Facilities Management
Efficient Alerts, Preventative Measures, Fast Response!!!
Story

Overview

This story is about a company that looks after everything from swimming pools to backend server rooms. The company is looking to benefit from the Internet of Things to efficiently carry out remote monitoring of several facilities.

The Story

As a Facilities Manager, you are responsible for the smooth-running of the assets under your control. You have to be responsive to issues within contractual timeframes. One option is to have one or more employees on each site. The alternative is to use the benefits of the Internet of Things!

If the assets are able to send diagnostics, maintenance suggestions and critical alerts directly to the central command centre, you can react in a timely fashion. An easy-to-use and intuitive user interface that can be accessed through a variety of devices will enable the facilities manager to have a small number of highly trained employees monitoring geographically dispersed locations.

The requirement is that the information available to the Facilities Manager has to be clear, precise and intuitive!
Persona

**MARLIN**

The Facilities Manager

“I need to know my upcoming maintenance schedule and current issues and who is at the location to carry it out.”

About

- 47, married, 15 years of facilities manager experience.
- As I am responsible for a large number of facilities, I have to quickly plan for scheduled maintenance and assess critical issues.
- Sitting in the command centre and talking with field partners.
- I work with the facilities owners, on-site partners, vice-president of my company.

Responsibilities

- I am responsible for everything from swimming pools to backend server rooms.
- I am responsible for multiple assets, their maintenance planning and their availability.
- I spend all of my time in front of the computer and communicate with the field partners directly.
- I have a fixed working week.

Main Goals

- I have to ensure that I detect issues before they become critical.
- I have to ensure that the field partners can carry out all critical repairs and upcoming maintenance tasks in the most time-efficient way.

Needs

- I need to be able to know the issues as soon as they happen.
- I need to be able to send a field partner immediately to fix the issues.
- I need help in visualizing the geographical closeness of the tasks at hand.

Pain Points

- Information reaches me too late.
- I have to rely upon a paper-based system to know which field partner is available.
- The contact information is sometimes out-of-date.
As a **Facilities Manager**

I need a way to **ensure that all customer assets are maintained in a timely fashion and repaired as soon as critical issues occur**,

so that **all customer facilities have the highest availability and the most reliable operations**.
**UX Journey**

**ACTIONS**
- Arrive at the Desk
- Log on to the PC
- Read email subjects
- Look at Postal Mail
- Assess the contents
- Decide response
- Find Field Partner
- Contact him
- Inform steps
- Follow up with Field Partner
- Call customer for confirmation
- Mark as resolved

**MINDSET**
- Another day of chaos
- How many emails do I have?
- This is so inefficient
- I hope I do not miss anything urgent
- Ok, this is urgent
- But it can be fixed
- Where is he in this pile of paper?
- This has no order
- Same hassle every time
- Why can’t the field partner inform me directly?
- I have other important issues on hold because of this!
- That was close!
- Next time, this needs to be quicker.

**FEELING**

**TOUCH POINTS**
- Desktop Computer
- Email Programme
- Postal Mail Tray
- Manuals
- Assets Folder
- Telephone
- Printed Paper Pile
- Email Programme
- Postal Mail
- Desktop Computer
Prototype Mockup

Dashboard: Tablet

- Quick Overview of Alerts
- Task Tracking Pie Chart

Dashboard: Mobile

- Quick Overview of Alerts
- Compact View for Mobile
Prototype Mockup

Detailed Page: Computer

Facilities Management – Power Surge

- Detailed Drilldown into Alert
- Field Partner Details
- Historical Analysis

- Direct Contact to Field Partner
- Up-to-date Contact Information

BUILD Prototype Study Link:
https://standard.build.me/user-research/89ca2793a6bc25420e1d0eb5/participant/ea9fa1e668945e790e1d6deb

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