**Project Title:** Gas Leakage Monitoring and Alerting System **Project Design Phase-I** - **Solution Fit Template Team ID:** PNT2022TMID17812

**Focus on J&P, tap into BE, understand RC**

**Explore AS, differentiate**

**Deﬁne CS, ﬁt into CC**

**AS**

**5. AVAILABLE SOLUTIONS**

* Upgrading to a premium network plan.
* Availing network connection from a reliable Service provider.

**CC**

**6. CUSTOMER CONSTRAINTS**

* Network Connection
* Complexity in Installation

**CS**

**1. CUSTOMER SEGMENT(S)**

* Industrialists
* Engineers
* Safety Control Personals

**Explore AS, differentiate**

**BE**

**7. BEHAVIOUR**

* Harsh environment is prevailing only on certain industry; thus, the frequency of the said problem is low. In such a case the customer complaints multiple times to get the attention.
* Network issue is very common as most of the industries are located at the country side. Here the contact both the developers and the service providers

**RC**

**9. PROBLEM ROOT CAUSE**

* Quality of the material using which the device is made up of plays a vital role in the capability of the device to work in harsh environment.
* Location of the device installation and the network plan used by the user are the cause of Network issue.

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

* Capability of the device to withstand in harsh environment is questionable.
* Due to network issue data couldn’t be uploaded to the cloud at all times.

**Focus on J&P, tap into BE, understand RC**

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| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **TR**  **3. TRIGGERS**   * Usage of the device is portrayed in the news. * In real life situation, the device has helped in saving number of individuals. | **S**  **10. YOUR SOLUTION**   * Network strength must be boosted in the device * Device can be manufactured in multiple standards based on the environment. | **CH**  **8. CHANNELS OF BEHAVIOUR**  **8.1 ONLINE**   * E-Mail to developers * Online Community   **8.2 OFFLINE**   * Complaint Letters |  |
| **EM**  **4. EMOTIONS: BEFORE/AFTER**   * Before the action is taken, the user feels deceived and cheated. * After the problem is resolved, user feels the sincerity of the developers. |