Client Registration at HWS

Start

Systems asks client to enter personal and property information online
8.1.1.1

System checks for unique email address and valid password
8.3.2

Unique email address AND valid password?

No

Yes

System creates client profile and sends notification to HWS management
8.1.1.4/8.1.2.1

HWS management sends a property inspector to the client's property for approval
8.1.2.1

Property approved?

No

System notifies client about denial of the property
8.1.4.1

Yes

System notifies client about the property approval and asks client for credit card information
8.1.4.1/8.1.5.1

System verifies credit card information and billing address provided by client
8.1.5.2

No

Credit card information and billing address verified?

Yes

System communicates registration confirmation to the client
8.1.5.3

System adds the client to the internal database and starts monthly billing cycle
8.1.6.1/8.1.6.2

End

Incident Management at HWS

Start

System waits to receive issue notification from a sensor at a client's property
8.3.1.1

System verifies the notification's error code with cloud database
8.3.1.2

Error code confirmed?

No

Yes

System collects specific data from the sensor and creates issue ticket in the internal HWS portal with a unique issue key
8.3.1.3

System identifies and assigns the issue to the employee on-call
8.3.1.1/8.3.1.2

System creates a view for the client portal with assignee, property and sensor data
8.3.3.1

Systems requires assignee to update ticket with findings and action items and notifies all watchers accordingly
8.3.4.1/8.3.4.2

Systems identifies and requires the manager to approve the ticket resolution before closing
8.3.5.1

No

Manager approves?

Yes

System closes the ticket in the internal HWS portal
8.3.6.1

System notifies all watchers of the ticket and the client about issue closing
8.3.6.2

End