IMAGINE IOT
PROTOTYPE CHALLENGE

ONE APARTMENT APP
Story

Summary

Zaheer is the Building supervisor in an Apartment. He needs a solution to monitor and manage the apartment complex “Aditya Eden Park” in Hyderabad, India.

Story Line

Building supervisor’s duty is to ensure all factors which can impact the living conditions of residents are within control limits. He needs to be notified immediately if there is an aberration as well as any adhoc request is made by any resident. He also needs to inform and delegate required work to concerned person and ensure that the work is properly done and resident is satisfied.
Persona

Zaheer Md
Building Supervisor

I have to make the living experience hassle free and delightful 24X7 for 365 days.

About
- 32 Years, Married, 2 Kids and 8 years of Construction maintenance experience
- As a single point of contact for building residents, responsible for PR as well as Operations
- Have to move around the apartment to ensure everything is as expected
- I work with Maintenance Manager, Technicians, Workers and external vendors

Responsibilities
- Monitoring the lights for corridors and parking spaces
- Monitoring the water level in 4 overhead tanks
- Adhoc requirements from various building owners
- Monitoring waste disposal
- Keeping track of cleaning activities in the apartment

Needs
- I need to know if there is any utility failure immediately
- I write in a small pocket book who needs to do what but its time consuming
- I get lots of Oral feedback and complaints but they are not recorded for review

Main Goals
- Ensuring Utilities like water, sanitation and lights are functioning properly
- Ensuring the requests by residents are addressed properly

Pain Points
- Need to know immediately if any failure in utility happens
- Need to switch away from complaints register and pocket book notes as they are very complex
- Residents don’t find it easy to walk up to security and write a complaint or give feedback
As a Facility Manager I need a way to keep track and troubleshoot the utilities so that Residents basic needs are met.
# UX Journey

Describe Actions, Mindset, Feelings and Touch points

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go To a Floor/Go to terrace</td>
<td>“Ohh! The same floor walk again”</td>
<td>😊</td>
<td>Floor</td>
</tr>
<tr>
<td>Check the lights / climb the ladder to tank</td>
<td>“It is tedious to check every light/tank”</td>
<td>😞</td>
<td>Ceiling lights</td>
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<tr>
<td>Evaluate brightness/ Evaluate level</td>
<td>“Is this light bright/level enough... God knows... How can I measure”</td>
<td>😞</td>
<td>Water Tanks</td>
</tr>
<tr>
<td>Switch on/off the lights/pump s</td>
<td>“This playing around is tedious.... I am not a child to play around with switches”</td>
<td>😊</td>
<td>Brightness</td>
</tr>
<tr>
<td>Evaluate the brightness/ water level</td>
<td>“Thank God... This looks fine ... I think”</td>
<td>😟</td>
<td>Water level</td>
</tr>
<tr>
<td>Go to next floor/tank</td>
<td>“Now this is frustrating.... Part of the job...”</td>
<td>😍</td>
<td>Adjustments</td>
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<tr>
<td></td>
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<td>Evaluatibility</td>
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<td></td>
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<td>Repetitiveness</td>
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</tbody>
</table>
Prototype

https://standard.build.me/api/projects/378dcf5534f9fd410ccb5cd4/prototype/snapshot/latest/index.html#/14769567276408100_S0