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| 1. CUSTOMER SEGMENT(S) CS <ul style="list-style-type: none">• Oil, Gas, Polymer Industries• Hospitals• Safety Control Personals• Mining | 6. CUSTOMER CONSTRAINTS CC <ul style="list-style-type: none">• Network Connection• Complexity in Installation• High budget in installing other products make them to move far from modern technologies | 5. AVAILABLE SOLUTIONS AS <ul style="list-style-type: none">• Upgrading to a premium network plan.• Availing network connection from a reliable Service provider. |
| 2. JOBS-TO-BE-DONE / PROBLEMS J&P <ul style="list-style-type: none">• Suffering from many losses due to gas leakage.• Having no proper system for controlling or monitoring the leakage.• Facing heavy budget problems in buying and installing a system for monitoring and controlling | 9. PROBLEM ROOT CAUSE RC <ul style="list-style-type: none">• 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. | 7. BEHAVIOUR BE <ul style="list-style-type: none">• 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 |

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| <p>3. TRIGGERS TR</p> <ul style="list-style-type: none"> • The heavy damages or higher health issues due to the toxic gases urges them to find out a solution as soon as they could possible. • Usage of the device is portrayed in the news. | <p>10. YOUR SOLUTION S</p> <ul style="list-style-type: none"> • Network strength must be boosted in the device • Device can be manufactured in multiple standards based on the environment. • Proper evacuation plan and manifestation of emergency drills will help workers to take appropriate step during emergency. | <p>8. CHANNELS OF BEHAVIOUR CH</p> <p>8.1 ONLINE</p> <ul style="list-style-type: none"> • E-Mail to developers • Online Community <p>8.2 OFFLINE</p> <ul style="list-style-type: none"> • Complaint Letters • Returning the product is easy |
| <p>4. EMOTIONS: BEFORE/AFTER EM</p> <ul style="list-style-type: none"> • Before the action is taken, the user feels deceived and cheated. • After the problem is resolved, user feels the sincerity of the developers. | | |