

## Scenario

HOUSE OWNER

## **Expectations**

- Proper maintainanceQuick serviceAfter sales service should be perfect

## Name

	Awareness	Consideration	Installation	Maintainance&Support
Actions	<ol> <li>Research Solution</li> <li>Review Case Studies</li> <li>Consult Industry Peers</li> </ol>	<ul><li>4. Request product demos</li><li>5. Compare provides</li><li>6. Conduct cost-benefits analysis</li></ul>	7. Training personnel on system 8.Sensor installation and system integration with existing infrastruture	<ul><li>9. Maintainance of alarm system to aviod false positive or missed leak detection.</li><li>10. Download Updates</li></ul>
Pains	Uncertainty about available technology and ROI	<ul><li>Technical Feasibility</li><li>Integration concerns</li></ul>	Apply software updates, security patches and integrated new features	Regular testing of data communication system to ensure reliable data transmission
Feelings	Customer thought or quote	2		3
Opportunities	Highlight Successfull Pilot Projects and Testimonials.	Offer free trials and detailed documentation on how the system integrates with existing infrastructure	Provide hands on training and a dedicated onboarding team	Offer24/7 supports and remotes troubleshoot services