openSAP

IMAGINE IOT
PROTOTYPE CHALLENGE

BY HECTOR ROMANO PAWLACZYK
**Story**

I remember my last vacation with my family in Disney World. They were marvellous.

We brought a suitcase full of toys, souvenirs and gifts. But the luggage never arrived.

No matter the money the airline gave me to compensate, that final little problem ruined much of the experience.

In 2015, 23 million bags were lost around the world. Over 43 per minute. Imagine the cost in money, time, experiences. Nobody makes a profit of that.

It is time to put new technology such as RFID sensors and IoT, coupled with intelligence and planning, to transform the baggage handling in a hassle-free experience.

A solution for the passenger, the desk clerk, the personnel of the airport and the plane staff.

A system that informs the passengers at all times where their luggage is, which simplifies the list and the reports for the employees, which do not allow loading bags to wrong destinations and even that identifies who are the owners of the lost suitcases.
Sam Sonite
Father and Frequent Traveller

“I love flying, I hate airports…”

About
• 45, married with children.
• Travels frequently for business and pleasure.
• Plan holidays that his wife chooses
• Sports Fan

Responsibilities
• I am responsible for plane tickets.
• I check the weight of the bags.
• I am responsible for check-in and seats.
• I am responsible for dispatching the luggage.

Main Goals
• To get back my bags
• Avoid excess baggage.

Needs
• I always need to arrive on time.
• I need to not miss luggage.
• I need to check-in as soon as possible.

Pain Points
• Long lines at the counter.
• I don’t know where is my luggage at any time.
• To waste time.
Point of View

As a Frequent Traveller __________

I need a way to easily dispatch my luggage ________________

so that bags arrived safe and on time

__________________________________

. 
<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>Check-in at the airport. Save luggage tickets</th>
<th>Do Migrations.</th>
<th>Wait at Gate.</th>
<th>Sam gets on the plane.</th>
<th>Sam is in the air.</th>
<th>Sam arrives at destination.</th>
<th>Do Migrations.</th>
<th>Sam recovers luggage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Juliet receives luggage</td>
<td>Juliet sends the bags to Deposit</td>
<td>Mario sends the baggage to the plane</td>
<td>Plane staff receive luggage</td>
<td>Plane takes-off</td>
<td>Luigi unload luggage</td>
<td>Bags are redirected</td>
<td>Luggage is on the carousel</td>
</tr>
</tbody>
</table>

| MINDSET | "I hate long lines" | "Boring..." | "Boring..." | "Finally..." | "There will be uploaded my luggage?" | "We arrived!" | "Where is my luggage?" | "Yupiii!!" |

| FEELING | 😊 | | | | | | | |

<table>
<thead>
<tr>
<th>TOUCH POINTS</th>
<th>Airport Desk Clerk Juliet</th>
<th>Passport</th>
<th>Boarding pass</th>
<th>Air hostess</th>
<th>Lunch</th>
<th>Pilot</th>
<th>Passport</th>
<th>Luggage Carousel Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Conveyor belt</td>
<td>Mario, airport employee.</td>
<td>Luggage car</td>
<td>Plane Staff</td>
<td>Luigi, airport employee</td>
<td>Luggage redirect system</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You can see my mockup at:

https://standard.build.me/api/projects/2ab4f7db833291b90cd3a726/prototype/snapshot/latest/index.html#/14774978918066571_S0

and

https://standard.build.me/api/projects/008c4d5c31027c270cd3bd50/prototype/snapshot/latest/index.html#/14775035713049216_S0