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fit into

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Define

Focus on J&P, tap into BE, understand

E

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R

Identify strong

# 1. CUSTOMER SEGMENT(S)

The customer requirements are:

CS

6. CUSTOMER CONSTRAINTS

CC

5. AVAILABLE SOLUTIONS

AS

Who is your customer? What constraints prevent your customers from taking action or limit their choices i.e. working parents of 0-5 y.o. kids of solutions? i.e. spending power, budget, no cash, network connection, available devices.

> Maintenance of server, data, Network errors, no support system, wrong data input gives wrong output therefore error handling to be done.

The available solutions are:

a. Providing correct input to tool.

Which solutions are available to the customers when they face the problem

or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking

- Server Maintenance to be done regularly.
- Network Stability

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

J&P

RC

BE

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

a. Login b. Modify c. Remove d. view e. Review

The jobs to be done are

- A. Upload the patient data set
- B. Prepare the data

The problems are:

Wrong input by the user Server Error

9. PROBLEM ROOT CAUSE

What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations.

Server maintenance is not done periodically.

Inconsistent data

Bandwidth of device does not support the product tool.

7. BEHAVIOUR

What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

The behaviors are: Displays output clearly. Easily Customizable Displays Visual data more clearly

# 3. TRIGGERS

TR

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

Redoing the task again and again Takes long time

#### 4. EMOTIONS: BEFORE / AFTER

EM

Before: Faster completion of this project is expected.

After: Delayed due to problems that makes frustrated

## 10. YOUR SOLUTION

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.

If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations solves a problem and matches customer behaviour.

Including only essential data

Improving the product adaptable to work in changing bandwidth.

Using the most efficient visualization

### 8. CHANNELS of BEHAVIOUR



8.1 ONLINE

SL

What kind of actions do customers take online? Extract online channels from #7

A user/patient will feed his/her data in the interactive dashboard which is hosted online like age, sex, bp level, sugar level etc.