11 CUSTOMER SEGMENTS

Automobile Manufacuturers

TRIGGERS

Keeping customers waiting too long for services to be completed.

AVAILABLE SOLUTIONS

Investing in some other technology - But Vehicle Performance Analyser can give their customers the satisfaction of understanding their vehicle, improving its performance, etc.

BEHAVIOUR

Manufacture new parts with embedded technology. Hire and form teams to program, deploy & maintain the application. Take feedbacks and improve the model performance in new dels.

PROBLEM ROOT / CAUSE

Increase in fuel prizes --> Better mileage --> Better maintenance --> Additional support for unskilled labourers and guidance for general public.

PROBLEMS AND PAINS

Lack of new of technology to survive in the new era of smart automobiles.

Inability to assure durability andmaintenance of automobiles.

EMOTIONS : BEFORE \AFTER:

Unsatisfied and Frustrated>
Feeling comfortable and
Happy

CUSTOMER LIMITATIONS

Change in existing manufacturing automobile model manufacturing process. Formation of new domain for the programming, installation & maintenance of the perforn 2 analyser

8 CHANNELS OF BEHAVIOR

- Customers will book their service slots based on their availability and time schedule.
- Customers will also get live updates from the servicecenter regarding the service completion status oftheir vehicle so that they need not stay in the service center for a longer period of time, it is easier for them to collect the vehicle from the service center once the service is done. 8.2 OFFLINE What kind of actions do customers take offline? Customers will test drive the serviced vehicle to ensure that the problem/repair is rectified and will check whether the repair notification has disappeared after the service.

10 YOUR SOLUTION

The vehicle performance analyser helps in monitoring the performance of the vehicle using Machine learning. It takes engine performance, braking performance and safety as the main constraints and if any anomalous activities are found on the performance of the vehicle then it is immediatel notified to the user and it ensures the safety of both the user and the vehicle. The main contribution is that it 'allow in protecting the environment, as proper servicing of the vehicle will reduce the carbon emissions.

