

<p><b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span></p> <ul style="list-style-type: none"> <li>• Oil, Gas, Polymer Industries</li> <li>• Hospitals</li> <li>• Safety Control Personals</li> <li>• Mining</li> </ul>	<p><b>6. CUSTOMER CONSTRAINTS</b> <span>CC</span></p> <ul style="list-style-type: none"> <li>• Network Connection</li> <li>• Complexity in Installation</li> <li>• High budget in installing other products make them to move far from modern technologies</li> </ul>	<p><b>5. AVAILABLE SOLUTIONS</b> <span>AS</span></p> <ul style="list-style-type: none"> <li>• Upgrading to a premium network plan.</li> <li>• Availing network connection from a reliable Service provider.</li> </ul>
<p><b>2. JOBS-TO-BE-DONE / PROBLEMS</b> <span>J&amp;P</span></p> <ul style="list-style-type: none"> <li>• Suffering from many losses due to gas leakage.</li> <li>• Having no proper system for controlling or monitoring the leakage.</li> <li>• Facing heavy budget problems in buying and installing a system for monitoring and controlling</li> </ul>	<p><b>9. PROBLEM ROOT CAUSE</b> <span>RC</span></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Location of the device installation and the network plan used by the user are the cause of Network issue.</li> </ul>	<p><b>7. BEHAVIOUR</b> <span>BE</span></p> <ul style="list-style-type: none"> <li>• Harsh environment is prevailing only on certain industry; thus, the frequency of the said problem is low. In such a case the customer complains multiple times to get the attention.</li> <li>• 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</li> </ul>

<p><b>3. TRIGGERS</b> <span>TR</span></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Usage of the device is portrayed in the news.</li> </ul>	<p><b>10. YOUR SOLUTION</b> <span>S</span></p> <ul style="list-style-type: none"> <li>• Network strength must be boosted in the device</li> <li>• Device can be manufactured in multiple standards based on the environment.</li> <li>• Proper evacuation plan and manifestation of emergency drills will help workers to take appropriate step during emergency.</li> </ul>	<p><b>8. CHANNELS OF BEHAVIOUR</b> <span>CH</span></p> <p><b>8.1 ONLINE</b></p> <ul style="list-style-type: none"> <li>• E-Mail to developers</li> <li>• Online Community</li> </ul> <p><b>8.2 OFFLINE</b></p> <ul style="list-style-type: none"> <li>• Complaint Letters</li> <li>• Returning the product is easy</li> </ul>
<p><b>4. EMOTIONS: BEFORE/AFTER</b> <span>EM</span></p> <ul style="list-style-type: none"> <li>• Before the action is taken, the user feels deceived and cheated.</li> <li>• After the problem is resolved, user feels the sincerity of the developers.</li> </ul>		