

About

- Age: 52
- Education: Master Systems Engineering
- Location: Rockford
- Occupation: Production Line Manager
- Languages: English (ML), German

Core Needs

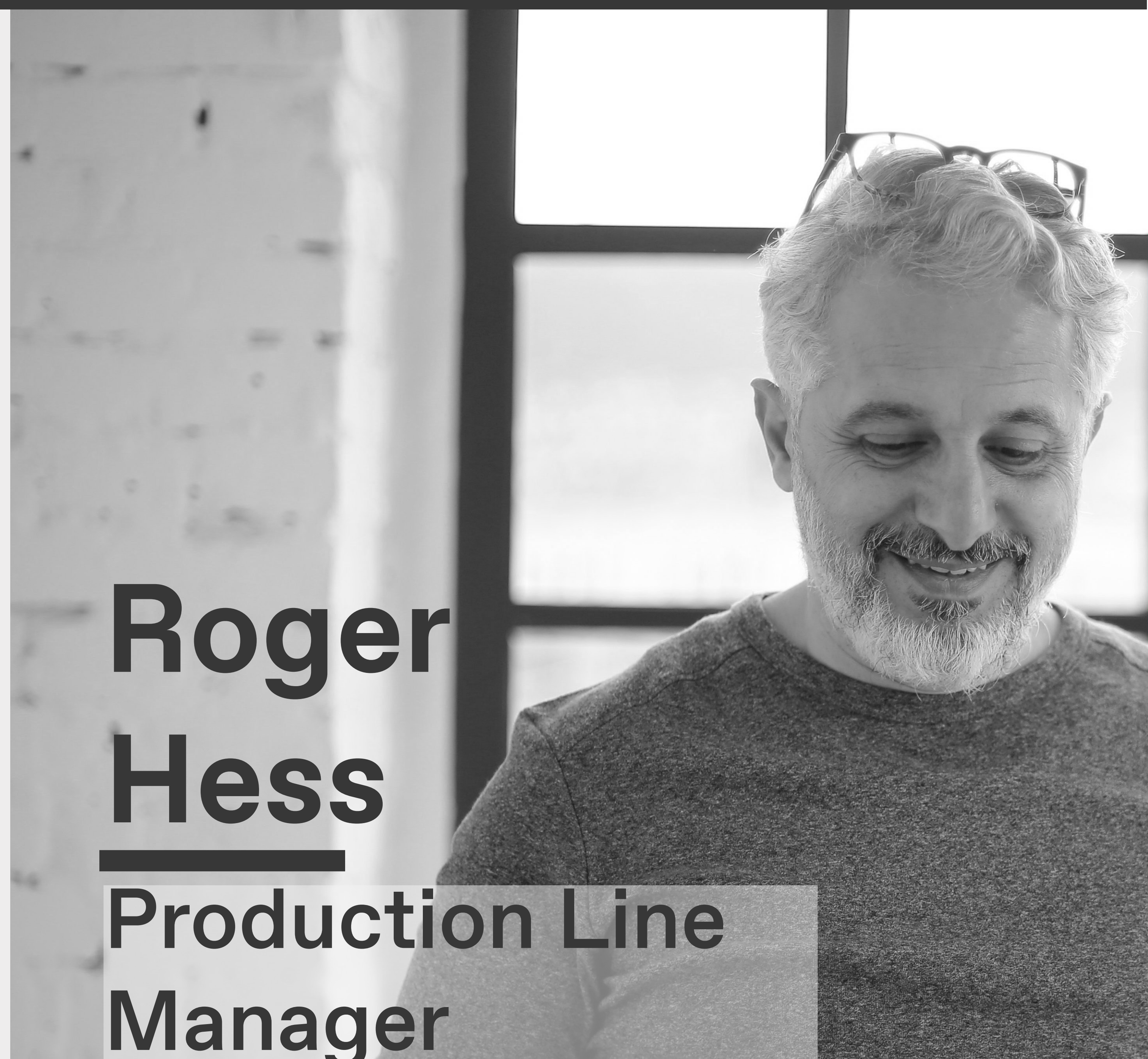
- motivated plant technicians
- time sensitive solution solving
- plant security
- good working conditions for plant technicians

Frustrations

- easy fixes which require expert technicians
- long downtimes because of mistakes
- replacement parts which have to be ordered
- problems resulting from wrong maintenance
- language barrier

Motivation

- reduce production line downtime
- cost savings for not flying in expert technician
- built up knowledge base of plant technicians
- reduce repair mistakes
- preserve plant security



Roger Hess

Production Line Manager

Bio

Roger Hess was born in Austria but moved to the states at a young age. After a 20 year long carrier in an engineering company, where he was a lead engineer for the planing of large scale system integration, he took the role of production line manager at one of his former clients production sites.

Personality

- outgoing problem solver
- easy to motivate

Platforms

- E-Mail
- MS Teams
- Phone

About

Age: 31
Education: Machine Technician
Location: Rockford
Occupation: Plant Technician
Languages: English (ML), French (ML)

Core Needs

- clear instructions
- no physical hindrance
- easy way to communicate complex problems
- tactile interface for rough working conditions
- intuitive technologies

Frustrations

- language barrier
- unclear instructions
- no way to look-up instructions
- unefficient work
- stress situations based on missing knowledge
- cumbersome device switching

Motivation

- easy communication
- being able to solve problem on his own
- fast problem documentation
- understanding plant technology



**Samir
Satti**
Plant Technician

Bio

Samir Satti did an apprenticeship as a machine technician due to his love to cars. Over the last ten years he has worked in several smaller business before switching to his current job as a plant technician. He loves the diversity of problems he has to fix in his new job and the challenges that arise from a complex production line.

Personality

- calm character
- invested

Platforms

- MS Teams
- Mobile Devices

About

<u>Age:</u>	47
<u>Education:</u>	Master Mechanical Engineering
<u>Location:</u>	Karlsruhe
<u>Occupation:</u>	Technical Support Engineer
<u>Languages:</u>	German (ML), Spanish (ML), English

Core Needs

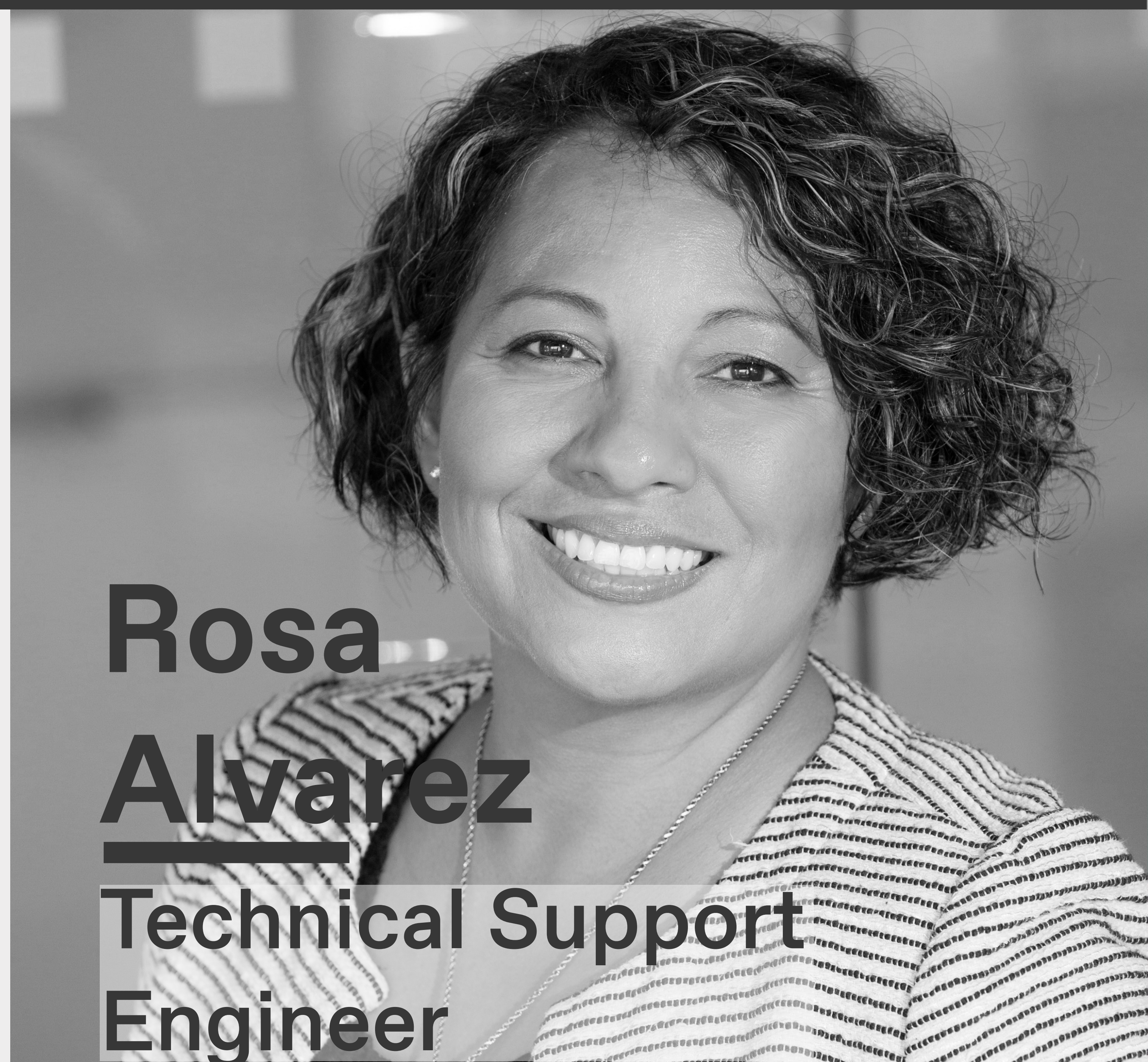
- easy way to convey solution strategy
- get full overview of the problem
- „eyes on site“
- access to software and physical parts of machine
- clear and stable communication channel
- share digital files and interact with them
- good problem documentation

Frustrations

- language barrier
- inability to find solution due to lack of information
- switching of communication channels
- bad problem documentation
- unstable communication

Motivation

- cost savings for not flying in expert technician
- fast & easy problem solving
- reduce amount of simple support cases
- happy clients



**Rosa
Alvarez**
Technical Support
Engineer

Bio

Roas Alvarez is a mechanical engineer, which started in the R & D department of her company and switched to the technical support team. Her deep knowledge of the machinery makes her a fast and intuitive problem solver.

Personality

- charming
- rational

Platforms

- E-Mail
- MS Teams
- Internal Managment System
- Phone