TOUCH IOT WITH SAP LEONARDO
PROTOTYPE CHALLENGE

CONNECTED SANITARY CONTAINER (CONSACO) IOT APPLICATION

Template Description
This is a template that can be used for the Prototype Challenge included as part of the openSAP course “Touch IoT with SAP Leonardo.”
Story

As an operator of sanitary containers for large events, e.g. music festivals, you are tired of repairing broken equipment instead of maintaining it at the right time?

You want to direct your staff right-time to containers that need service like refill of soap instead of wasting time and cost with regularly scheduled service cycles?

The connected sanitary container (ConSaCo) IoT application shows all relevant KPIs for a sanitary container operator at a glance. Its real-time and interactive interface allows for monitoring utensils status like soap fill level or water pressure of your sanitary containers and provides an overview of upcoming maintenance events or required repair tasks. The map representation enables you to direct the best located staff with predefined actions.
Persona

James
Sanitary Container Operator

“I am the guy that takes care of clean and fully equipped sanitary containers at music festivals”

About
• 35 year old, married
• sanitary container operator
• 3 years of experience as working as sanitary container operator for large music festivals
• Very communicative; communicating with different stakeholders (festival organizers, service attendees, container maintenance team)
• I am the guy that takes care of clean and fully equipped sanitary containers at music festivals

Responsibilities
• oversee sanitary container status
• oversee sanitary utensils availability
• instruct festival service attendee to refill and replace equipment
• instruct container maintenance team to repair broken sanitary containers

Main Goals
• improve number of working sanitary containers
• reduce unavailability of utensils
• reduce number of customer complaints

Needs
• I need real-time insights of utensils status
• I need in-service monitoring
• I need predictive forecasts of maintenance tasks

Pain Points
• late insights into exhausted utils
• excessive time spent on broken material (water pipes, faucets, ...)
• not finding the right persons (service attendees, maintenance teams) nearest to the container to be served
Point of View

As an ___operator of sanitary containers (e.g. for music festivals)___________________________

I need a way to ___have an overview of the status of container utensils like soap, towels and required maintenance tasks___________________________

so that ____that maintenance and service levels can be met___________________________

___________________________.
UX Journey
### User Experience Journey Template: Status check and assignment of maintenance task

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<tbody>
<tr>
<td>Enter ConSaCo app</td>
<td>Look at the KPI overview</td>
<td>Analyze status and events</td>
<td>Access geo-location / map to contact nearest maintenance staff</td>
<td>Direct actions to service team</td>
<td>Check service status of container</td>
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<tr>
<td>Will it be a stressful working shift?</td>
<td>What’s the service status of my sanitary containers?</td>
<td>Oh no, service maintenance required (e.g. low soap level, water pressure issue)</td>
<td>Puh, a service team is near the container</td>
<td>Will they arrive in time and can refill the soap and towels and fix water pressure before customer complaints?</td>
<td>Great, all service tasks fulfilled</td>
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<tr>
<td>ConSaCo IoT app</td>
<td>Overview/Entry page incl. KPI and status overview</td>
<td>Event/Status List</td>
<td>Map with container and service team locations</td>
<td>Suggested action list</td>
<td>Detailed status overview of container</td>
<td>Detailed status overview of container</td>
</tr>
</tbody>
</table>

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Prototype

Prototype screens for the ConSaCo IoT application

Build link:
https://standard.build.me/prototype-editors/api/public/v1/snapshots/3520c546001dcdb90e1d7f3b/artifacts/latest/index.html#/launch_page

Start page
- Shows the list of sanitary containers
- The red text “Needs attention” for the left sanitary containers shows the operator a need to have a deeper look at the status

Details page (see next page):
• The details page shows the detailed status of the sanitary container, incl.:
  • Colored status
  • Meta information
  • KPIs and status details (water pressure, towel and soap fill status)
  • Location of the container as well as service teams location

P.S.: Due to unavailability / extremely slow build.me tool I omitted an additional status for cleaning cycles