



open**SAP**

# TOUCH IOT WITH SAP LEONARDO PROTOTYPE CHALLENGE

QUALITYMANAGEMENT DRINKING WATER

# Story

The water quality manager of a water supply company wants to monitor water usage and quality of drinking water. He wants to track the quality based on several criterias like content of nitrates, heavy metals, bacterias, minerals, pressure in the supply system, actual usage of water and a lot more.

The water supply company is offering reasonable priced water filters to its customers. This water filters are installed in the basement of customers houses and are equipped with several sensors.

With help of these sensors it is possible to measure water usage and quality in real time at the customer's site.

The Manager can make decisions based on this sensor data. He wants to decide what source of water are good/bad, if there is a breach in the water supply system, if the pressure is right, if an emergency stop of the water supply is needed and the stored amount of water is right for the next days.

## Persona



# Stefan

## The Water Quality Manager

“I want to make sure that our customers get the best quality and right amount of water ”

### About

- 45, married, 17 years of experience with water supply.
- I have to make the right decisions where water should come from, how much to store in our reservoirs and if the water is healthy. Rarely it is necessary to do an emergency stop and warn our customers of bad water. My Job is to minimized this emergency stops.
- Very mobile, moving between water sources, reservoirs, distribution stations and customer's site.
- I work with the water source managers, reservoir mangers distribution managers and customer managers.

### Responsibilities

- I am responsible to have the right amount of water with right quality available to our customers.
- I take care for the whole process from source to consumption of water.
- I spend a lot of time on the road traveling to different locations like our water sources, reservoirs, distributions stations and our head office.
- Sometimes I have to make quick decisions so nobody gets water which is injurious.

### Needs

- I need to know if the water quality is healthy. Currently I have to call several managers for this information.
- I need to know in what locations of our supply system are problems and why these Problems exist. Right now I have to rely on phone calls with our managers.
- I need to know if there is enough water stored so that peaks in demand are captured. Actually we are doing a rule of thumb estimation.

### Main Goals

- I want to take care that the quality of our water is healthy.
- My Goal is to supply the right amount of water when it is needed.
- I want to make the right decisions quick based on reliable data.

### Pain Points

- Want to know water quality in real time at customer's site.
- Have to do a lot of calls/talks to get Information.
- Wants to know the actual amount of water consumption and how much water is available.
- Wants to warn customers if quality of Water is injurious.

# Point of View

As a **Water Quality Manager**

I need a way to **monitor the quality and amount of Water in our Pipes**

so that **customers get enough and healthy water.**

## User Experience Journey

<b>ACTIONS</b>	Check Email/Chats/missed Calls	Talk/Chat/Call every Source Manager, Reservoir Manager, Distribution Manager and Customer Manager	Visualize gained Data from Conversations in Excel.	Make Decisions how to solve Problems.	Monitor the Water Supply System	Inform Colleagues/Customers that the Problem is solved
<b>MINDSET</b>	<p>“What’s going on?”</p> <p>“What did I miss?”</p>	<p>“What is the Status of our Water supply system?”</p> <p>“Do we have any Problems?”</p> <p>“Is there a shortage anywhere?”</p>	<p>“Where is our Problem coming from?”</p> <p>“It is hard to get all Data together!”</p>	<p>“I want to solve our Water shortage.”</p> <p>“Maybe I have to warn our Customers when the quality is bad!”</p>	<p>“Is our Problem already solved?”</p>	<p>“Everything is alright and running smooth!”</p>
<b>FEELING</b>	<p>😊</p> <p>☹️</p>					
<b>TOUCH POINTS</b>	Email-Client, Chat-Client, Phone, Colleagues	Email-Client, Chat-Client, Phone, Colleagues	Computer, Microsoft Excel, Google Maps	Colleagues, Phone Conference System, Sometimes Corporate Management/Public Relations	Colleagues, Phone, Chat-Client, Email-Client	Colleagues, Phone, Chat-Client, Email-Client, Phone, Sometimes Corporate Management/Public Relations

Prototype

