Public**SEC**

Project Description

*What is PublicSEC?*

PublicSEC is a software solution that came as a response to one of the most frequent problems of our days: the impossibility of assessing if a certain individual is ill-intended or if he is the employee of a trustworthy company, simply following his routine.

*Context*

A random individual comes to your house pretending to be a representant of a company that you have made a contract with. He insists to be allowed to enter the premise of your household to revise the integrity of the system installed by the company (ex.: central heating, electrical network, water boiler etc.). Although you were not notified by the company itself, you agree with the stranger’s request. While he seems to be preoccupied with his work you stop paying attention to the unknown man. After he leaves you are stupefied to discover that some of your valuable assets are missing. At this point you realize that the person that came earlier was not whom he claimed to be. You are in distress and you are wondering how this situation could have been avoided.

*Current Solutions*

The most common way to avoid such incidents is to completely ignore the strangers that request to enter your home. However, there will certainly be situations where the unknown person is truly an employee of a locally-contracted company.

Another approach that people tend to use is asking the neighbors if they were also visited by the stranger, their decision of letting him in, being based on the answer of their acquaintances. In this situation it is possible to be swindled along with your acquaintances.

There are many other approaches to the problem yet none of them are providing a satisfying result.

*Our Solution*

Our solution is based on ease-of-use, being a simple yet effective method to prevent such incidents by creating a stable connection between the three entities: customers – employees – company. The customers will always be notified in the case of an intervention at their home. They will know exactly who will be selected to provide service and when it will take place and they will be able to report / review the interactions between the customer and employee. The whole process will be arranged with a simple touch on your smartphone.

*How does it work?*

* ***As a Company***

After purchasing the software, you will be able to manage your customers request and your employees’ timetables, while also being able to access their personal logs which contain all their activity within a timeframe. You will be able to appoint employees to each customer’s request, selecting a date/hour based on the client’s preferences;

* ***As an Employee***

You will know exactly when and where to go by using the application’s scheduler and GPS plugin. You will carry a special card that will grant you restricted access to your client’s premise. You will also receive reviews based on your behavior. The application will be available in mobile format.

* ***As a Customer***

You will be notified whenever a company wishes to send a representant to revise their on-premise infrastructure. You will be able to select a preferred timetable for their arrival. You will be able to review the employee in charge of the check-up; You are able to request assistance when you consider that there are problems regarding the on-premise device.

*The future of our product*

Being a low cost and efficient solution to a wide-spread problem, it is most likely for our software to gain more and more popularity, especially among the seniors that wish for simplicity. The application is tailored to the needs of companies that must send personnel directly to the client’s location. Our main targets are companies that provide public utilities such as: electricity, heating, water etc... . Through our product we offer our clients a stable solution to a recurring and serious problem, providing the sense of safeness, while maintaining cost-efficiency and easiness-of-use