

APPORIX

Digital solutions that go beyond your imagination— Luxembourg

SERVICE DOSSIER

AI Agents & Models

Agentic systems, in-house-trained models, and AI that speaks Luxembourgish

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Service page: <https://www.apporix.lu/services/ai-agents-and-models>

Service summary

Provider	Apporix, Luxembourg
Service	AI Agents & Models
Service page	https://www.apporix.lu/services/ai-agents-and-models
Offerings	Custom AI agents; in-house-trained deep learning models; AI automation; AI chatbots; AI voice agents; AI document processing; AI integrations; private AI; AI audit
Distinctive	First live Luxembourgish AI call agents in Luxembourg; Luxembourgish document extraction built on University of Luxembourg language-technology research; in-house model training on client data; on-premise and zero-retention deployment; GDPR and EU AI Act expertise in-house
Languages	English, French, German and Luxembourgish throughout; 40+ languages in chat and voice products, with mid-call switching
Integrations	100+ systems including Odoo, BOB50, Outlook, Microsoft 365, Google Workspace, CRMs, databases, APIs and webhooks; file-based exchange where no API exists
Deployment	Cloud, European cloud hosting, private cloud, Luxembourg or EU data residency, or on-premise
Governance	Scoped permissions, human-in-the-loop approval on sensitive actions, traceable action logs, data minimisation, zero retention and no-training options
Sectors	Finance, legal, insurance, health, medical and dental practices, retail, public-sector-adjacent work
Timeline	Focused prototype in a few weeks; production depends on integrations, hosting, data sensitivity, approvals and testing. Custom deep learning models take longer because of data preparation, training and testing.
Funding	Eligible projects recover 70% of cost through SME Packages AI (€3,000–€25,000 excl. VAT)

Solutions at a glance

Solution	What it covers / distinguishing capability
AI Agents	Custom AI agents plan next steps, use approved tools and adapt to changing requests within defined limits. Human-in-the-loop approvals and traceable action logs keep sensitive actions controlled.
Deep Learning Models	In-house-trained neural network models use client-specific datasets for classification, forecasting, anomaly detection and pattern recognition. Transfer learning, data augmentation and few-shot learning support projects with limited data.
AI Automation	Workflow automation combines deterministic steps with controlled AI for classification, extraction, summarisation, drafting and routing. It can be triggered by emails, forms, uploaded documents, CRM changes, webhooks, database updates or schedules.
AI Chatbots	Website chatbots retrieve answers from approved knowledge sources using retrieval-augmented generation (RAG), then qualify and route visitors. They cover more than 40 languages, including Luxembourgish, with safe human handover when an answer is not reliable.
AI Voice Agents	Live agents handle inbound natural-language calls, follow-up questions and structured handovers. They offer Luxembourgish support and more than 40 languages with mid-call language switching, plus CRM, email or webhook follow-up.
AI Document Processing	Optical character recognition (OCR) and AI extraction turn multilingual invoices, receipts, contracts, scans and emails into structured output with confidence scoring. Luxembourgish extraction and human review of low-confidence fields support dependable processing.
AI Integrations	AI connects to more than 100 systems so it can read context, prepare actions and update records under scoped permissions. Bidirectional workflows support approved write-backs, with CSV, Excel, PDF or database exchange where an API is unavailable.
Private AI	Private AI supports internal assistants, knowledge bases and controlled AI processes for sensitive data. Approved knowledge sources, role-based access, Luxembourg or EU hosting, and zero-retention or no-training options can be designed around the deployment model.
AI Audit	A short engagement turns AI interest into a ranked use-case shortlist and practical roadmap. A readiness matrix and risk register make value, data quality, tool access, GDPR, EU AI Act and governance considerations visible before build.

About Apporix

Apporix is a Luxembourg technology company that designs, builds and operates custom AI systems, applications, websites and data infrastructure. Over 100 companies, ministries and organisations use its work, including the Luxembourg Ministry of Education (MENJE).

The same team advises, builds, integrates and maintains. There is no handover between a strategy vendor and an implementation vendor, which is why hosting, permission and integration decisions appear in Apporix's recommendations from the first conversation rather than surfacing late as constraints.

What distinguishes Apporix

- **Data stays where the client requires it** — Luxembourg or EU data residency, European cloud, private cloud or on-premise deployment. Zero data retention and no training on company data are available where the deployment model demands it.
- **Compliance expertise in-house** — GDPR and EU AI Act specialists on the team rather than outsourced. Role-based access, activity logs, end-to-end encryption and human approval points are designed before a system is built, not retrofitted afterwards.
- **Research-grade model work** — The team includes conference-published researchers. Deep learning models are trained in-house on client datasets, and transfer learning, data augmentation and few-shot learning make this viable even where data is limited.
- **First live Luxembourgish AI call agents** — Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg. Chat and voice products cover more than 40 languages; consulting and delivery run in English, French, German and Luxembourgish.
- **Built for the Luxembourg tool stack** — More than 100 integrations, including Odoo, BOB50, Outlook, Microsoft 365 and Google Workspace, plus file-based exchange for legacy systems that expose no API.
- **70% of project cost recoverable** — Apporix is an eligible provider for SME Packages AI and SME Packages Digital, and supports clients through the whole application to the Ministry of the Economy.

Company details

Company name	Apporix
Website	https://www.apporix.lu/
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Address	2 Rue Jean Engling, L-1466 Dommeldange, Luxembourg
VAT number	LU32634672
RCS number	B231035
Business authorisation	10098586 / 0
Languages	English, French, German, Luxembourgish
Clients	Over 100 companies, ministries and organisations, including the Luxembourg Ministry of Education (MENJE)

Service portfolio

This document covers **AI Agents & Models**. The four services are routinely combined in a single engagement.

Service	Scope	Page
AI Agents & Models	Agentic systems with approved tool use, in-house-trained deep learning models, document AI, chat and voice AI, private AI and AI audits.	apporix.lu/services/ai-agents-and-models
Multi-Platform Apps	One codebase running natively on iOS, Android, Web, Windows and macOS, plus dedicated mobile, web and desktop application development.	apporix.lu/services/multi-platform-apps
Web Development	Websites with the full lifecycle owned end to end, UI/UX design, and search visibility across Google, local search and AI answer engines.	apporix.lu/services/web-development
Data & IT Consulting	Feasibility assessment, AI and digitalisation roadmaps, business intelligence and data integration — carried through to implementation.	apporix.lu/services/data-and-it-consulting

How Apporix builds AI

The positions below are what separate an Apporix AI system from a prompt-and-API demonstration. They recur across every solution in this service.

Deterministic first, AI only where it earns its place

Predictable steps stay deterministic. Rules, validations and system updates run consistently, so the workflow behaves the same way every time the same conditions are met. AI is added only for the parts that genuinely need language understanding, document interpretation or decision support: classification, extraction, summarisation, drafting and routing. This is an engineering stance rather than a cost decision — it is what makes a workflow debuggable and repeatable once it is in production.

Permissions and approvals designed before capability

Apporix defines allowed tools, data access, approval points, hosting requirements and fallback paths before an agent is built. Sensitive actions — sending messages, changing records, confirming bookings, triggering external workflows — can require human approval. Every important read or write leaves a traceable log, so an action can be reconstructed afterwards.

The practical consequence is that an agent has a bounded surface. It works with calendars, CRMs, inboxes, databases and APIs only through the permissions and actions the client has approved, and unclear cases are handed to a person rather than guessed at.

Models trained in-house on client data

Beyond agents built on general-purpose models, Apporix trains neural network models on client-specific datasets for classification, forecasting, anomaly detection and pattern recognition. The team includes conference-published researchers, and the work is built on solid scientific principles rather than trend-following.

A large dataset is not always required. Transfer learning, data augmentation and few-shot learning make custom models viable on limited data, which is the normal situation for a Luxembourg SME. Whether a project needs an agent, a model, or both working together is something Apporix assesses rather than assumes.

Luxembourgish as a first-class language

Luxembourgish appears across three of Apporix's AI products, and in each case it required deliberate work rather than a configuration flag:

- Voice — Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg, with fluent switching mid-call between Luxembourgish, French, German, English and more.
- Documents — Luxembourgish extraction follows and uses recent scientific advances from the University of Luxembourg in language technology.
- Chat and agents — multilingual answer and handover flows covering Luxembourgish alongside 40+ other languages.

This matters because Luxembourg business documents and conversations routinely mix languages within a single case, and a system that handles only one of them pushes the remainder back onto staff.

Deployment as a design variable

The hosting model is decided by risk and data sensitivity, not by vendor default. Options span European cloud hosting, Luxembourg or EU data residency, private cloud and on-premise infrastructure. Zero data retention and no training on company data are available where the deployment model requires them. GDPR and EU AI Act

readiness — use case documentation, roles, risk levels, human oversight and technical controls — is handled by in-house experts.

Connected to systems that already exist

AI that cannot read or update the systems where work happens leaves copy-paste in place. Apporix connects to more than 100 systems, including the Luxembourg-specific stack of Odoo and BOB50 alongside Outlook, Microsoft 365, Google Workspace, CRMs, databases and custom APIs. Integrations are bidirectional: AI reads context, prepares updates and writes approved changes back. Where a legacy system exposes no API, CSV, Excel, PDF or database-level exchange is used instead.

Core offerings

Custom AI agents

Agentic systems that plan next steps, use approved tools and adapt to changing requests within clear limits — as distinct from a chatbot, which mainly answers questions. An agent checks context, chooses an approved tool, takes the next step, and asks for approval when the action needs human control.

Apporix builds single agents and orchestrated processes in which agents classify requests, check data, prepare actions and request approval before sensitive steps. Working demonstrations include:

- **AI Call Agent** — Handles customer inquiries and planning through natural language phone conversations.
- **AI Scheduling Agent** — Manages appointments and calendar optimisation.
- **AI Social Media Agent** — Creates, manages and publishes social media content.
- **AI Email Agent** — Drafts, manages and sends professional emails.

Deep learning models

In-house training on client datasets for classification, forecasting, anomaly detection and pattern recognition, made viable on limited data through transfer learning, data augmentation and few-shot learning.

Automated workflows

Agents and models combined with real business processes for end-to-end automation, so intelligence sits inside the operational flow rather than beside it. Workflows trigger from emails, forms, uploaded documents, CRM changes, webhooks, database updates or schedules.

Where this is deployed

Common production uses include email triage, appointment handling, customer support, lead qualification, document processing, CRM updates, reporting, internal approvals, internal knowledge assistants and recurring administrative workflows.

Solution: AI agents

Solution page: apporix.lu/solutions/ai-agents-luxembourg

Unlike a chatbot, which mainly answers questions, an agent checks context, chooses an approved tool, takes the next step, and asks for approval when the action needs human control.

What gets built

Apporix builds single agents and orchestrated processes in which agents classify requests, check data, prepare actions and request approval before sensitive steps. Working demonstrations include:

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Solution: AI voice agents

Solution page: apporix.lu/solutions/ai-voice-agents-luxembourg

Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg. The agent detects the caller's language, answers naturally, asks follow-up questions and returns a structured handover after every call.

What separates this from a phone menu

- **Mid-call language switching** — More than 40 languages, with fluent switching when the caller changes language mid-conversation — the normal case in Luxembourg, where a caller may move between Luxembourgish, French, German and English in one call.
- **Luxembourg numbers** — National or regional Luxembourg numbers, so the phone experience is local from the first ring.
- **Private global IP network** — An established private network for low latency, stable routing and high call quality — the difference between a usable conversation and an obviously synthetic one.
- **Structured handover, not a recording** — Call notes sent by email, CRM or webhook, or an automation workflow triggered directly after the call. The agent can escalate to a human, mark urgency or ask the caller to wait for follow-up; the fallback path is defined before launch.
- **Full EU compliance on live calls** — GDPR and EU AI Act compliant call flows with EU data residency and zero data retention.

What the agent does on the call

- Answers inbound calls during opening hours, evenings, weekends, public holidays and while staff are on other lines.
- Collects caller details, understands the request, asks follow-up questions and prepares booking or service steps for staff.
- Connects to a calendar or booking workflow where that integration is part of the project.

Questions

Can the voice agent speak Luxembourgish?

Yes. Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg. Luxembourgish can be combined with French, German, English and many other languages in the same call flow.

Can AI voice agents be used by medical practices?

Yes. Medical and dental practices are strong use cases when the scope, wording, data handling and human handover are designed carefully for the practice.

What happens in complex cases?

The agent escalates to a human, sends a structured note, marks urgency or asks the caller to wait for follow-up. The fallback path is defined before launch.

Can a voice agent project qualify for SME Packages AI?

Many voice agent projects can be relevant, depending on the company, eligibility and project scope.

Frequently combined with: AI chatbots, AI agents, AI automation.

Solution: AI document processing

Solution page: apporix.lu/solutions/ai-document-processing-luxembourg

OCR and AI extraction for multilingual invoices, receipts, contracts, scans and emails, producing structured output with confidence scoring and a searchable archive.

What separates this from basic OCR

- **Luxembourgish extraction from research** — For Luxembourgish documents, Apporix follows and uses recent scientific advances from the University of Luxembourg in language technology. Extraction is designed for French, German, English and Luxembourgish content, including documents that mix them.
- **Confidence scoring before anything is committed** — Low-confidence fields, unclear scans and unusual layouts are flagged for human review before records are updated or a document moves to the next step. Accuracy depends on scan quality, language, layout variety and field complexity, so uncertain and high-risk fields keep human validation rather than being assumed correct.
- **Structured output into real systems** — File content becomes clean fields for Excel, CSV, JSON, CRM, ERP, Odoo, BOB50, databases or dashboards — not a text blob requiring re-entry.
- **Searchable archive with embeddings** — Processed documents are stored with metadata, embeddings and traceable context, so approved files can be retrieved quickly later.
- **Sensitivity-scaled handling** — Access rights, logging, data minimisation and human review are designed around how sensitive the files are, with GDPR, EU data residency and zero-retention options where required.

Document types handled

Invoices, receipts, contracts, customer requests, onboarding forms, documentation, notes, reports, certificates, delivery notes, and emails with attachments. Handwriting and poor-quality images can be processed but usually need additional validation.

How a project runs

- 01. Collect samples** — Review real invoices, receipts, contracts, scans, notes and edge cases to understand the actual formats.
- 02. Define fields** — Set the fields, OCR needs, confidence rules, validation checks and structured outputs.
- 03. Prototype** — Test extraction, classification and document search on realistic batches before production.
- 04. Integrate** — Connect outputs to email, storage, CRM, ERP, Odoo, BOB50, databases or dashboards.
- 05. Improve** — Review errors, refine extraction rules and expand document types once validation is reliable.

Frequently combined with: AI automation, AI integrations, business intelligence.

Solution: AI chatbots

Solution page: apporix.lu/solutions/ai-chatbots-luxembourg

Website chatbots grounded in the client's own content through retrieval-augmented generation, covering more than 40 languages including Luxembourgish.

What separates this from a chatbot plugin

- **Grounded in approved sources** — Answers are retrieved from the client's current knowledge base, website pages and FAQs using retrieval-augmented generation, and enriched with approved custom documents — PDF, Word, Excel, service sheets and internal knowledge files.
- **Refuses rather than invents** — When an answer is not reliable, the chatbot asks for more context or hands over to the team. It does not fabricate a response. For a business whose service information carries commercial or regulatory weight, this is the deciding property.
- **Handover with context** — Complex, sensitive or unclear chats escalate to the team with a clear summary, the conversation context and a recommended next step, so the visitor does not restart the conversation.
- **Multimodal input** — Text, images and voice messages, where the use case and privacy requirements allow.
- **Beyond the chat window** — The chatbot can create CRM leads, send email alerts, open tickets or trigger automation workflows when the next step should not stay inside the chat.
- **Compliance on conversational data** — GDPR and EU AI Act compliant handling with EU data residency, zero data retention where required, data minimisation and controlled logging.

What it produces for the business

Beyond answering, the chatbot qualifies demand: it collects needs, contact details and project context before the first call, and reports which questions, content gaps, objections and service requests appear most often. It is intended to reduce repetitive questions and gather context, not to replace human judgment.

Frequently combined with: AI agents, AI voice agents, AI integrations.

Solution: AI automation

Solution page: apporix.lu/solutions/ai-automation-luxembourg

Workflow automation with controlled AI steps, triggered from emails, forms, uploaded documents, CRM changes, webhooks, database updates or schedules.

The deterministic/AI split

This is the defining design choice. Rules, validations and system updates run deterministically and behave identically every time. AI is invoked only where fixed rules are insufficient — classifying requests, extracting data, summarising content, drafting messages, suggesting routing. Sensitive actions wait for a person before sending, booking, updating records, escalating cases or triggering downstream workflows.

The result is a workflow that can be monitored and reasoned about. Logs, retries, exceptions and results are tracked after launch, and the workflow is refined once the first automation has proven its value.

Processes commonly automated

Email triage, scheduled reminders, customer support, appointment handling, lead qualification, document processing, CRM updates, reporting, internal approvals and recurring administrative workflows.

How a project runs

- 01. Audit** — Review repetitive work, current tools, data sources and risks to find automation with real business value.
- 02. Design** — Define deterministic steps, controlled AI tasks, integrations, fallback paths, approval points and success criteria before building.
- 03. Prototype** — Build a focused proof of concept the client's team tests with realistic inputs and edge cases.
- 04. Integrate** — Connect to the tools it needs, from Outlook and Odoo to BOB50, APIs and internal systems.
- 05. Improve** — Monitor logs, retries, results and exceptions, then expand.

Apporix starts small deliberately: a focused prototype in a few weeks, expanded after value is proven, rather than a transformation programme. Frequently combined with: AI agents, AI integrations, AI document processing.

Solution: AI integrations

Solution page: apporix.lu/solutions/ai-integrations-luxembourg

Connecting AI to more than 100 systems so it can read context, prepare actions and update records under scoped permissions.

What separates this from an isolated AI tool

- **Luxembourg tool knowledge** — Odoo and BOB50 alongside Outlook, Microsoft 365, Google Workspace, CRMs, calendars, websites, forms, databases, spreadsheets and internal tools. Local accounting, CRM and reporting setups are common integration targets, and existing tools are connected rather than replaced.
- **Bidirectional, with an approval loop** — AI reads context, prepares an update, and a person approves the final write-back on sensitive actions — without duplicate records or hidden side effects.
- **Legacy exchange when APIs do not exist** — CSV, Excel, PDF, exports and direct database access where a system offers no API. This is the difference between an integration that ships and one that stalls on an old ERP.
- **Observable in production** — Runs, errors, retries, handovers and outcomes are tracked after launch, with validation rules and fallback paths for important actions.

Common patterns

- **Inbox to system** — Incoming mail becomes triage, a draft, a record update or a task.
- **Approval loop** — AI prepares the update; people approve the write-back.
- **File-based exchange** — CSV, Excel, PDF or exports where APIs are limited.
- **Luxembourg stack** — Odoo, BOB50, Outlook and local reporting setups.

A focused integration can often be prototyped in a few weeks; production timing depends on API access, data quality, permissions, testing and monitoring. Frequently combined with: AI automation, AI agents, data integration.

Solution: private AI

Solution page: apporix.lu/solutions/private-ai-luxembourg

AI for sensitive processes, designed around controlled data access, role-based permissions, secure hosting, encryption, logging and governance. Typically an internal assistant, a knowledge base or a controlled AI process.

The controls that define it

- **Approved knowledge only** — The system answers from the documents, policies, intranet pages, databases and systems that are explicitly allowed, with source references attached to answers.
- **Permissions by role, team, source, action or sensitivity** — Not every user sees, asks or triggers the same things. Access design is part of the build, not an administrative afterthought.
- **Zero retention and no training on company data** — Available where the deployment model requires it — the property that public AI tools generally cannot guarantee.
- **Deployment matched to risk** — Luxembourg or EU hosting, private cloud, controlled cloud services or on-premise infrastructure, chosen by data sensitivity, budget and IT requirements rather than by default.
- **EU AI Act readiness** — Use cases, roles, risks, human oversight and technical controls are documented so the system is governable. This supports a more prepared implementation; it does not replace legal advice.
- **Activity logs and review points** — Logs and source references for sensitive questions and prepared actions, so usage can be audited.

Who this is for

Companies handling personally identifiable information, sensitive documents, client data, regulated processes, HR files or internal knowledge that should not be exposed to uncontrolled public tools. Size is not the constraint — SMEs in finance, legal, insurance and health are common cases.

How a project runs

- 01. Scope** — Identify users, data, PII, tasks, risk level, hosting needs and business value.
- 02. Govern** — Define access, encryption, logging, retention, approvals and EU AI Act considerations.
- 03. Build** — Create the assistant, knowledge base or controlled process.
- 04. Test** — Test answers, permissions, source access, edge cases and risky prompts.
- 05. Monitor** — Review usage, logs, feedback, retention and changes after launch.

Data boundaries are defined first; the useful system is built around them. Frequently combined with: AI audit, AI consulting, AI agents.

Solution: AI audit

Solution page: apporix.lu/solutions/ai-audit-luxembourg

A short engagement that converts AI interest into a ranked shortlist a team can decide on. The audit exists because most companies do not need more AI ideas — they need the effort, data requirements and risks made visible next to each one.

What the client receives

- **Use-case shortlist** — The AI opportunities worth testing first, across automation, agents, chatbots and document AI, with weak or premature ideas explicitly removed.
- **Readiness matrix** — Each idea scored by value, effort, data quality, tool access, risk and adoption.
- **Risk register** — GDPR, EU AI Act, security, data residency and quality concerns flagged before build.
- **Action roadmap** — The first prototype, its dependencies, owners and realistic milestones.

What the audit examines

- Processes — repeated work, handovers, approvals, delays and points of friction.
- AI fit — where automation, agents, chatbots, document AI or private AI are genuinely useful rather than merely possible.
- Tool readiness — existing systems, APIs, databases, permissions, integrations and data access.
- Compliance — GDPR, EU AI Act readiness, sensitive data, logging, human review and governance needs.
- Funding fit — potential alignment with SME Packages AI given the company and scope.
- Success metrics — time saved, quality gains, response speed, adoption and measurable business impact.

The audit stays deliberately short: enough analysis to decide, not months of abstract strategy. Where the roadmap identifies a strong project, Apporix can design, prototype, implement and maintain it, so the audit is not a document that ends at slides. Frequently combined with: AI consulting, private AI.

Luxembourg context

Solution page: apporix.lu/solutions/ai-luxembourg

AI adoption in Luxembourg is shaped by conditions that do not apply everywhere, and they change what a good project looks like.

- **Language reality** — English, French, German and Luxembourgish appear across customers, employees and cross-border teams, often within the same customer journey or internal process. A single-language system leaves the remainder as manual work.
- **Regulated economy** — Finance, insurance, legal, health and public-sector-related work raise the bar for data handling, residency and auditability well above the general case.
- **Small expert teams** — AI should reduce administrative load without adding tool complexity that a lean team then has to operate.
- **Ecosystem** — The Luxembourg AI Factory supports local adoption and experimentation. MeluXina, the University of Luxembourg and SnT contribute compute, research and technical expertise. Luxinnovation and SME Packages AI support focused business projects.

Apporix's guidance on where to start: a focused use case or an audit, with clear data, repeated work, measurable value and a team ready to test. What to avoid is broad experimentation without a process owner, data plan, risk view, integration path or measurable outcome.

Funding

Recovering 70% of project cost through SME Packages

Apporix is an eligible provider for the Luxembourgish government's SME Packages schemes, under which the state covers 70% of eligible project costs. For a qualifying project this changes the effective price by a factor of three, and it is a concrete part of how Apporix scopes work: a project is often shaped to fit the programme's value band rather than sized first and funded later.

	SME Packages AI	SME Packages Digital
Covers	Eligible AI projects, including custom agents, automation, chatbots, voice agents, document AI and in-house model training.	Digital marketing solutions such as websites and social media campaigns, management systems including industry-specific software, and electronic invoicing.
State contribution	70% of eligible costs	70% of eligible costs
Project value band	€3,000 to €25,000 (excl. VAT)	€3,000 to €25,000 (excl. VAT)
Eligibility	Luxembourg-based SMEs holding a business permit from the Ministry of the Economy and meeting SME criteria on staff size, annual turnover and annual balance sheet.	Luxembourg-based SMEs holding a business permit from the Ministry of the Economy and meeting SME criteria on staff size, annual turnover and annual balance sheet.
Page	apporix.lu/sme-packages/ai	apporix.lu/sme-packages/digital

Application path

A mandatory pre-analysis must first be arranged with the House of Entrepreneurship (Chamber of Commerce), or with the eHandwerk department of the Chamber of Skilled Trades for craft businesses. Apporix and government advisers then support the client through the remaining steps.

- 01. Initial assessment** — Identify priorities and confirm eligibility.
- 02. Define the project** — Apporix and the client set the AI project goals, scope and expected business value together.
- 03. Submit** — Apporix helps submit the application to the Ministry of the Economy.
- 04. Implement** — Apporix builds the solution according to the agreed plan.
- 05. Evaluate and reimburse** — The client completes the evaluation and receives the 70% reimbursement of eligible costs.

Combined with other Apporix services

- **Multi-Platform Apps** — On-device AI embeds agents and models directly into iOS, Android, web, Windows and macOS applications; agents and chatbots often need an app or portal as their interface.
- **Web Development** — Chatbots are deployed on the client's site with retrieval-augmented generation over approved pages; AEO and GEO work makes the business legible to the AI answer engines the same technology powers.
- **Data & IT Consulting** — An AI audit typically precedes a build, and data integration supplies the clean, source-of-truth data that models and document AI depend on.