**HANDS increases the ease and efficiency which citizens and businesses can use information on Public Bodies' websites by allowing them to search for answers and documentation in much the same way if they were dealing with a person by using advanced Natural Language Processing techniques.**

Helping ANswers Decision Service (HANDS) helps citizens and businesses locate information on Public Bodies' service sites by using Natural Language Processing (NLP) techniques to enable users to search for data and documentation online by searching with language that they use every day.

The overall objectives of HANDS include :

- Market-validate the results of the R&D phase of the project on a wider European scale and to identify the conditions that need to be fulfilled in order to deploy the HANDS service in the European market.
- Enable the deployment of HANDS by means of a solid deployment plan, evaluating costs and benefits for Public Bodies adopting the HANDS application and including the viewpoint of investors and public decision makers.
- Refine the HANDS product so that it meets the target customers' expectations and reaches market-standard quality.
- Verify market acceptance by gathering and analysing feedback from Public Bodies' personnel who have set up and use HANDS as well as from end-users who have used the HANDS service applications.
- Raise awareness in the EU and the rest of the world about the availability of an effective and advanced online communication service based on NPL technology and to perform the first initial deployment steps.

The HANDS consortium is formed from public-private cooperation including:

- Four Public Bodies serve as pilot sites to validate the service: Municipality of Bologna (project coordinator), Municipality of Saarbruecken, City of Edinburgh and the Italian public utility Enìa
- Two technical and business partners to fine-tune the applications and realise the framework of the European-level deployment: Regulus and Getronics
- One university to establish the methodology and lead the evaluation phase: the International Teledemocracy Centre of Napier University
- Eurocities network to coordinate the dissemination activities

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