TOUCH IOT WITH SAP LEONARDO
PROTOTYPE CHALLENGE

SWIMMING POOL MAINTENANCE PROTOTYPE
Jack owns a pool maintenance company. He supplies his customers, mainly owners of private residences, with pool equipment, including the servicing and parts of the equipment. In addition, Jack also maintains the pools themselves at an optimal water quality and in some cases temperature level. Jack has two teams working the field visiting sites for the above services.

Jack’s biggest expense is travel related costs for himself and his teams in visiting sites checking equipment and water quality of pools. In many cases these trips could have been avoided or optimized if he could monitor equipment and water quality remotely.

After doing some research Jack has realized that through the provisioning of specialized equipment, much of what is currently done on-site could be done remotely. He realizes that in installing this equipment at his customers sites, he could optimize his business. He could also change his business model into a purely services based business which includes equipment and supplies, and start looking at bigger more profitable customers e.g. hotel chains.
**Persona**

**Jack**  
Swimming Pool Maintenance

“I want to optimize the use of my time, and ensure the best possible service to my customers”

**About**

- 35, married, Entrepreneur for 10 years.
- Passionate about Maximizing the efficiency of my business’s and delighting my customers.
- Work from home, which is centrally situated in the areas my business operates in
- Small business, few maintenance technicians that work for me

**Responsibilities**

- Running my business’s.
- Keeping my staff employed.
- Making sure my customers are happy.
- Looking after my family.

**Needs**

- I need to know certain readings on swimming pool to understand replenishments required prior to maintenance visit.
- I need to be alerted of potential issues at customer sites.
- I need early warnings on pumps or filters that need maintenance or replacement.

**Main Goals**

- Maximising the efficiency of my business using modern technologies based on IoT.
- Containing travel costs required in checking customers swimming pools
- Allocated my resources better to where maintenance activities are required.
- Change my business model and go after the bigger spending customers.

**Pain Points**

- I don’t know of any issue on pumps and filters until they fail.
- I spend allot of unnecessary time on the road visiting sites that do not require maintenance.
- Not utilising my people effectively for maintenance.
- Customers contacting me to inform me of issues at their premises.
- Not spending money effectively on chemicals required for swimming pools.
As a business owner
I need a way to proactively monitor the health of the swimming pools and equipment used for filtration.
This will allow me to utilise my limited resources better in maintaining the swimming pool equipment and quality of the water.
In addition to maximizing efficiency, I would like to establish a great platform through which to grow my business. Using the latest technologies available for equipment in my field.
### User Experience Journey Template – empty

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrive at customer site to check Pool</td>
<td>No one home • Call Owner • Staff open up</td>
<td>😊</td>
<td>Front entrance Home owner</td>
</tr>
<tr>
<td></td>
<td>Take chemical reading from the pool</td>
<td>Wish I had these readings before I got here • Alkaline levels too low – I hope I have enough</td>
<td>Chemical reading kit. Swimming pool water</td>
</tr>
<tr>
<td></td>
<td>Clean out weirs and leaves etc</td>
<td>How could I automate this, I need to design something</td>
<td>Swimming pool weirs (Filters)</td>
</tr>
<tr>
<td></td>
<td>Back Wash and rinse filter</td>
<td>I wish I knew when last this was back washed • Not sure if I am wasting my time</td>
<td>Filters</td>
</tr>
<tr>
<td></td>
<td>Switch pump on (if not Automatic) and add chemicals to Pool</td>
<td>This would be great if I could do this remotely</td>
<td>Pump</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Damn, I need more alkaline I need to shoot off and get more chemicals</td>
<td>Swimming Pool. Chemical Store</td>
</tr>
</tbody>
</table>
Prototype

https://standard.build.me/user-research/4e820e2f99a8badc0e1660fc/participant/87ea957773a866e80e1d326d
You can use this space to insert your mockup(s):

Start:

Filter: