TOUCH IOT WITH SAP LEONARDO PROTOTYPE CHALLENGE

SUBMISSION REQUIREMENTS
How many times have you found empty shelves because of sold out articles in your store? Or even, how many times did your customers ask you if an article is available since its shelf was empty?

Such events lead to bad customer experience. Consequences can be different:

- Items that are finished on the shelves will not be sold, even if they are in the warehouse
- Your store's image will be damaged
- You will lose customers

I can assure you that a little bit of technology, directly applied to your store's shelves, will let your customers never find a product out of stock and this could be the key to make your business a winning business.

*Note:*
*Sensors are applied on the shelves and will measure their weight to understand how many articles are on them. These sensors can also be used to monitor more store's parameters such as temperature, humidity and brightness of the environment for other purposes.*
Adam
Supermarket Director

“I would always have everything under control to make a perfect shopping experience for my clients”

About
• I am 40 years old and I am married with Hellen
• I am the director of a supermarket, that is part of a chain, for 5 years
• I manage the different supermarket areas and I coordinate the resources assigned to the store
• I am always around to check that everything goes well and I respond to customer complaints
• I work with the supermarket staff and with the headquarter employees

Responsibilities
• I have the management, organizational and economic responsibility of the store
• I get all the company's provisions and I guarantee their application
• I supervise the activities interacting with department managers
• I monitor the level of offered service and I ensure the customer satisfaction

Main Goals
• Ensure a good customer experience
• Make sure that the whole structure works well and efficiently
• Collect positive feedback from customers

Needs
• I need to simplify the process of monitoring and managing the store
• I need a dashboard that allows me to keep the entire store under control with regard to different aspects: level of shelves supply, warehouse stock, quality of environments, receipts

Pain Points
• In order to have an up-to-date number of products on the shelves and in warehouses, You need a huge effort in terms of people counting
• Even performing the counting operation several times a day the data would never be present: in fact, this information is subject to variations based on customer purchases
Point of View

As a Supermarket Director

I need a way to keep track of the level of supply of the store's individual shelves

So that I can eventually tell the different areas managers to fill the shelves with the missing products.
<table>
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<th>ACTIONS</th>
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| - Enter in the supermarket  
  - Get into the director’s office | - “I’m ready to start a new working day”  
  - “I hope to go home early this evening” | - 😊                      | - Supermarket                |
| - Turn the computer on  
  - Start the supermarket monitoring dashboard | - “I hope I do not find any nasty surprise”  
  - “Damn, the pasta on offer shelf is almost empty!”  
  - “How did Sarah not notice it?” | - 😊                      | - Computer                   |
| - View the supermarket supply levels | - “I hope Sarah is already here”  
  - “Well done, she answered the phone call and she is already here” | - 😊                      | - Computer                   |
| - Call the pasta area manager | - “Thank God I noticed it on time!”  
  - “What if the customers did not find anything already in the morning” | - 😊                      | - Telephone  
  - Manager of the pasta area (Sarah) |
| - Ask the pasta area manager to fill the pasta on offer shelf | - “Now everything is ok”  
  - “We’re ready to open the store” | - 😊                      | - Telephone                   |
| - Refresh the supermarket dashboard  
  - Check the pasta on offer stock level | - 😊                      | - 😊                      | - Computer                   |
| - Check the pasta on offer stock level | - 😊                      | - 😊                      | - Computer                   |
Prototype

BUILD PROJECT LINK:
https://standard.build.me/prototype-editors/api/public/v1/snapshots/0d4909977c6c104d0e1b8097/artifacts/latest/index.html#/launch_page

ACTIVE LINKS:
- Pasta Barilla
- Temperature

Screenshots

Figure 1 - Landing Page
Pasta, Barilla Penne Rigate 500g

Figure 2 - Pasta (part 1/2)

Figure 3 - Pasta (part 2/2)
Temperature

Figure 4 - Temperature