USER

Scenario

Complete system overview and dashboard for monitoring issues and locations

Expectations

- Safety enhancements
- Predective maintenance
- Cost savings
- Improved Operational efficiency
- Real-Time monitoring and reporting
- Long-Term asset management
- Regulatory compliance
- Scalability and flexibility

	Awareness	Evaluation	Implementation	Maintainence & Support
Objective	The customer becomes aware of the SHM system.	Assess the solution's feasibility and value	Deploy the SHM solution and integrate it into the metro rail systems	Ensure ongoing functionality , upgrades , and technical support
Feelings	• Curosity about SHM technologies • Concern about structural safety and operational efficiency • Eagerness to modernize processes	• Interest in solution features and integration • Concerns over implementation complexity • Need for clarity on customization and scalability	• Excitement about system installation and advanced technology • Anxiety over potential disruptions to rail operations • Relief upon successfull integration and testing	• Satisfaction from smooth operation and proactive monitoring • Desire for continuous improvements • Frustration if issues are not resolved quickly
Pains	• Limited knnowledge of SHM solutions • Difficulty visualizing real-world benefits • Concerns over intial investment and ROI	• Comparing SHM providers with varying technical offerings • Uncertainty about system compatibility with existing infrastructure • Worry about maintenance costs over time	• Technical challenges during deployment • Staff training requirments for using the dashboard • Temporary downtime affecting operations	• Handling unexpected system downtimes • High maintance or upgrade costs • Dependancy on vendor support for updates
Opportunities	• Highlight case studies showing the importance of SHM • Share statistics on metro rail safety improvements with SHM • Conduct awareness campaigns showcasing dashboard capabilities and technological components	• Provide detailed system demonstrations and pilot programs • Showcase the intutive dashboard interface with live data examples • Emphasize cost-savings and safety benefits over the long term	• Provide robust implementation support and phased deployment options • Offer on-site training and user manuals for the dashboard • Ensure a responsive technical team is available to resolve issues quickly	• Offers regular system health checks and predictive maintance tools • Provide software updates and dashboard enhancements as part of a service package • Ensure 24/7 customer support and a transparent issue-resolution process