Story

Summary

House owners often need a tool to monitor all components, such as lights, windows, doors, heaters, washing machines, dishwashers etc.

Storyline

House owners are interested in knowing all informations about their house components. They want to know, for example, if all windows and doors are closed when no one is at home. If this is not the case, then they want to react directly.

There are additional use cases. They want to increase the temperature in a room when they are on the road. They want to check if the electric stove is switched off if they are not sure. House owners want to know the state of all house components to be able to exchange it before they are going defect.

Last but not least all house owners want to monitor and analyze the energy consumption of all adequate components.
### Persona

#### Michael
House owner

“I would like to remote control of all house components and analyze the energy consumption.”

### About

- 45, married, father of two children
- trying to keep energy costs low in my house
- manage my house often remotely
- very mobile, working on different projects in different locations

### Responsibilities

- I am responsible for security and functionality in my house
- I am responsible for keeping energy cost low

### Main Goals

- Being the person who makes the energy consumption decision, I have to keep the balance between the energy efficiency and living comfort
- Better management of all house components

### Needs

- I want to control all house components remotely
- I need a tool for quick analyze of energy consumption

### Pain Points

- Can’t control important house component during absence
- No information which components consume the most energy
Point of View

As a house owner I need a way to control all house components and analyse their energy consumption so that my house works environmentally friendly and the balance between the energy efficiency and living comfort is maintained.
# User Experience Journey

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>House owner Michael is on the road.</th>
<th>None is at home now. He must call his neighbor.</th>
<th>Michael’s neighbor checks the electric stove in the kitchen. It is off.</th>
<th>Michael is thinking about the energy costs.</th>
<th>Michael decides to replace the components with high energy consumption.</th>
<th>Michael decides to measure the consumption for each component.</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINDSET</td>
<td>Have I switched off the electric stove in the kitchen?</td>
<td>Hopefully he is at home to check the situation in the kitchen. Fortunately he has the key of my house.</td>
<td>What a stress!</td>
<td>Our energy costs are much to high!</td>
<td>How can I determine these components?</td>
<td>A lot of work before me!</td>
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<tr>
<td>FEELING</td>
<td>😞</td>
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<tr>
<td>TOUCH POINTS</td>
<td>Electric stove Kitchen</td>
<td>Phone House key Neighbour</td>
<td>Electric stove Kitchen</td>
<td>Energy costs Thoughts</td>
<td>House components</td>
<td>Work Measurement</td>
</tr>
</tbody>
</table>