



open**SAP**

TOUCH IOT WITH SAP LEONARDO

PROTOTYPE CHALLENGE – WATER
PURIFIER SYSTEM MAINTAINANCE

Story

We consume water every-day and good water quality is something that helps with nourishment and keeping us healthy. But in most cases and most of the developing and third world countries maintaining water quality is a problem scenario without the presence of any active monitoring of water samples or data points to alert on issues with the quality. Every country has its own standards and it is important that the water consumed is in adherence to those standards to keep us healthy.

Water Purifiers are an essential device used in most households, restaurants, offices and other public institutions and utilities.

So if we could implement a solution by which we can actively monitor the health of the water purifier as well as the quality of water discharged it would help maintaining health of the public as well as assist to provide immediate assistance in-case of service degradation or quality issues thereby directly helping in improving approval rating for the device as well as increase its demand and sales.

Persona



SAM

Operations and Maintenance Manager

“I would like to understand quickly how our goods are performing and maintain the quality standards that our company is supposed to deliver.

About

- Age 35, 10 years of experience in Energy and Utilities Industry.
- Being the person responsible for Operations for our company in East Perth it's important I am aware of how our devices are performing across various locations.
- I work with the Water Quality Experts, Organizations responsible for maintaining water quality , Technicians, and Admins

Responsibilities

- I am responsible for support and maintenance of our water purifier systems
- I am also responsible for monitoring active usage of our goods as well as predicting possible problems with installed water purifier systems
- I am also responsible to directly co-ordinate various water suppliers to ensure that there is no major issue with the supplied water quality in itself
- I am responsible for improved operational profit for our organization

Needs

- I need to quickly identify non-performing assets and locations of installation
- I need to identify any potential issues with water quality there by impacting service at the utility
- Quickly dispatch maintenance team to take corrective action

Main Goals

- Maintain Device quality and performance standards
- Ensure a continuous supply of good quality water
- Use in-built sensor data more efficiently
- Improve Operational profit
- Keep our customers happy

Pain Points

- Most situations the actions are reactive than pro-active as there are no quick reference interface for the same
- Consumers need to log a call to place request for maintenance which may take 2-3 days turn-around time
- Service is impacted and causes customer dissatisfaction
- Impact in approval rating of device ,consumer loss and revenue impact

Point of View

As an Operations Engineer

I need a way to proactively identify faulty water purifier systems, dispatch maintenance as well as alert water supply authorities on possible water quality issues

So that impact to consumers are minimal, service level agreements are met there by indirectly contributing to better water supply, operational profit and making customers happy

.



User Experience Journey: Operations and Maintenance Manager

ACTIONS	Enter office	Identify priority of issues and list to attend	Communicated to Customer	Crew confirms maintenance completed successfully	Customer is Happy
	Check For Operational Issues		Dispatch maintenance crew		Cost was minimum
MINDSET	"I need to check backlog requests first!!"	Should I prioritize the water quality issues first	"Now things are moving!!"	"Is my customer Happy??"	"Yeah!! Customer is good"
	"Can attend new ones later?"			"How much is this costing me??"	"Another tick to profit Margin!!"
FEELING	😊				
	☹️				
TOUCH POINTS	Operation and Service Management Tool	Operation and Service Management Tool	Check Crew Schedule Roster	Call Customer Use Invoice and maintenance crew cost	Customer Feedback Invoice Management

Prototype

Business Partner Type
70.0% Account / Store ...
25.0% Unknown
5.0% Distributor / Ware...

Power State
95.0% On
5.0% Off

Water Board Notification
Quality Alert
Water Supply Outage
Notifications
Helpline

Alerts
None: 16
Active Alerts: 4

Mapped State
75.0% Mapped
15.0% Nearby
10.0% Unmapped

Alert Type
No Alerts: 16

Customer Service Request Log a Service Request

AQ-2017-01
View Details

AQ-2017-X0D
View Details

AQ-2017-02
View Details

AQ-2017-DE4
View Details

Initial Screen

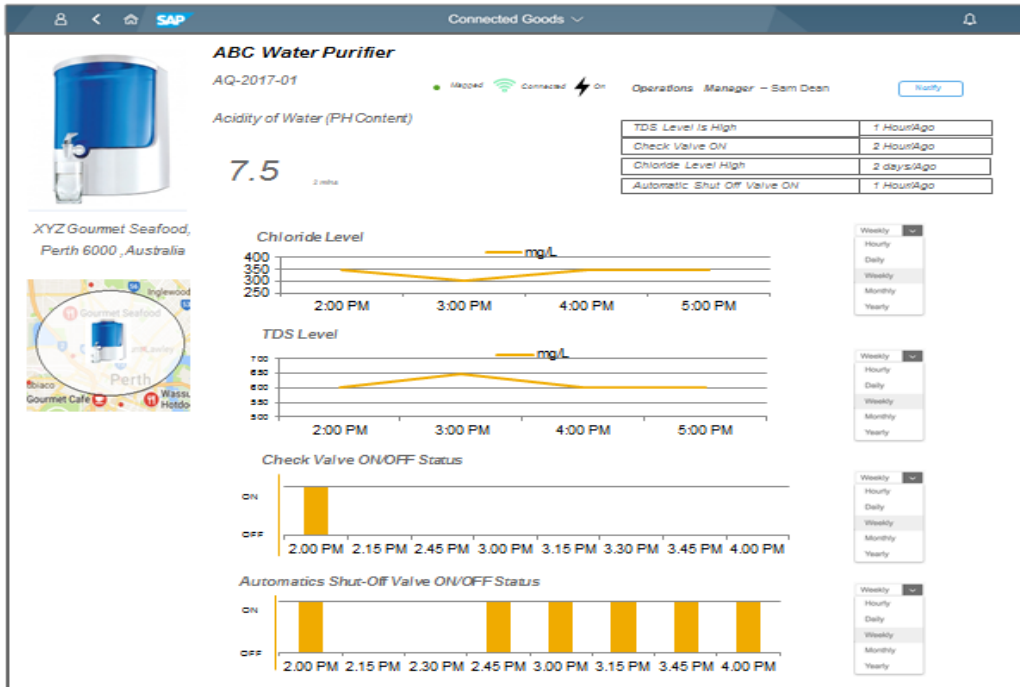
AQ-2017-01
XYZ Gourmet Seafood,
Perth 6000, Australia

AQ-2017-01
ABC Public Office,
Perth 6010, Australia

AQ-2017-01
EDW Junior School
Perth 6000, Australia

Installed On:
Warranty Expiry:
Service Request History

List View by Type



Detail Screen