Project Title: *Industry-specific intelligent fire management system*   **Project Design Phase-I**   **Team ID:** PNT2022TMID54463

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)   CS
Who is your customer?
i.e. working parents of 0-5 y.o. kids

The primary purpose of fire alarm system is to provide an early warning of fire so that people can be evacuated & immediate action can be taken to stop or eliminate of the fire effect as soon as possible.

6. CUSTOMER CONSTRAINTS   CC
What constraints prevent your customers from taking action or limit their choices
of solutions? i.e. spending power, budget, no cash, network connection, available devices.

The primary constraint on the fire detection system is to detect a developing fire prior to belt ignition, or as quickly as possible thereafter before the onset of rapid flame spread can begin.

5. AVAILABLE SOLUTIONS   AS
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

- Cost effective for larger applications.

- The location of a fire condition is detected and recorded at each individual device, identifying exactly where the fire is occurring. This will improve response time for emergency responders.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS   J&P
Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

- The location of fire needs to be estimated
- More judgement time for identification
- It is not a self-diagnostic system needing more frequent routine maintenance to ensure its functionality

9. PROBLEM ROOT CAUSE   RC
What is the real reason that this problem exists? What is the back story behind the need to do this job?

First, 139 fire accidents were reviewed to identify the root causes and draw out prevention strategies. Most fires were caused due to runaway reactions, operation error and equipment failure, and flammable material release.

7. BEHAVIOUR   BE
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)

Customer service is provided, and manual is provided to customer in all languages. In which customer can report the problem and can have clear understanding and description of the product.

Focus on J&P, tap into BE, understand RC

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.

- Security
- Efficient and simple
- Easy installation
- Less complex

4. EMOTIONS: BEFORE / AFTER `EM`

How do customers feel when they face a problem or a job and afterwards?
i.e. lost, insecure > confident, in control – use it in your communication strategy & design.

After the installation of the fire management system many accidents will be prevented and resulting in fewer life losses.

10. YOUR SOLUTION `SL`

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 behavior.

- Faster fire alerts
- Faster reaction time
- Devoid of fake alerts
- Enhanced machine learning

8. CHANNELS of BEHAVIOUR `CH`

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

8.2 OFFLINE
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

Online:
In online mode, customers can use mobile to send message or contact authority via helpline number.

Offline:
In offline mode, customers can directly contact us to the address provided.