Best practices guide

From the

“Do’s and don'ts industry workshops”

EuroCC2 & CASTIEL2-WP4

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With

- NCC Sweden & AIF MIMER
- NCC Austria & AI Factory Austria

How does an NCC articulate with an AI Factory? Roles, workflows, and customer journeys

- Inputs extracted from the presentations made by NCC Sweden & AIF MIMER and NCC Austria & AI Factory Austria
- On March 5th, 2026

NCC Sweden – ENCCS & MIMER AI Factory

☑ Do's

- **Encourage collaboration at all levels**
  Foster collaboration between the NCC and the AI Factory and actively look for joint opportunities in services, training and outreach.
- **Use shared staff as bridges**
  Staff working across both initiatives can naturally facilitate collaboration and act as links between the organisations.
- **Communicate early about client needs**
  Discussions about client needs should happen early so that routing decisions (NCC, AI Factory or both) can be made at first contact.
- **Define clear service boundaries**
  Clearly document which services are provided by each organisation and communicate this externally to guide users.
- **Embrace HPC–AI integration**
  Many workloads combine HPC and AI workflows, requiring involvement from both organisations across the workflow.
- **Develop joint activities and success stories**
  Organise joint training activities and create shared success stories and case studies.

✗ Don'ts

- **Do not overload shared staff**
  Avoid favoring one initiative over the other when allocating staff time and responsibilities.

- **Do not duplicate services**
  If the AI Factory already provides certain services (e.g. AI consulting), the NCC should refer users instead of creating parallel services.

- **Do not assume information is shared automatically**
  Client leads should be proactively communicated between organisations.

- **Do not overlook data sovereignty as a value proposition**
  EU-hosted infrastructure and GDPR compliance should be highlighted when working with sensitive data.

NCC Austria – NCC Austria & AI Factory Austria

☑ Do's

- **Establish a clear coordination mechanism**
  Each organisation appoints a link person acting as the main communication point between the NCC and the AI Factory.
- **Share information when transferring users**
  When users are routed to the partner organisation, all relevant information (e.g. company information, questionnaire and timeline) should be shared.
- **Use structured user assessment**
  Evaluate user needs through an early-stage questionnaire and expert assessment to determine the appropriate service provider.
- **Maintain continuous internal exchange**
  Teams should maintain regular communication and meetings to coordinate activities and user support.
- **Collaborate on outreach and training activities**
  Organise joint workshops, webinars and events to strengthen the connection between HPC and AI ecosystems.

✖ Don'ts

- **Do not blur service responsibilities**
  The NCC focuses on HPC expertise and access, while the AI Factory focuses on AI services, innovation support and networking.
- **Do not route users without proper evaluation**
  User needs should be assessed before routing to ensure the most appropriate service provider.
- **Do not manage user transfers without coordination**
  Routing decisions should be coordinated through the designated link persons to ensure smooth collaboration.

Key Take-aways: Effective NCC-AI Factory Collaboration

Clear Role Definitions

Defining distinct roles between NCCs (HPC) and AI Factories (AI services) is crucial to prevent service overlap and improve efficiency.

Proactive Needs Assessment

Early assessment of user requirements allows for effective routing to the most appropriate organisation, ensuring optimal support.

Dedicated Coordination

Establishing specific coordination mechanisms, such as shared staff or designated link persons, is vital for seamless collaboration.

Joint Ecosystem Strengthening

Engaging in combined training programmes, collaborative projects, and shared outreach initiatives significantly enhances the overall HPC–AI ecosystem.

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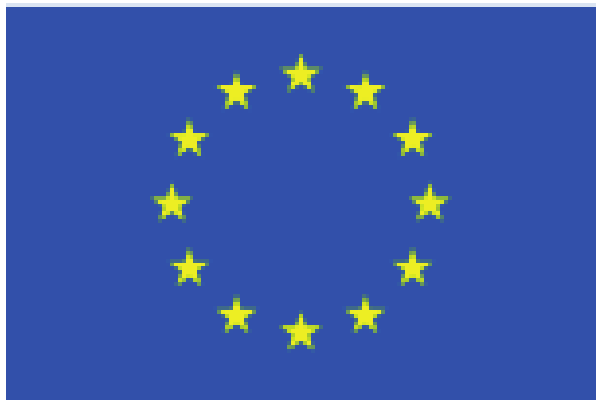

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