**SafeHomeIoT**

**Business Proposition**

**Service**

Home Security and Automation.

Provide services for IoT home automation and security from a central server through a Wi-Fi/5G Internet connection.

**Customers**

Final consumers that rely on our channel and infrastructure to connect their IoT devices.

**Value Proposition**

Services: Up to Date Functional and valuable software for home automation that reduces energy costs and increases utility and security for customers.

Infrastructure: Highly reliable, secure, and easy to install channel/API to communicate with IoT devices over a Wi-Fi/5G Internet connection.

**Business Drivers**

* **Increasing Customer Satisfaction**

KPIS:

* Measure quantity of shop/supermarket orders and average delay time between the scheduled order date and the date it arrives.
* Measure the amount of products missing from orders.
* Measure energy efficiency. Messages from the outside and inside temperature sensors and the IoT heating devices that allow to compute the ratio internal temperature divided by external temperature per energy unity spent. (To remove???)
* Measure the amount of automation messages sent from the IoT devices per service/house. (People may have registered the IoT devices but they may be shut down or not working properly). Measure the number of true positives in raise alarm process. Measure the precision and recall raise alarm.
* **Increase Business Efficiency**

KPIS:

* Decrease the company time and cost needed to deploy a secure, highly reliable communication channel to IoT devices and get a fully functional app, increasing margins. The service is provided directly through the internet available central server, which communicates with the IoT devices, by opposition to a home installed central. (To remove)
* Use the messages sent to technicians to measure the number of dislocations to the users’ house.

**Operational Model**

* **Discover Service** Users discover the product through several channels: online marketing/physical stores/online stores where the IoT devices are sold. IoT devices documentation also describes the offered service and model.
* **Select Service** Final Customers select the type of automation/security services on our website/app and choose the IoT devices on physical/online stores.
* **Contract Service** Customers pay a monthly/annually fee for the service with online payments through our website/app.
* **Consume Service** The service is consumed by final consumers through a Mobile/Web App/SMS that send the relevant information to the customer and provide interaction and authentication

**Functional Scope / Business Processes**

**Subscribe to Service**

Subscribe to the service, providing access to our company functionalities.

**Change Configuration**

Add remove IoT device to the network with SMS or other types of authentication. Change parametrization of the automation services. Change the network security configuration.

**House Inventory Management**

Ask for orders from external companies (namely food supermarkets) through our platform. Review the inventory available at home.

**Raise alarm**

Detect home intrusion by reading information from motion, sound and heat sensors and cameras and sending to central server connected to the internet that processes the information coming from each sensor.

Detect fire by reading information from smoke, humidity and temperature sensors.

Warn the owner through SMS/email/phone call/app warning.

**Analytics Process**

Describe energy consumption and efficiency. Describe food types orders/calories/consumption.

Overall network and home security analysis. Provide a security audit describing number of intrusion attempts, potential threats or breaches over the devices, home and network.