



HUMAN CAPITAL × AI

The UNSDG Sustainable Business Challenge

Powered by SEL. Co - created by AI. Designing human-centered solutions for global sustainability

NEXT HANDS

4B465040

4B465004

11 SUSTAINABLE CITIES AND COMMUNITIES



Next Hands

From Closing To Continuing

1 THE HUMAN CRISIS

When a neighborhood business closes, more than a storefront disappears.

Many owners retire without a successor. When a business closes, undocumented skills, useful equipment, employee pathways, trusted customer relationships and local memories can be lost or scattered.



KNOWLEDGE & SKILLS



EQUIPMENTS & RESOURCES



EMPLOYEES & LIVELIHOOD



CUSTOMERS & LOYALTY



LOCAL HISTORY & IDENTITY

TAIWAN FIGURES



1,715,528

SMEs in 2024 (98.87% of all enterprise) (MOEA, 2025)



46,594

Registered business closures in 2025 (MOEA, 2025)



9.194 million

SME employees (79.29% of employee) (MOEA, 2025)



4,000

Taiwan "old shops" have operated for 60+ years (MOEA, 2026)

2 THE HUMAN CENTERED SOLUTION (CASEL & AI)

NEXT HANDS guides each business through 4 simple stages to ensure nothing valuable is lost.

1 KNOW

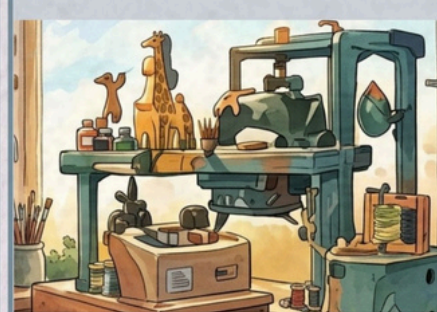
Capture what the owner knows



- Human interview
- Transcribe & organize
- Knowledge map

2 PASS

Allocate the useful resources



- Equipment & tools
- Materials & inventory
- Employees & skills

3 CONNECT

Support relationships and community



- Customers → Alternatives
- Employees → New jobs
- Suppliers → New users

4 REMEMBER

Support relationships and community



- Photos & memories
- Techniques & recipes
- Digital archive



RESPONSIBLE DECISION-MAKING

- Decide what to preserve, transfer, donate, delete or discard
- With consent, privacy, fairness, and safety



RELATIONSHIP SKILLS

- Active Listening
- Trust-building
- Communication
- Facilitated introductions

THE HUMAN + AI MODEL

AI DOES

- Transcribe interviews
- Organize knowledge
- Classify assets
- Match recipients
- Create archives

PEOPLE + TECHNOLOGY = BETTER TRANSITIONS

HUMANS DO

- Build trust
- Conduct interviews
- Make decisions
- Communicate & introduce
- Handle sensitive situations

AI can map assets



Humans map relationships

3 SUSTAINABLE BUSINESS & REVENUE MODEL

A coordinated service, built on community partnership



COMMERCIAL DISTRICTS & BUSINESS ASSOCIATIONS
(Primary Customer)



LOCAL GOVERNMENT & COMMUNITY
(Partnership)



BUSINESS RECEIVING RESOURCES
(Additional Customer)

REVENUE STREAMS



Closing Package
NTD\$5,000-15,000
per business
(include all 7 services)

- List available equipment, tools, and furniture.
- Document the condition of existing assets.
- Record essential daily operating procedures.
- Organize key supplier contacts and details.
- Document popular products and customer preferences.
- Store records, photos, and business information.
- Provide an organized transition file for the next owner.

WHY THEY PAY?

- Stronger local economy & fewer vacant shop
- Smoother employee transitions
- Preserved local identity & community trust
- Responsible resource management



VALUE PROPOSITION

One human coordinator instead of the owner separately finding a buyer, recycler, employer, alternative provider, and archivist.

4 AI COLLABORATION & TEAM REFLECTION

We used Generative AI to brainstorm the venture, challenge our assumptions, compare business models, and refine the final service concept.

STAGE	AI BLIND SPOT	HUMAN ETHICAL CORRECTION
 Venture Concept	AI suggested a business-transfer / buyer-matching model to keep closing shops operating.	Taiwan already has established INE services; it solves business succession, not the value left after a closure.
 Problem Definition	AI focused on saving the whole business, assuming closure itself should be prevented.	We changed the question from "Who will take over?" to "What valuable things can find their next hands?"
 Final Venture	AI could treat knowledge, equipment and relationships as transferable assets.	We added consent, trust, local context and human coordination before anything is transferred

TWO-PERSON TEAM DYNAMICS



MEMBER 1

- Research & Validation: investigated Taiwan's closure / TAI ecosystem, evidence, SD fit and market gap.

MEMBER 2

- Venture & Design: developed the service model, customer/revenue logic, poster and presentation.

TOGETHER

- Challenged AI suggestions, identified the blind spot, tested assumptions, and made the final human decisions.

OUR LESSON:

AI expanded our options. Human judgment chose the direction.



南臺科技大學
Southern Taiwan University of Science and Technology

SCAN TO WATCH
Our 3-4 minute
presentation

