

Project Phase-II

Customer Journey

Date	October 17 2022
Team Id	PNT2022TMID11818
Project Name	Industry-specific intelligent fire management system
Maximum Marks	4 marks

Customer Journey Map:

Prepare the customer journey maps to understand the user interfaces and experiences with the application.

WHAT

A industrial specific fire management system alerts people when fire-related emergencies are detected. This is activated automatically from smoke detectors and heat detectors

EFFECT

minimize the damage caused by fire outbreaks Shorten recovery time Save lives

CUSTOMER/ CONSUMER

Customer can be industry owners, employees, clients Public places such as industries, institutions, hospitals etc...

AFFECT

minimize the damage caused by fire outbreaks early detection real time monitoring

UNIQUE SELLING POINT

passive fire protection, early detection, real time monitoring system, specific mitigation methods for electrical and mechanical emergencies

SCALING FACTOR

1st year: 10 factories
2nd year: 50 factories
2rd year: 100 factories