

ECM - Electric Car sharing Monitor

The Story



This application provides a monitoring interface for electric car renting fleets, either operated privately or as part of the public city services. More and more cities all over the world are implementing decentralized electric car sharing services, where the renting of the electric vehicle is based on mobile apps and paid per minute or per hour. Also the cars can be parked everywhere in the city and the users are able to reserve and rent them through interaction with their own mobile devices. This gives a complex and powerful scenario where the simplicity and efficiency is the key to success.

This app **targets** teams who will watch and trigger maintenance actions for each of the cars inside the fleet.

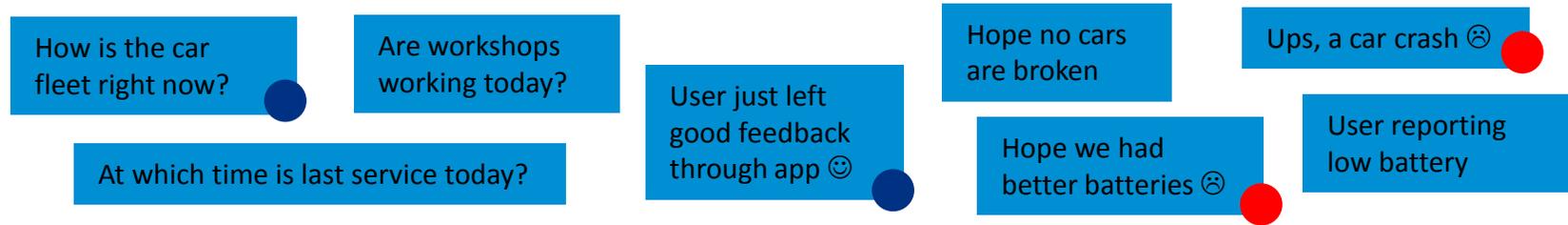
Very fine and quick monitoring of the vehicle fleet needs to be done to guarantee a satisfactory service for customers. Services may vary from sending a team to recharge or replace batteries of a car, evaluating possible mechanical problems, put a car in/out from service, follow use statistics and the location of each car throughout the city. This technology is facilitated with GPS positioning technology, together with an Internet of Things platform where the sensors of the cars continuously provide use data. All this amount of data needs to be handled in an efficient yet simple way. The biggest appeal and **positioning** of this app would be its simplicity to perform this maintenance and its portability. The maintenance team will be able to quickly interact from the list of available cars in case of problems, and also perform and schedule necessary activities to keep the fleet at its best status.

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User Experience Journey

Duration of the average Journey: 10 min

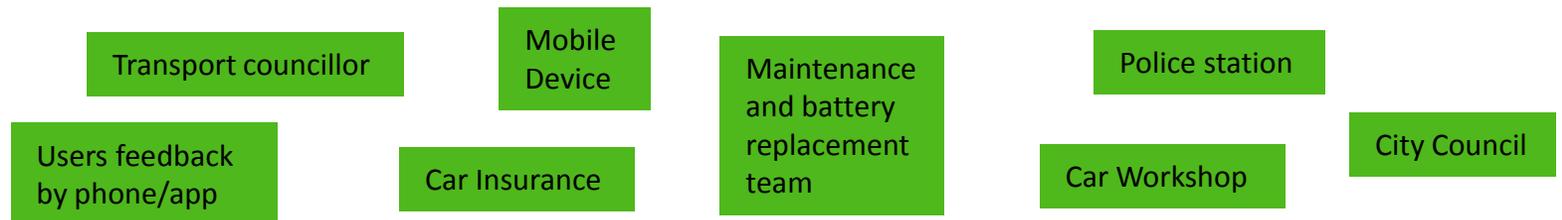
Mindset
What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?



Actions
What actions and activities does the Persona take while going thru the journey to achieve their goal?



Touch points
What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)



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Point of view

Lilly

the maintenance responsible

needs

an easy method to request a battery refill or replacement

surprisingly

doing this fast is critical to the service success

Lilly

the maintenance responsible

needs

an accurate way to trigger mechanical car maintenance

because

keeping track of the whole car fleet can be time consuming

Megan

the transport councillor

needs

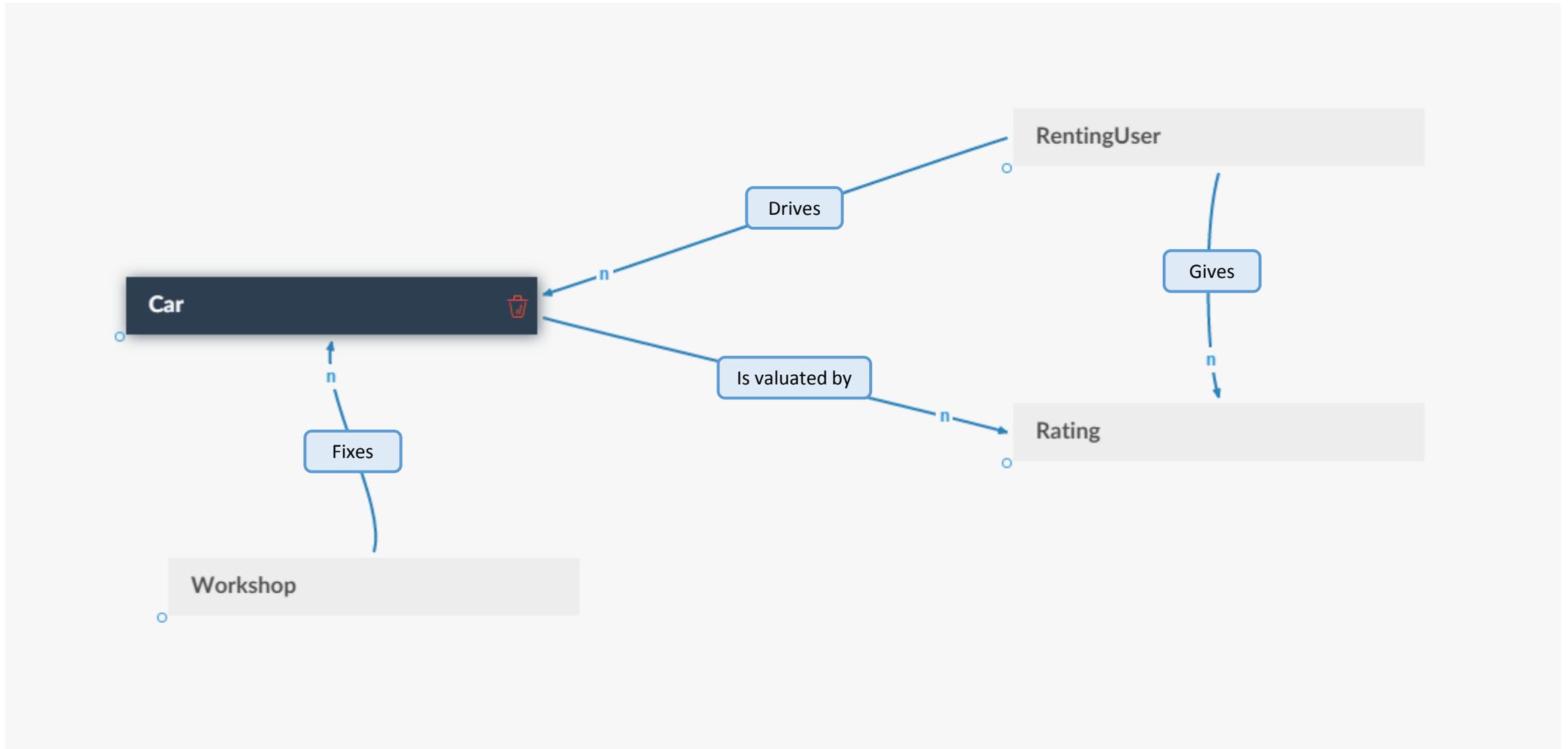
a good insight of the service and users satisfaction

so that

the service remains as top reference for users and voters

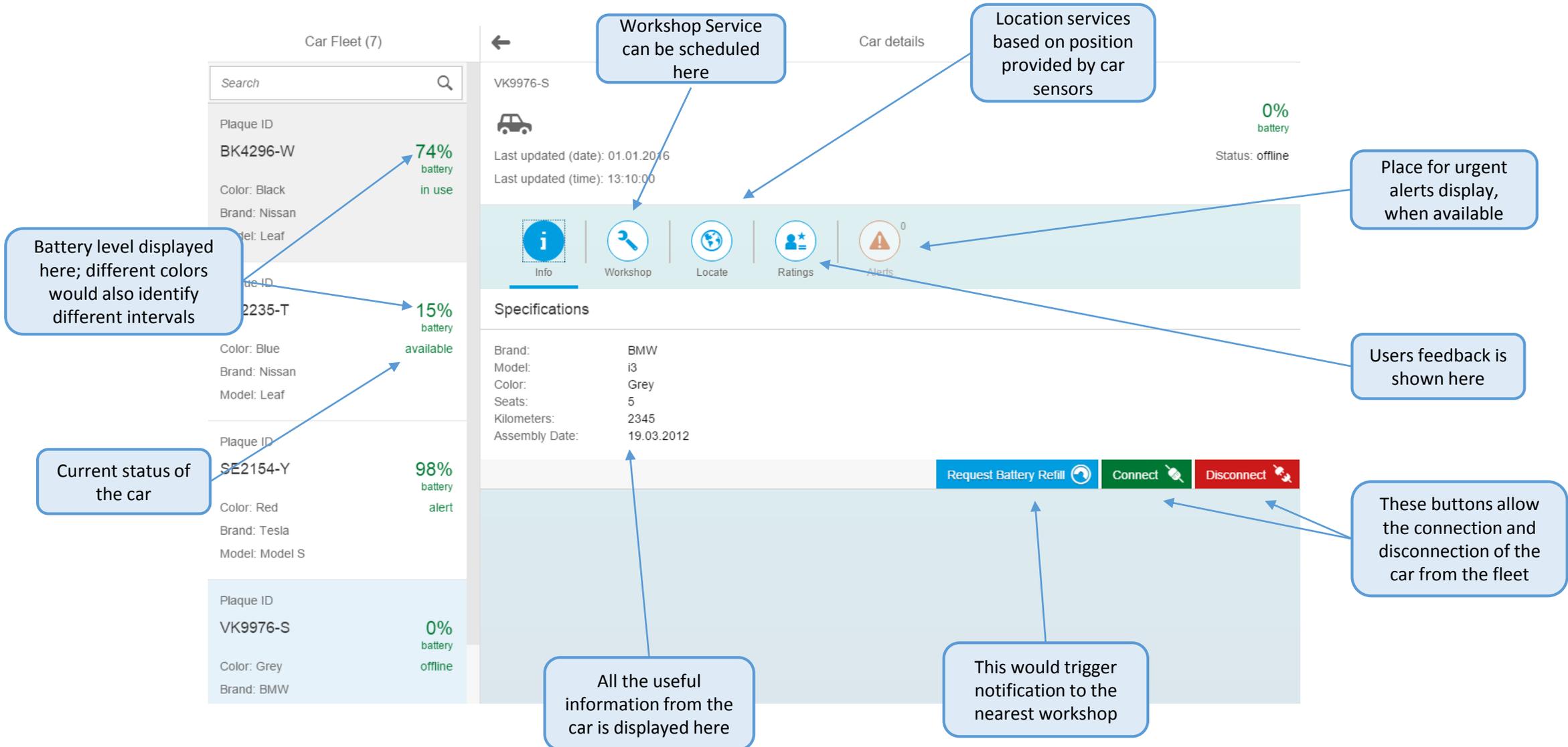
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Mock up of the data model



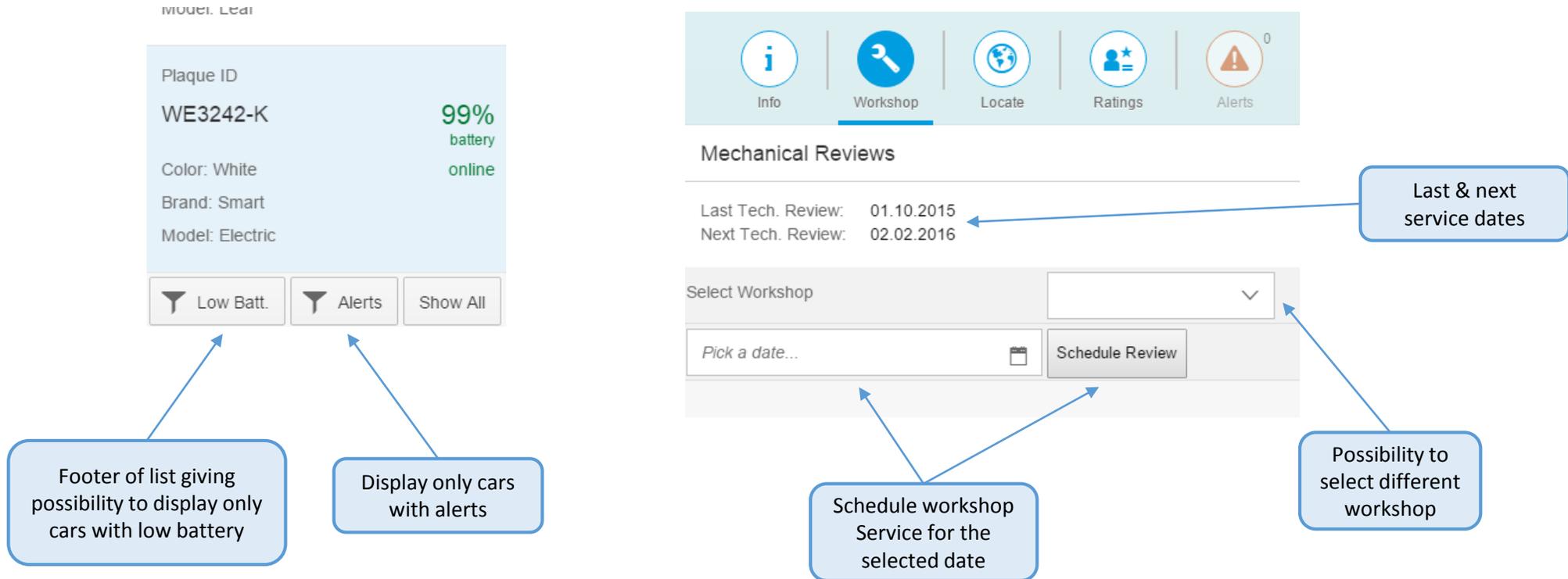
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High Fidelity Mockup



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High Fidelity Mockup



Link to BUILD Study:

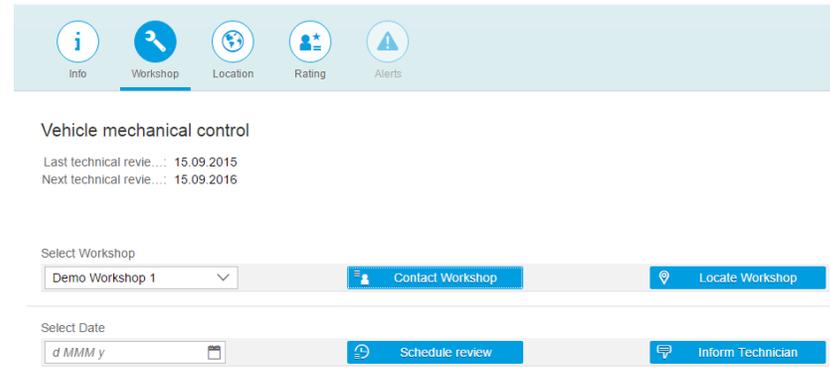
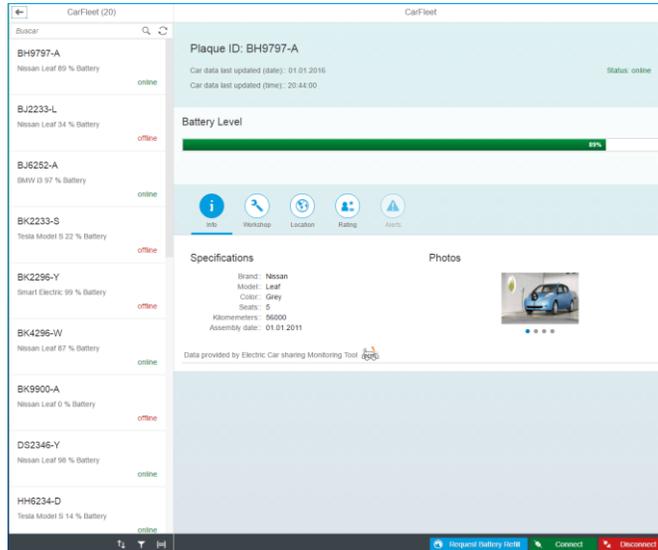
<https://standard.experiencesplash.com/home/projects/29e508f1f4e98a5d0ba6d6c3/research/participant/01dd1f23d08049790ba8037e>

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Develop Challenge

Link to YOUTUBE video: <https://youtu.be/MWD3PMh4pAE>

Screenshots



Example of Detail View
from SAP Web IDE:



Detail.view.xml

