Empathy Map
Identifying User's Behaviour

THINK & FEEL

can notice the gas leakage only when it is adminstred

A system which will detect and notifies the gas leakage

without any human involvment system will operate

Less Maintanence

Better way to detect leakage

HEAR

Future risk on automation

What their influencers say?
What their friends/family say?
What their boss/peers/coworkers say?

Compatible and easy to install

Reduces risk in leakage of gas

Some doesn't know the usage as it's a new technology

SMART FACTORY

better for industries which uses gas compnents

SEE

Environment around them
What the market offers
Their cultural aspirations

These may seems to be taking over the gas industry

SAY & DO

System seems big when it is attached to machines

Behviour towards others
Attitude in public
How they appear to others

May be it seems little bit costlier

GAINS

Less risk and high accuracy

Fears
Frustrations
Obstacles

Detect leakage at early stage

PAINS

Fear on automation

Wants/Needs
Measures of success
Goals & Achievements

Guidance should be given before operating