TOUCH IOT WITH SAP LEONARDO

PROTOTYPE CHALLENGE

WATER DISPENSERS
The manager at a water dispenser rental enterprise want to monitor his park of installed water dispenser.

The water dispenser solution they sold is an all in one contract including the rental of the water dispenser his maintenance and the delivery of water bottle and paper cups. The promise of this contract is to be able to always drink fresh water.

To fulfil this engagement, the manager should be able to monitor the state of the dispenser (is it working, is the water fresh, how many filled bottle of water, how many cups remaining ...)

In case of intervention is needed on the water dispenser, the manager want to be able to send the nearest available technician according to the number of intervention needed in the sector and to the road conditions.
Persona

Estelle
The manager
“I like planning everything”

About
- 28, married, 1 child
- Being the person who plan the delivery of water bottle, I have to be organize and estimate the consumption of every client
- I work with the delivery men, technician and suppliers

Responsibilities
- Plan the delivery of water
- Send technician to clients in case of malfunction
- Manage the stock of water bottles

Main Goals
- Ensure that no client runs out of water
- Have no out of order dispensers
- Have enough water bottle in stock

Needs
- I need to be able to plan the water consumption of a client base on the history and weather forecast
- Based on this forecast I have to plan the delivery of water bottles
- I need to be aware of any malfunction of dispenser at anytime

Pain Points
- Need to wait a client call to be aware of malfunction of a dispenser
- As I have no view on the client stock and consumption sometimes a delivery man is send for only 1 bottle of water
- Difficulties of manage our stock as we have only a little warehouse
Point of View

As a Water dispenser fleet manager

I need a way to ensure that all my water dispenser are working and have enough supplies

so that my customers can enjoy fresh water at any time without caring of anything.
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<tr>
<th>ACTIONS</th>
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</thead>
<tbody>
<tr>
<td>Check if no dispenser need a maintenance</td>
<td>Check the stocks on the warehouse</td>
<td>Estimate the consumption of customers</td>
<td>Plan the delivery</td>
<td>Check the stock after the delivery round</td>
<td>All client delivered</td>
<td></td>
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<tr>
<td>Oh 15 dispensers are out of order, I hope I'll have enough Technician available</td>
<td>Ok... it seems that we will run out of paper cups, I’ll have to order some.</td>
<td>Last week was rainy but the forecast for next week plan hot temperature, I’ll plan extra bottles for the delivery men.</td>
<td>The easy part for me, as the delivery man has to check the stock at every clients</td>
<td>Hum it seems that that I was optimistic, the delivery men bought back lot of supplies</td>
<td>All clients have been delivered and all dispensers are working</td>
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<td>Emails, Phone calls Tickets</td>
<td>Report</td>
<td>Weather forecast</td>
<td>ERP</td>
<td>Report</td>
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Mockup:

Link to the Build prototype: [https://standard.build.me/prototype-editors/api/public/v1/snapshots/9c94691f5f177d140e1bde5f/artifacts/latest/index.html#/launch_page](https://standard.build.me/prototype-editors/api/public/v1/snapshots/9c94691f5f177d140e1bde5f/artifacts/latest/index.html#/launch_page)

Launchpage with overview of the dispensers:

![Dispensers Dashboard Image]

Details of a dispenser:
Water Dispenser

LIVE TEMPERATURE
3.7 °C
Jan 11, 2017 12:44:00

Notifications (4)
- The dispenser is running at a high temp
- The dispenser will be out of stock soon

Contact Person
Friedman, Yoram

May 16, 2017
Apr 30, 2017
See All

ON/OFF STATUS

AVERAGE TEMPERATURE (IN °C)

Stack of Unused Water bottles

Stack of paper cups