

Working Backwards Deliverables

Working Backwards Questions

1 Who is the customer?

The customers are the Museum of London's engineers and technicians as well as the building management.

2 What is the customer problem or opportunity?

Currently, the Museum of London has no way to predict downtime of its Air Handling Units (AHU). Currently, only reactive responses to unit outages are possible. However, AHU failures can lead to damage to the Museum's art if these failures persist for a prolonged period of time. There is a great opportunity to predict and prevent these failures as precisely and early as possible and therefore minimize downtimes.

3 What is the most important customer benefit?

The most important benefit for the customer is the predictive maintenance. This means that failures can be prevented before they occur, as the engineering staff can react to a potential failure and handle it in advance. AHU can thus provide appropriate circumstances within the defined parameters without any interruptions and help protect the artworks.

4 How do you know what customers need or want?

Prior to the development phase, discussions were held with the client to discuss open issues and to understand the problem in an all-encompassing manner. During the development phase, the client was involved by participating in regular reviews and was thereby able to provide regular feedback.

5 What does the customer experience look like?

The application provides engineers with a convenient solution to be quickly informed about possible AHU failures in real time. In the dashboard that comes with the solution "PredictiveBMS", engineers are able to review notifications in live time as well as past notifications of AHU failures in detail. For on the go, PredictiveBMS offers an app that can be used from anywhere and informs about potential outages through push notifications.