



User

Scenario

develop a complete system overview solution for the structural health monitoring on metrorail networks, including a dashboard to display identified issues and corresponding locations , highlighting components and technologies used.

Expectations

Understand benefits and ROI of SHM.

	AWARENESS	consideration	Implementation	Maintenance
Actions	Recognizes need for structural monitoring.	Evaluates providers and technology options.	Installs sensors and sets up the dashboard.	Conducts repair and post-repair validation.
opportunities	Educational campaigns and demo videos.	Offer tailored proposals and live demos.	Offer expert support and hybrid integration.	Prioritized alerts and automated scheduling.
TOUCH POINTS	Seminars, brochures, referrals.	Product demos, proposals.	Engineers, technical support.	Alerts, dashboard insights.
PAIN POINTS	Limited awareness about SHM technologies	Complex cost-benefit analysis.	Integration challenges with legacy systems.	Delays in addressing critical issues.