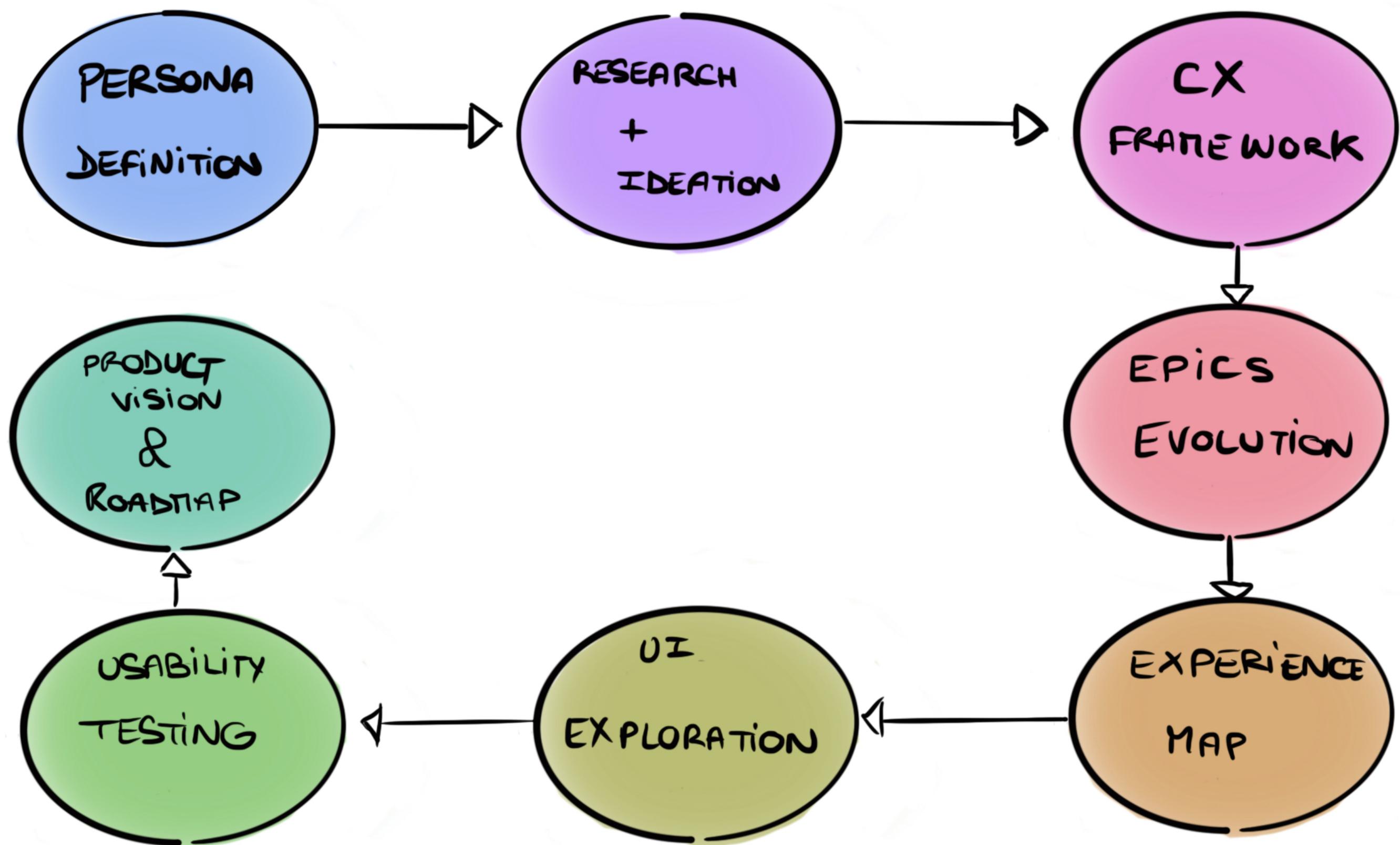


# # JOURNEY TO PRODUCT VISION & ROADMAP

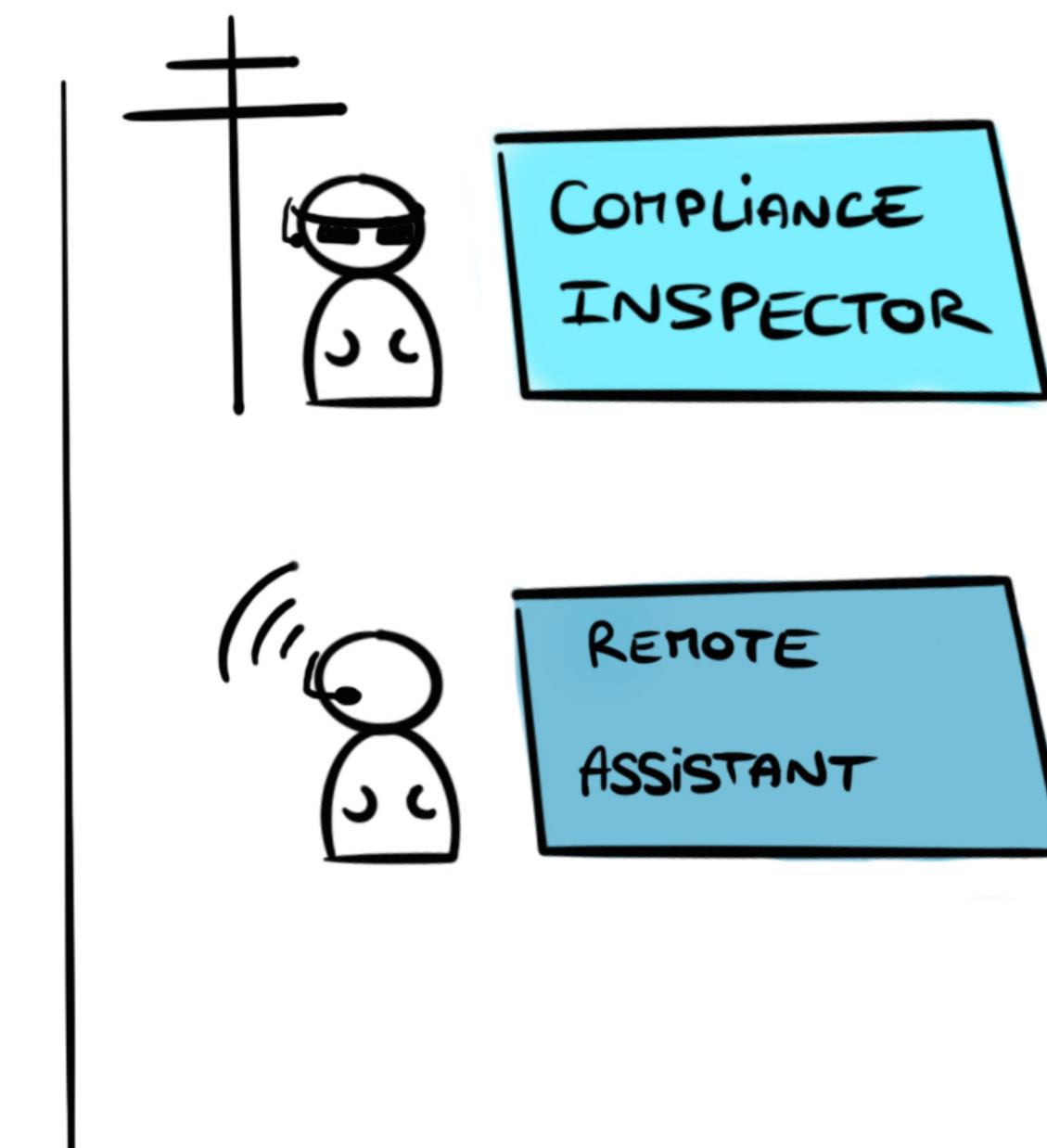




(2 to 3 max.)

### Roles:

- Compliance inspectors  
(aka compliance tech)
- construction planner
- crew member (construct, repair)
- QC Inspector
- Pole Owner



RESEARCH

+

IDEATION

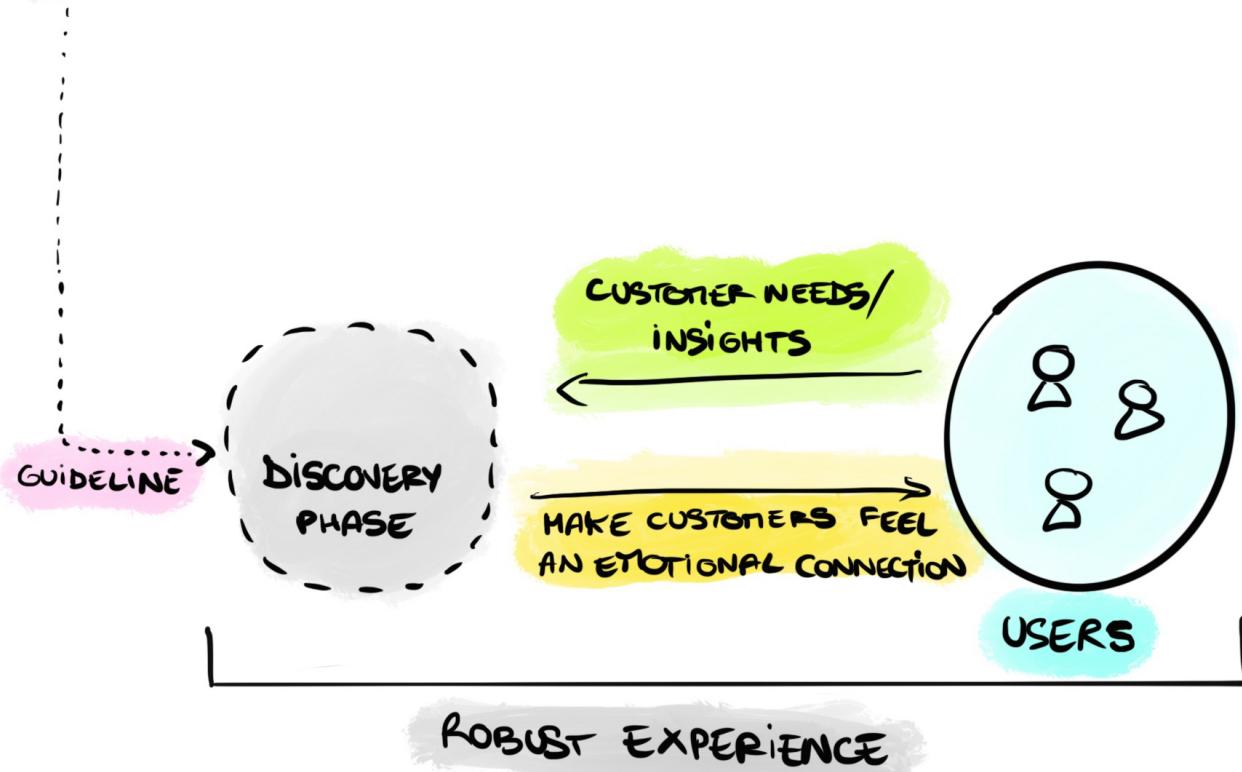
- Current Tech :

- Big Tablet
- IKE hardware + software
- Backoffice software  
for annotating photos

- Suggested Tech :

- Vuzix M300  
AR Headset  
(hardware + software)
- + Smartphone/Tablet App  
(co-peripheral UX)

# OCX Framework Pt. 1



# O CX Framework Pt. 2



## KNOW ME

- Remember me & my preferences
- Know my context
- understand my needs and their evolution
- personalize your offers for my intent



## ENGAGE ME

- interact with me in a friendly way that matches your brand promise
- Treat me as a person
- customize communication based on context



## EMPOWER ME

- give me real-time and accurate info so that I can make better decisions
- give me options and involve me in the decision process
- let me choose so I feel I'm in control



## HEAR ME

- Proactively show awareness of the situation and acknowledge my needs
- Listen to my unique situation
- Seek and value my feedback



## DELIGHT ME

- Create moments of surprise and delight, both on a large scale and during micro moments
- Turn unpleasant moments into moments of opportunity
- Help me remember and share

# O Epics evolution

## Experience Evolution

An approach  
to designing  
progressively  
enhanced  
experiences  
for our users



### CUPCAKE

GOOD

A tasty treat at  
a low price that  
I can take and  
eat on-the-go.



### BIRTHDAY CAKE

BETTER

An affordable and  
joyful treat I can  
share with a group  
for informal celebrations.



### WEDDING CAKE

BEST

A custom-made confection  
I can share with a  
large group at once-in-  
a-lifetime events.

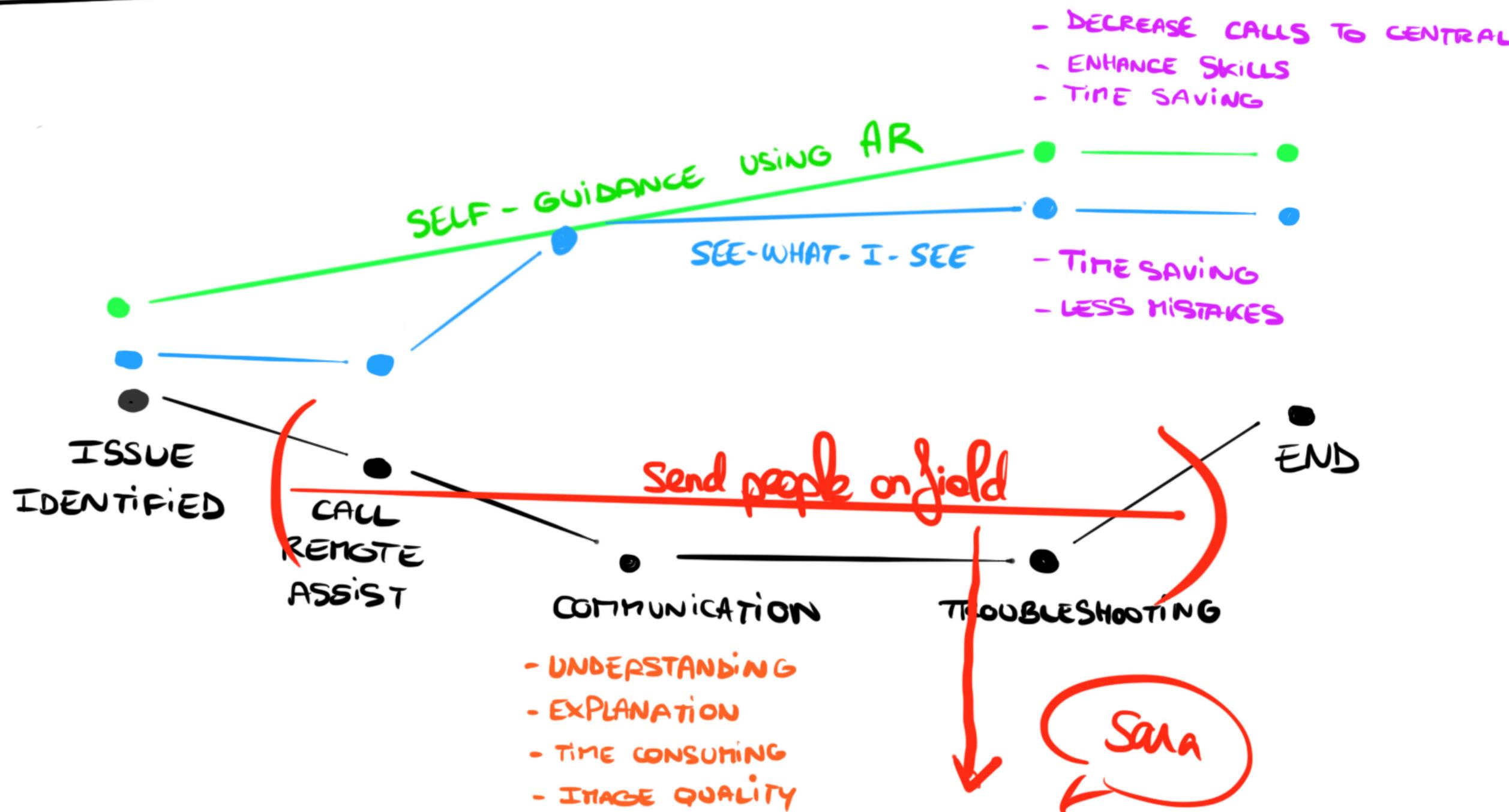
~~M.D.E.~~

M.D.E. = Minimum Delightful Experience

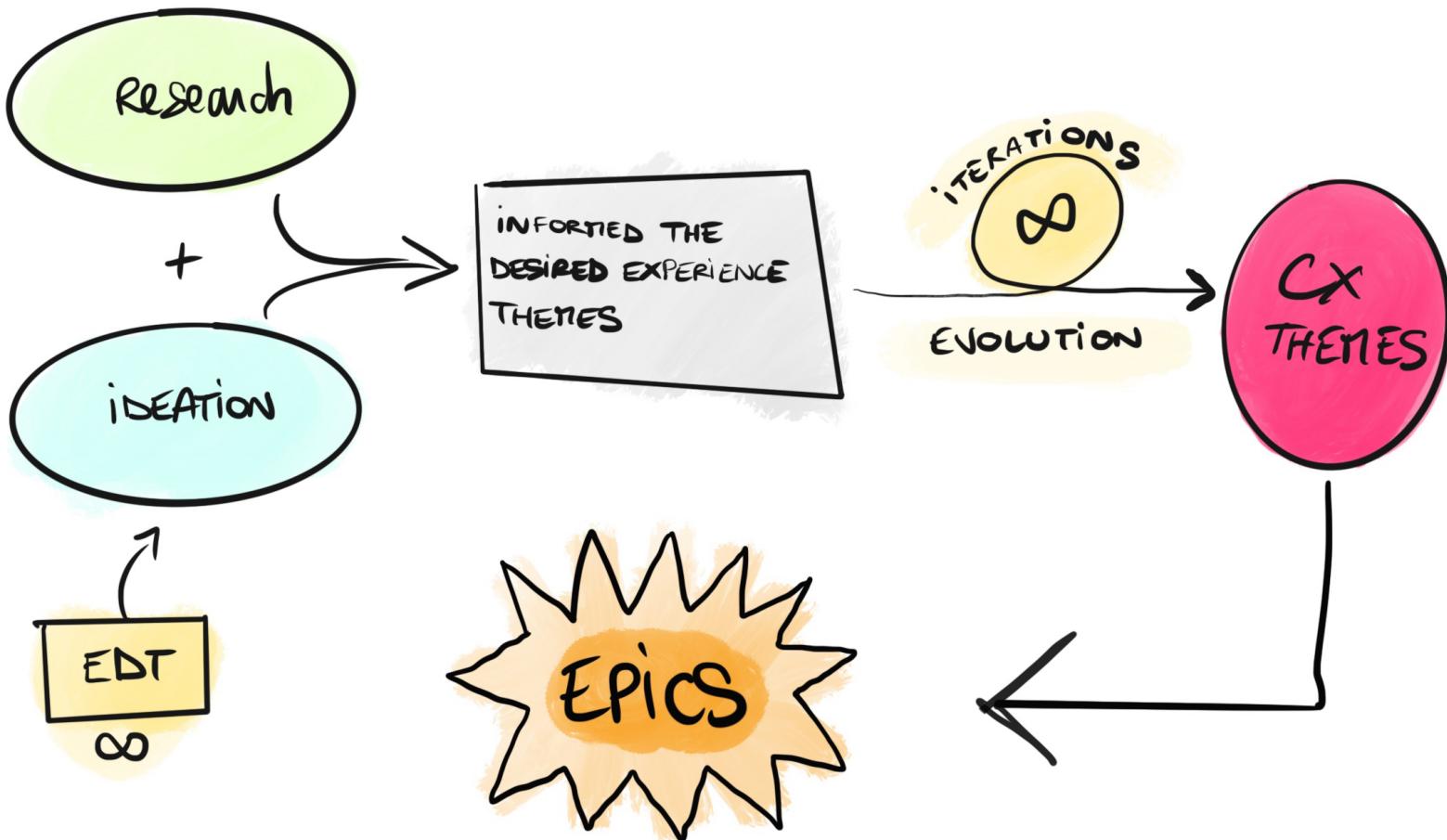
# As-is JOURNEY: Remote assist



"I need a tool to help me do my job more efficiently."  
"The less time I spend with the remote assist the better."



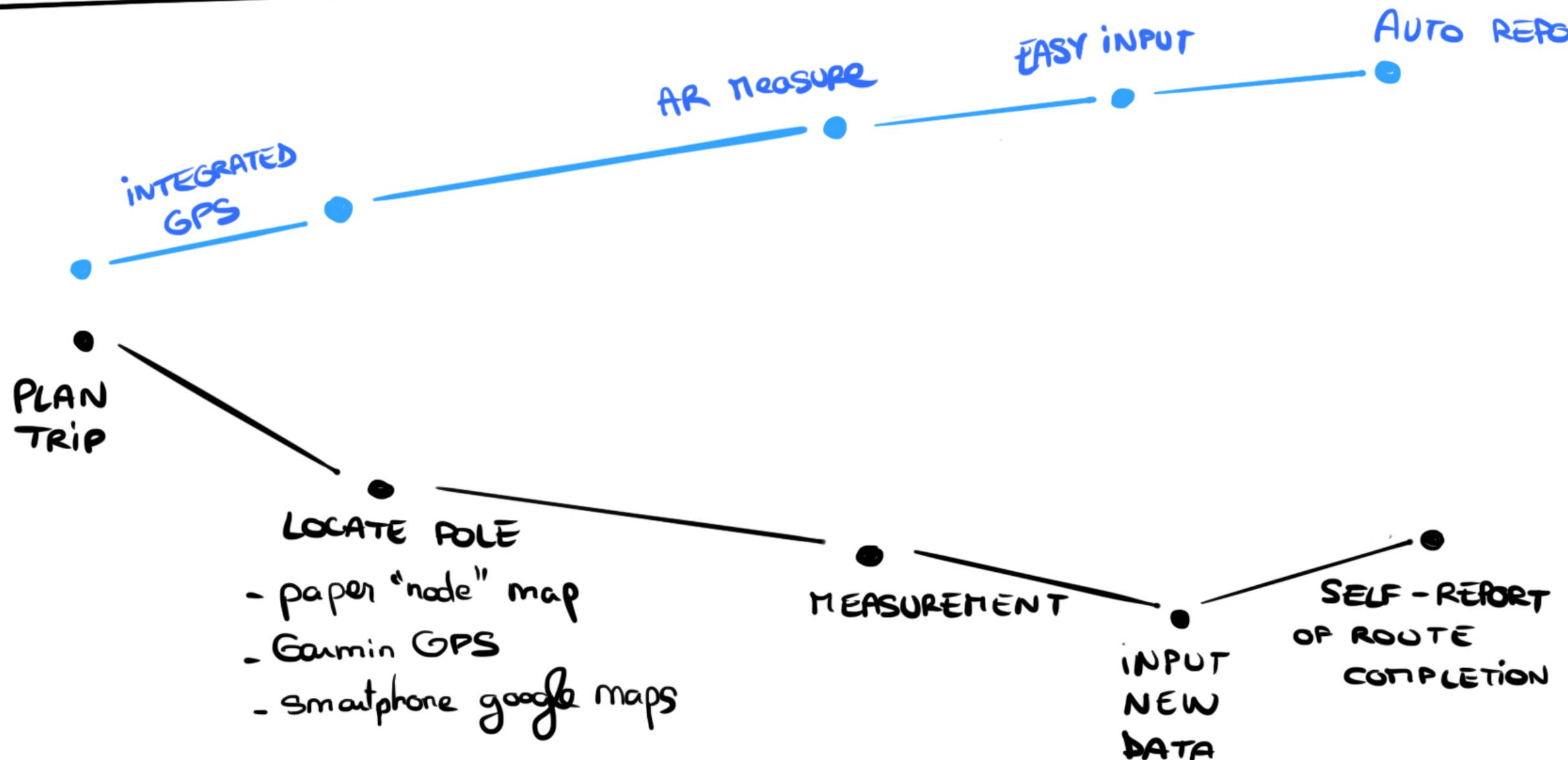
# O CX Themes



# As-is JOURNEY: Inspection



"I need a tool to help me do my job more efficiently."  
"I need to do my measurement quickly and without error."



# KPIs

- Productivity
- Accuracy
- Qualitative

Evaluate  
Expectations  
[Need to get to pole.]  
Action

Time to vs Rate?  
time to get to poles?

- minutes per pole

- Number of poles x  
per day

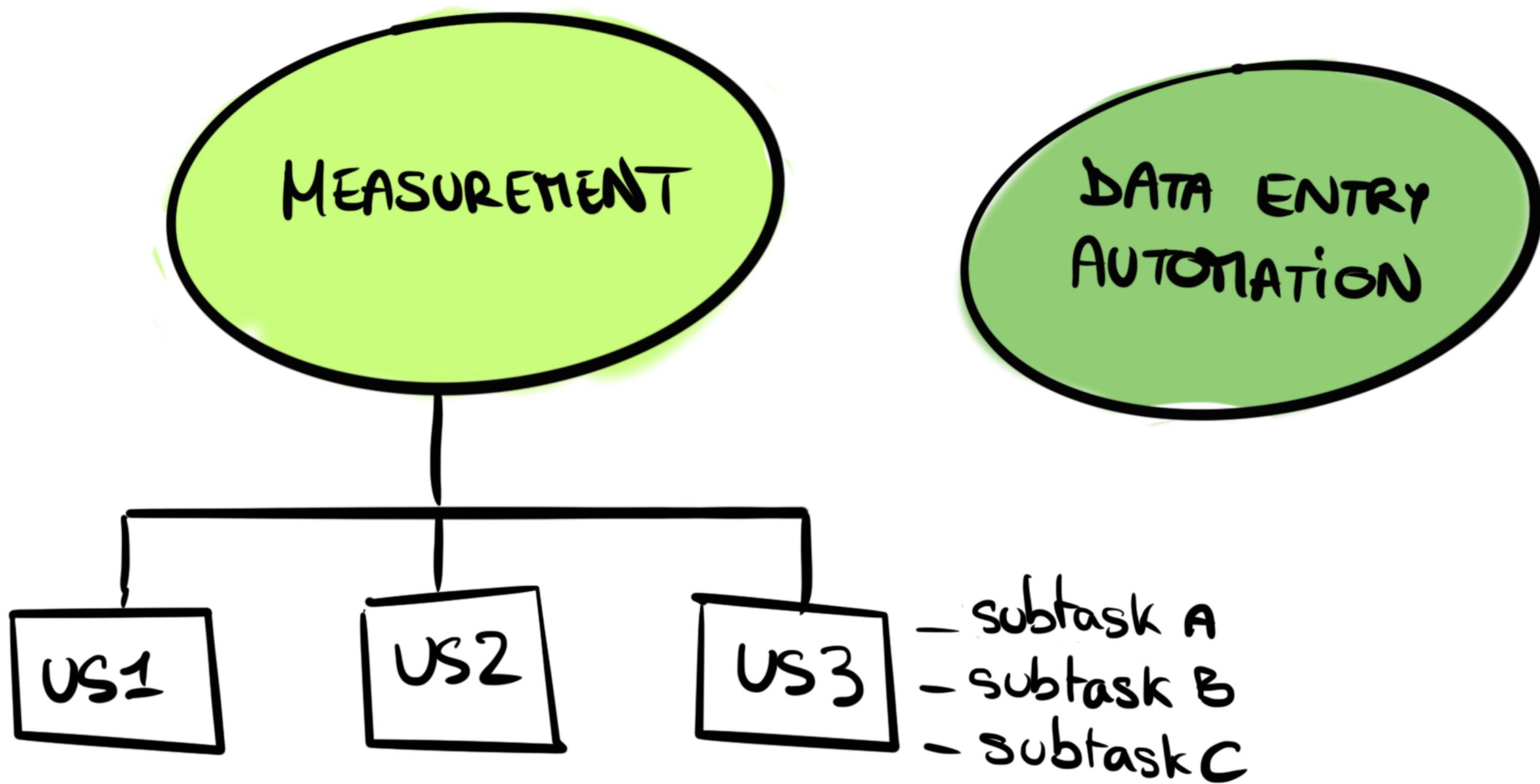
- Reduce errors by X%  
- increase data per pole by X%  
- Fine avoidance - \$ fine  
risk per quarter

- Reduce errors by X%  
- Increase data per pole by X%  
- Fine avoidance - \$ fine risk per quarter

# Key Themes

- Measurement
- Data Entry Automation
- Remote Export Assist  
(Vuzix App Store)

# MAIN EPICS



## UI EXPLORATION

- CURRENT PAIN POINTS:

- Tablet too big
- Input complex
- Ergonomics of the UI
- Update measurements  
painful and long
- IKE software = old

- HYPOTHESIS

- 3D
- Better AR input
- Refreshed UI