TOUCH IOT WITH SAP LEONARDO PROTOTYPE CHALLENGE
My story about connected “Real Estate Facility Management”

A large Real Estate Facility Management Company has often more than only one buildings which they need to keep in a proper quality and the Real Estate Back-Office Manager needs to react as fast as possible in case of issues and outages from Radiator, Power or Water supplies.

That means, a day of a back-office manager would be perfect once she/he get directly notifications about errors and outages without waiting of a notification from an angry renter who is sitting e.g. in a cold apartment in December.

An extension of this automatically notification is that the back-office manager can immediately order a service quantity which is recommended by the program based on the analysis of the radiator issue. This service quantity will automatically be delivered to the service technician depot.

After that the back-office manager can directly notify the responsible service technician and send the service technician exactly to the right place.
Persona

Emma Burton
The Real Estate Management Back Office Manager

“I like to get things done automatically and fast that my renters are happy and get what we listed in our rental agreement”

About
- 42, married, 1 child, 9 years of real estate management experience.
- Being the person who manages 9 buildings in my own real estate company, I have to keep all buildings in a proper quality and take care that all technical implementations are up and running.
- Mostly in my real estate office, but sometimes moving from building to building to check the situation onsite
- I work with the Service Technicians, Admins and Renters

Responsibilities
- I am responsible for back office of the real estate management
- I am responsible for creating of multiple reports for water and power consumptions
- I am responsible for booking the service maintenance service technician
- I also manage outages of radiator, water- or power supplies
- I also order the appropriately service quantities for our service technicians

Main Goals
- Being the person who manages 9 buildings in my own real estate company, I have to keep all buildings in a proper quality and take care that all technical implementations are up and running.
- Better management of outages, service maintenances, and service technician appointments
- Automated consumption reports
- Easier and faster in order service quantities

Needs
- Automatically be informed about radiator issues, or service maintenance requests due to notification alerts
- Automatically be informed about outages (radiator, power and water supplies)
- Directly order appropriately service quantities
- Directly send notification about service request / service maintenance appointment to responsible Service Technician

Pain Points
- Can’t order service quantities on the go.
- Can’t notify Service Technician on the go.
- Get the notification about issues of the radiator from renter or other persons and not automatically.
- Needs to go onsite to check which radiator is effected and which issue appeared.
As a real estate management back office manager

I need a way to be automatically informed about radiator issues / outages

so that so that I can directly notify and address a service technician to get the radiator up and running again.
## UX Journey

<table>
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<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
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</table>
| ➔ Enter office building  
  ➔ Start computer  
  ➔ Start program “Real Estate Management – Burton and Daughter” | “A new day in my own office!”  
  “hm – no news in that program” | 😊  
 | | | ➔ Office building  
  ➔ Computer  
  ➔ Program | | |
| ➔ Login into the program  
  ➔ Check requests | “Again the angry renter – the radiator has again an issue and we only get the information once the temperature is slow and it’s December” | 😊  
 | | | ➔ Computer  
  ➔ Program | | |
| ➔ Pick-up phone call  
  ➔ Get information about an issue of radiator of building 7 | “didn’t reach the service technician on my first try”  
  “Now I reached him and can make an appointment – let’s check the calendar” | 😊  
 | | | ➔ Phone  
  ➔ Renter | | |
| ➔ Call Service Technician to address the issue  
  ➔ Get information about the date / time of the service appointment | “didn’t reach the renter – will try to reach him in some minutes”  
  “Reached him – he is not amused about the service time but will be at home” | 😊  
 | | | ➔ Phone  
  ➔ Renter  
  ➔ Calendar | | |
| ➔ Call Renter to inform him about the service appointment | “the program works well – it would be perfect when I get automatically alerts of an issue in that program!” | 😊  
 | | | ➔ Computer  
  ➔ Program | | |
Prototype

My Prototype which I created via Build is available under the following link:

Connected Goods: Real Estate Facility Management - Burton and Daughter

Just in case the link is not working please find below the main screenshots of my mock up’s. In our tool build you will find more functionalities around my use case.

REAL ESTATE FACILITY MANAGEMENT – BURTON AND DAUGHTER

Figure 1 Launch Page

Figure 2 Radiator Worklist
Figure 3 Radiator 0815 - Detail page