TOUCH IOT
WITH SAP LEONARDO
PROTOTYPE CHALLENGE

SUBMISSION REQUIREMENTS
EDGAR MANCILLA

HAND TOWEL DISPENSER
There are many buildings with hand towel dispensers housed in bathrooms, dining rooms and anywhere people wash their hands and need a paper towel to dry.

The companies that sell these rolls of paper for dispensers could implement sensors into their dispensers to optimize various processes for both their customers and their own processes.

**As a customer:**
- Local Alerts could be given when each dispenser needs a replacement of the paper roll, measuring the amount of paper remaining on the roll in each dispenser.
- Identify when each dispenser is opened and the amount of paper left before being opened and after being closed to verify that new rolls are installed.
- Better performance of the maintenance department in each building. Using a local alert, dispensers will not be out of paper towels for long.
- The customer can agree with the supplier on a certain number of rolls consumed to generate a new order automatically.

**As a Manufacturer:**
- Knowing the accumulated consumptions per month for example you could know when it is necessary to send a new order of paper rolls to the customer.
- The sales department would have sales statistics for each customer.
- It is possible to define an optimal stock level for each customer in each building.
- The marketing department would know each customer’s paper preferences.
- With better consumption information for each client, production programming and distribution by zones, for example, can be optimized.

**After Feedback**
Added improvement in the stock level within the facilities in each building and optimization of the complete distribution process.

**With this idea companies can be transformed, from product sellers to providers to Hand Towels as a service.**
Persona

Miguel Romero
Customer Service Responsible

I would like to know all the information about the consumption of my clients, in each one of their facilities, to attend to all their needs in an optimal way.

About
• 45 years old, married, 10 year on Sales and Customer Service Department.
• I like to proactively attend to our customers.
• My department interacts with all areas into the company and recommends actions about any process in order to be a better company every day.

Responsibilities
• I am responsible for helping many different customers in many different buildings and cities.
• I spent a lot of time every day contacting my customers in order to know Quantities, Dates, and more details about orders.

Needs
• I need to know accumulative consumption for each customer and building every month.
• I need provide to my customers with information to make decisions about the optimization of their paper consumption.
• I need to have the details about historical Consumption Information.

Main Goals
• To have better and more accurate information immediately
• Make my customer feel that I’m really aware of their needs.
• Help to improve all processes into company providing timely information to make strategic decisions

Pain Points
• Can’t correctly plan Quantities and Delivery Dates for customers and buildings.
• Some Customers have limited storage capacity and we must help them to have enough product while not exceeding storage capacity.
Point of View (PoV)

As a Customer Service Representative

I need to provide information to my customers to help them make decisions about the status of their paper dispenser (example send local alerts like emails automatically)

So that they can respond in a timely manner to any issue.

As a Customer Service Representative

I need the customer’s historical information about their consumption

So that So that I can have the possibility of making decisions about where I need a new Distribution Center, another production plant, another sales office, etc, with the idea to improve all my services, distribution times, optimize costs and offer better prices.

As a Provider

I need to know accumulative consumption for every customer, every building and every month.

So that I can understand and to be prepared to attend needs from my customers.
## UX Journey

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<tbody>
<tr>
<td>Research sales information for each customer, specifying dates, customer ID, customer locations (Geo location and specific buildings) in order to know possible upcoming sales. At the same time, analyze Historic Information to know what kind of strategic decisions could I propose to the company.</td>
<td>Establish contact with all customers in order to negotiate upcoming orders for each location and create new orders in the sales system.</td>
<td>Verify status of Dispensers in every location in order to know if they are working correctly</td>
<td>Follow up and solve issues with Dispensers</td>
<td>Deliver products on time and in optimal quantities to each customer requires in every location, every time.</td>
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<tr>
<td>A lot of time to get information I need</td>
<td>Why is this not automatic, timely and accurate?</td>
<td>People time, expenses, at the end, data is coming late</td>
<td>Every unit in poor condition represents less consumption and therefore lost sales</td>
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<td>Sales Systems</td>
<td>Customers</td>
<td>Maintenance Team</td>
<td>Maintenance Team</td>
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Prototype (Tile)
Prototype (Details Screen)