# **Key Partnerships**

- IoT Hardware Manufacturers: Suppliers of high-quality sensors (e.g., accelerometers, strain gauges) and edge devices for data collection.
- Cloud Providers: Partnerships with providers like AWS, Azure, or Google Cloud for data storage and real-time processing.
- Civil Engineering Consultants: Firms or experts that provide insights into interpreting data and actionable maintenance recommendations.
- Government and Regulatory Bodies:
   Ensures that the system complies with safety regulations and standards.
- Data Analytics Firms: Partnering with analytics firms for advanced predictive models and ongoing algorithm improvement

## **Key Activities**

- System Installation and Deployment: Initial setup of sensors and edge devices across the metro rail network's structural components.
- Data Collection and Aggregation: Continuous data gathering from sensors and edge devices across multiple metro locations.
- Data Analysis with Al/ML: Use of machine learning algorithms to analyze data, detect patterns, and identify anomalies or emerging issues.

## **Key Resources**

- IoT Sensors and Edge Devices:
   Physical infrastructure for data collection, including vibration, strain, temperature, and displacement sensors.
- Cloud Infrastructure: Highperformance cloud storage, processing, and analytics services for managing and analyzing large data volumes.
- Data Science and Engineering
  Teams: Experts in Al/ML and structural
  engineering to analyze data, improve
  algorithms, and generate meaningful
  insights.

# **Value Propositions**

- Enhanced Safety and Reliability:
   Increases passenger safety by
   proactively identifying structural risks.
- Cost-Effective Maintenance: Reduces maintenance costs by predicting failures and allowing preventive maintenance.
- Operational Continuity: Minimizes service interruptions by providing timely alerts and maintenance insights.
- User-Friendly Monitoring: Intuitive dashboard allows users to quickly understand the health of various structural elements in real-time.
- Customizable Alerts and Reports: Ability to customize thresholds for alerts and generate reports tailored to operational needs.

### **Customer Relationships**

- Dedicated Account Managers: A single point of contact for metro authorities to handle any queries or system updates.
- Customizable Training Programs:
   Personalized training for metro staff on using the dashboard, interpreting data, and responding to alerts.
- Continuous Feedback Loops: Regular feedback collection from users to improve the system based on real- world usage and requirements.

#### Channels

- Mobile and Web Applications: Real-time monitoring and alerts via mobile and desktop platforms for easy access.
- Direct Sales and Onboarding: Sales team and onboarding sessions for metro rail operators and authorities to ensure effective system integration.
- Email and SMS Alerts: Automated notification system for alerts on critical issues to maintenance and engineering teams.

# Customer Segments

- Metro Rail Operators and Authorities:
   Primary customers who rely on structural health monitoring for safe and reliable operations.
- Maintenance and Engineering
   Teams: Direct users of the dashboard who plan and execute maintenance based on system insights.
- Government and Safety Regulators:
   Entities concerned with public safety
   and infrastructure stability, potentially
   interested in reports and compliance
   information.
- Insurance Companies: Interested in risk assessment and mitigation data to adjust premiums and coverage based on system reliability.

#### **Cost Structure**

- Initial Equipment and Installation Costs: Costs associated with procuring and installing sensors, edge devices, and other physical components.
- · Cloud Services and Data Storage: Ongoing expenses for cloud infrastructure, data Software
- Development and Maintenance: Regular updates to the dashboard, mobile applications, and analytics algorithms.
- Research and Development: Investment in improving AI/ML algorithms, system features, and expanding capabilities based on customer needs. Costs for providing continuous support, training programs, and customer service resources.

### **Revenue Streams**

- Subscription Fees: Monthly or annual subscription plans for access to the SHM system and dashboard.
- Installation and Setup Fees: One-time setup charges for installing the sensors and configuring the system on site.
- Predictive Analytics Services: Premium fees for more advanced predictive analysis and tailored reports for risk management.
- COUSTAMIZED REPORTING: Additional charges for customized, detailed reports needed by regulators or specific business needs.
- Extended Support Packages: Premium support options for extended customer service hours or dedicated support personnel.