



Says
What have we heard them say?
What can we imagine them saying?



Thinks
What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

what is tech
pro
solution?

To create a
technology
world

How the
technology
work?

where it
can be use
?

Find the
right
place?

IT solution is
flexicibility
and agility



shangma
Preparation of
Tech Pro
solution

Technology
that helps the
customer
needs

Identify new
Business
and
Technology

Adopting
Innovative
Technology

Supportive
Work
Environment

Delivering
Professional
Service

Knowledge
and
experience



Does
What behavior have we observed?
What can we imagine them doing?



Feels
What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?