



openSAP

TOUCH IOT WITH SAP LEONARDO PROTOTYPE CHALLENGE

TEMPLATE FOR
SUBMISSION REQUIREMENTS

[Template Description](#)

This is a template that can be used for the Prototype Challenge included as part of the openSAP course "Touch IoT with SAP Leonardo."

Story

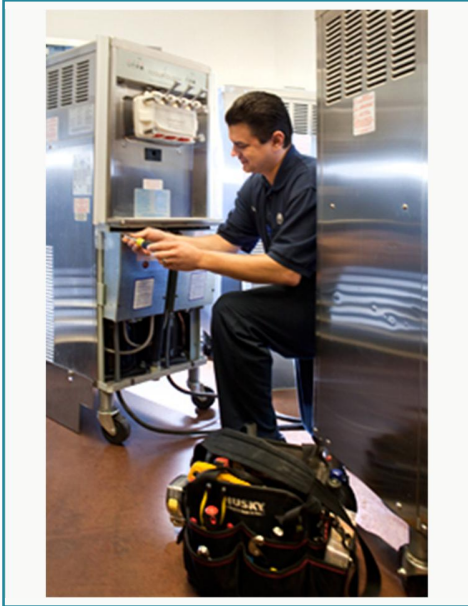
Ice – Frozen H₂O – It has many domestic, commercial and even industrial applications. Without a readily available supply of Ice, the world as we know it stops...

Think of your local commercial fish market or even local fishmonger – would they function without ice to keep their produce fresh?

Think of your favorite tropical island resort destination – cocktails and drinks are not very appealing without ice!!

This IOT Prototype is looking to connect ICE machines in locations all-round the globe back to their service company to make sure they are performing optimally and without failure to ensure that there is no disruption to normal operations no matter what the application is.

Persona Template – empty



Harold

Ice Machine Technician

Chill it down!!

About

- 40, married, 10 years of refrigeration specialist experience.
- Very mobile, moving from customer to customer every day.

Responsibilities

- I am responsible for maintaining customer Ice machines which includes changing all serviceable parts
- I spend all of my time on the road at customer sites

Needs always need up to date data for components that might be in need of service / repair (eg water filter data)

- I need to know temperatures of mechanical parts in our machines.
- I need to know the temperature the ice storage is keeping
- I'd like to compare stats from our machines for when there are failures

Main Goals

- To ensure that all my customers ice making facilities are performing optimally to minimize breakdowns
- To ensure any breakdowns are promptly serviced

Pain Points

- Current servicing model is based on time elapsed and not on actual hours of use
- I don't have access to accurate metrics for our machines to prioritise servicing

Point of View

As a Technician

I need a way to have up to date data and performance metrics for our ice machines

so that I can prioritise servicing requirements for all my customers and reducing service costs by not replacing parts unnecessarily .

User Experience Journey Template – empty

ACTIONS	Arrive at work	Determine list of priorities and log job	Visit customer	Service equipment	Close job	Move on to next customer
MINDSET	"I have no idea what customers have problems today"	"hmmm these guys at Fishy McFisho ice machine is outside of KPI's for temp and water filter	"these guys pay the invoice – better fix their equipment"	"this filter looks terrible – no wonder the ice is taking a long time to produce	"Equipment all fixed and functioning fine"	
FEELING	😊					
	😞					
TOUCH POINTS	PC or mobile device	PC or Mobile device	Customer representative	Customer representative Spare parts	PC / Mobile device.	Service Van

You can use this space to insert your mockup(s):

ICER 4000
CIM-280-A

Mapped Connected On Spencer McFishfactory Modify

Live Temperature
-22.7 °C

Low water pressure inflow	1 day ago
High Storage Temp	4 days ago
Power interruption	19 days ago
Ice chamber full	23 days ago

363 Lytton Rd, Morningside QLD 4170

Average Water Pressure

Time	Pressure
12:00:00 AM	20
1:00:00 AM	22
2:00:00 AM	20
3:00:00 AM	20
4:00:00 AM	18

Ice Production (litres)

Time	Production
12:00:00 AM	1500
1:00:00 AM	1000
2:00:00 AM	3000
3:00:00 AM	4000
4:00:00 AM	1000

Power consumption (kwh)

Time	Consumption
12:00:00 AM	150
1:00:00 AM	300
2:00:00 AM	300
3:00:00 AM	400
4:00:00 AM	100

Storage Temperature (neg degrees C)

Time	Temperature
12:00:00 AM	22
1:00:00 AM	22
2:00:00 AM	21
3:00:00 AM	23
4:00:00 AM	20