IMAGINE IOT
PROTOTYPE CHALLENGE

SUBMISSION DOMINIQUE MOONS
Summary

Acsys, a company specialized in delivering IT-consultancy services is automating their timesheet process by using geofencing technology.

Storyline

ACsys is a company specialized in delivering IT-consultancy services at many renowned companies. The consultants at Acsys have multiple customers, and that’s why it’s a time-consuming and complex job to document the exact hours performed on the customer site. By using the geofencing-technology on their smartphones the consultant can automatically do a check-in/check-out at the customer site which will be used for the billing of the customer.

The manager of the consultancy department has an overview the hours executed by each consultant on a monthly basis. Another overview provides an aggregated overview on a customer level together with the ability to invoice the hours.
Persona

John
Manager

“In a continuously changing environment, the most important thing is having the ability to anticipate”

About
• Married, 2 kids
• Manager at ACsys.
• Reporting to the CEO

Responsibilities
• I am responsible for the consulting department
• I am responsible for the operational planning
• I am responsible for the customer billing of the services

Main Goals
• Be able to anticipate on short term changes in planning
• Increase accuracy and timing in customer billing

Needs
• I need to know the exact amount of hours our consultants spend on each customer

Pain Points
• Complicated timesheet process for the consultants:
  • delays customer billing
As a Manager
I need a way to Immediately know the exact hours our consultants spend at the customer’s location
So that I can assure that the hours charged to the customer will be correct and rapidly available.
<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>Consultant arrives at the customer site</th>
<th>Consultant leaves the customer site</th>
<th>Manager wants to get an overview of the consultants (Suzy) hours</th>
<th>Manager opens the customer overview (Apple) to execute the billing</th>
<th>Send invoice to customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINDSET</td>
<td>Luckily I don’t have to do the line at the clocking gate</td>
<td>Luckily I can go home and don’t have to wait at the clocking gate</td>
<td>Hope that the overview will be up-to-date</td>
<td>All the hours are in there, let’s invoice</td>
<td>Yes, all hours are in on time and exact</td>
</tr>
<tr>
<td>FEELING</td>
<td>😊</td>
<td>😊</td>
<td>😊</td>
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</tr>
<tr>
<td>TOUCH POINTS</td>
<td>Cell phone with geofencing functionality</td>
<td>Cell phone with geofencing functionality</td>
<td>Consultant overview portal application</td>
<td>Customer overview application</td>
<td></td>
</tr>
</tbody>
</table>
Prototype

Published build.me low-fidelity mock-up: https://standard.build.me/api/projects/c00af2017ab326a50cd26a18/prototype/snapshot/latest/index.html#/14774179241343714_S0