

Notes from Pilot Customer Meeting

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This is a digitisation of the notes I took during our meeting with CLIENT.

Todos

- ☐ Nate to send Zac summary of metrics from the App Store & Amazon Data
- ☐ Zac to investigate Australian heat laws (and a future exploration in South Africa) to ensure we display the information that relates back to legislation and summarise for us.
 - ☐ 2022 Underground Environment Framework was mentioned
- ☐ Nate to investigate how long we can store Corsano data on the device without a sync.
- ☐ Zac to send Nate a list of possible devices that CLIENT may want realtime metrics from.
 - ☐ Mentioned this might have been discussed casually at the airport but some examples to explore would be good.
- ☐

Feedback

No feedback yet, got a thumbs up when he checked in half way through. Zac will follow up with a feedback form.

Takeaways

1. The most important thing for CLIENT is that they can understand and interpret our metrics to take an action.
2. As a business CLIENT is making realtime monitoring and metrics a priority.
 - a. This may open another revenue stream for us? Could we build support for combining data from all realtime metrics into one view.
3. UX should be simple and he's not as concerned as how to surface this information to managers.
4. They want simple, actionable guidelines on what to do with our metrics.
5. "Thinking the same, talking the same"
6. Wants to prioritise high risk teams and individuals. Should be able to take action based on the task of the employee, the weather of the day or their recent activities.
 - a. Estimated that there are weekly heat related events in the summer
7. Is okay with EOD or Next Day reporting.
8. He wants us to be one of the tools they are using to manage worker safety.
 - a. Can we be the glue for all tools as well? (Going back to 2.a)

Nate's Concerns

1. Phone access. He mentioned this in the meeting, most workers are not permitted devices and it sounds like that's a non-negotiable.
2. Sounds like we might need to present a bit of a change management plan to go along with the product.
 - a. Explore the change management process, identify champions, create action plans etc.
 - b. Needs to be clear who is responsible for what and what decisions need to be considered by CLIENT
3. I think our main focus needs to be on the manager dashboard. We should product design this but a brief summary is:

- a. "Platform" Experience probably through a web browser
- b. Shows them a dashboard of their teams metrics with a legend of what the results mean. This should probably be built on PowerBI as it's a tool they are familiar with.
- c. "Risk Assessment Tool" allows you to select a worker, PPE, length of work, task and provides some sort of guidance based on these inputs
- d. "Forecast Engine" should surface at risk workers that need to be closely monitored. With more data we can expand this tool to predict based on the inputs from Risk Assessment to select workers who are more suitable for a job / predict what a workers results are going to look like.

Outstanding Questions

- 1. When are risk assessors making decisions?
- 2. Who are the risk assessors?
- 3. How often do they want to use the tool?
- 4. How can they best be notified?
- 5. How often do we want them using our tool?
- 6. The mobile phone issue. (Nate todo will partially answer this but a longer term solution should be explored).
 - a. My current favourite idea to explore is using Samsung watches to upload the data on Wi-Fi, requiring no connection to a phone except for initial setup. Is this fully possible? Maybe. Otherwise Team trip to Shenzhen? 🤔