

Bundles PSS  
Service Blueprint



Service  
Provider



Product  
Manufacturer



Logistics  
Partner



Repair  
Partner

PRE USE

USE

POST USE

PRODUCT  
PHASE

PHYSICAL  
EVIDENCES

CUSTOMER  
ACTIONS

FRONTSTAGE  
ACTIONS

BACKSTAGE  
ACTIONS

SUPPORT  
PROCESSES

PAIN POINTS

DISCOVERY

INFORMATION

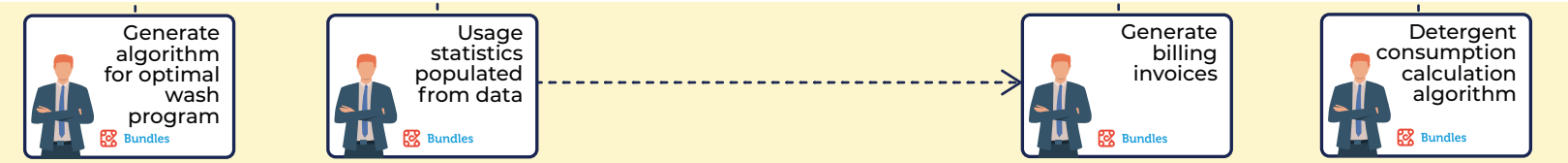
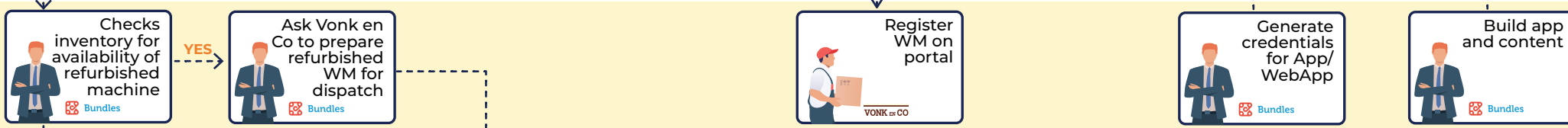
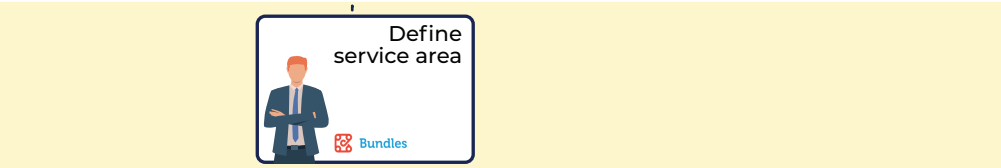
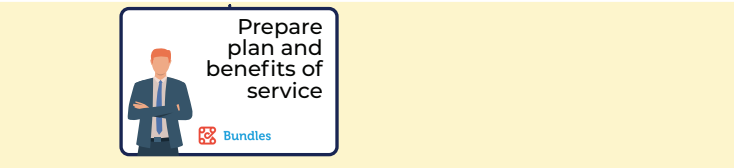
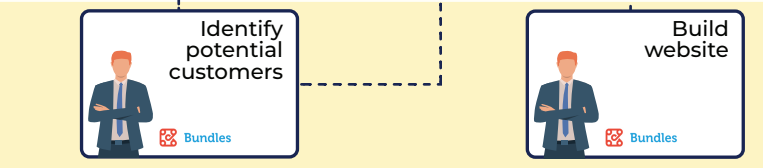
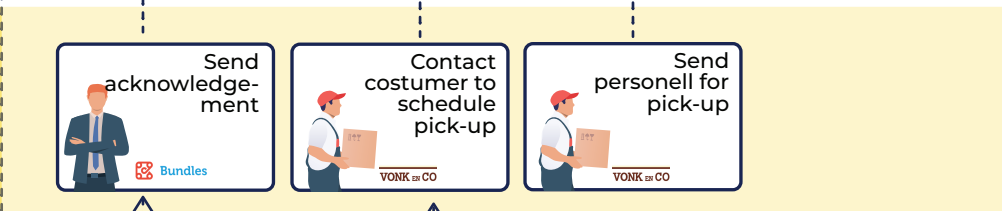
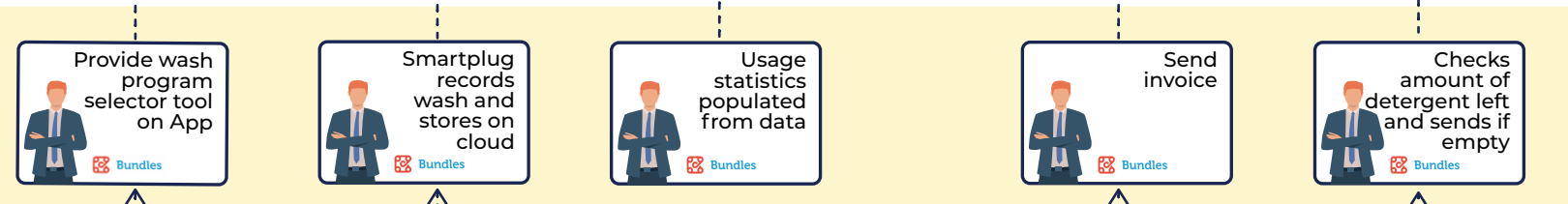
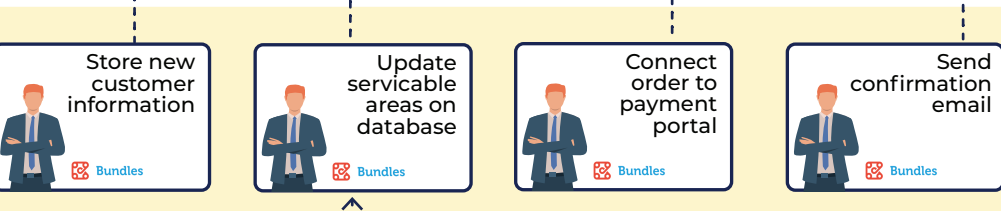
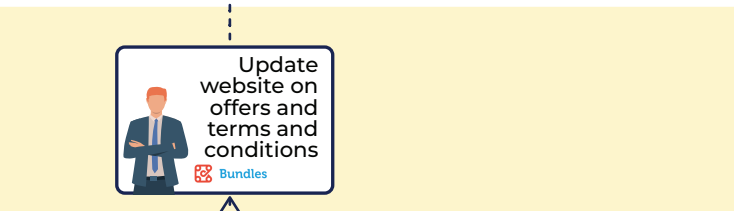
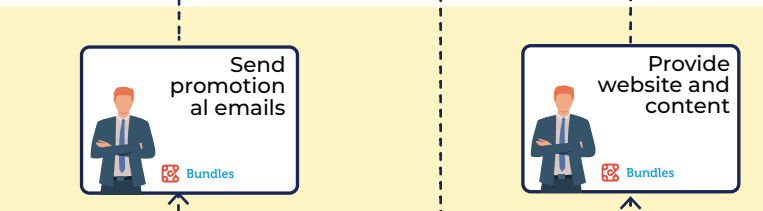
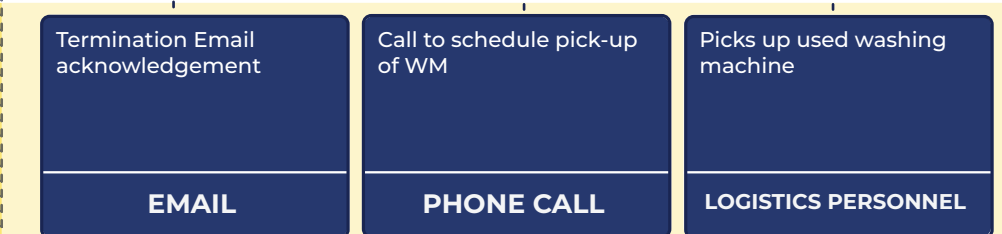
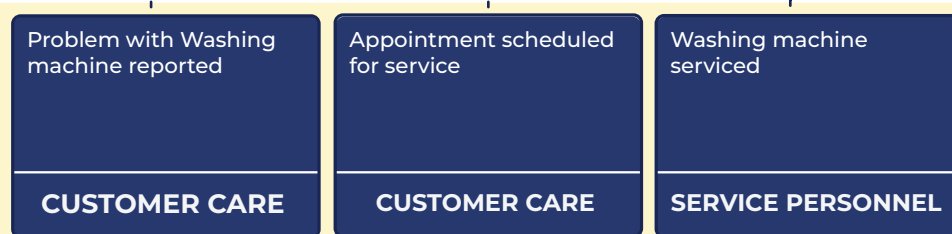
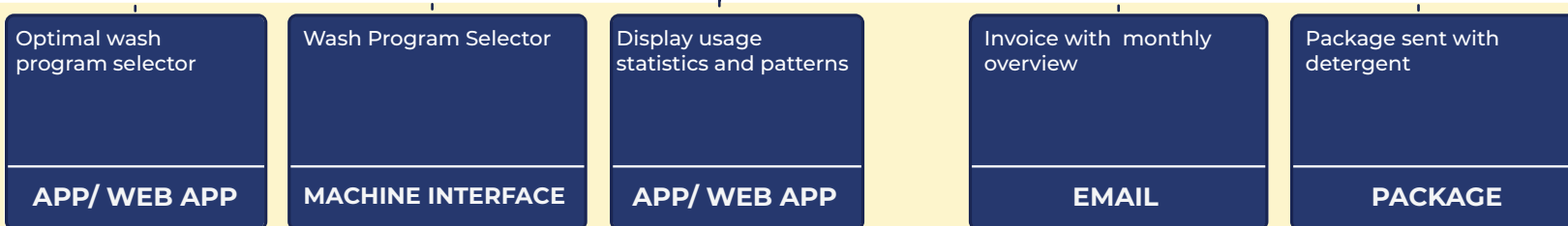
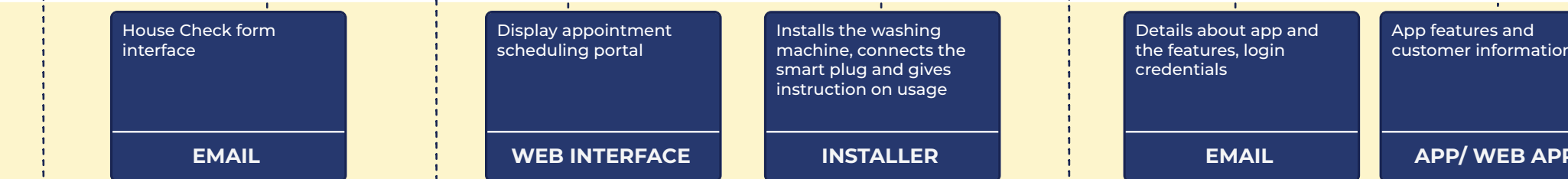
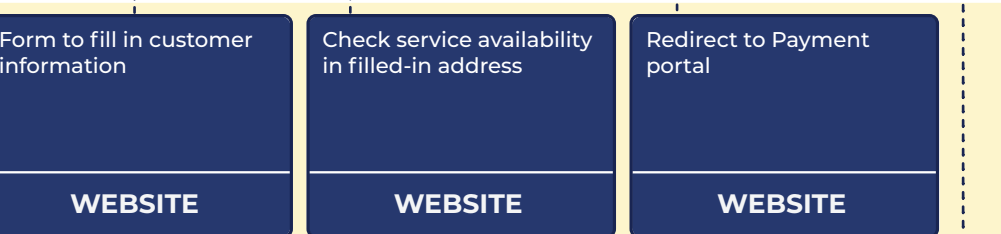
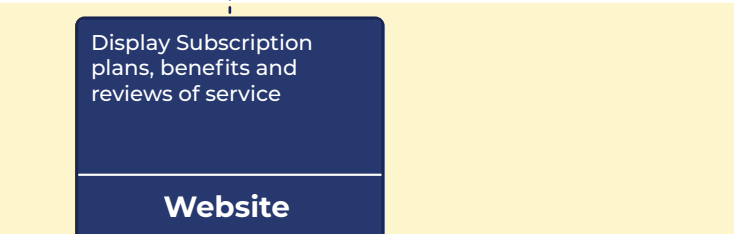
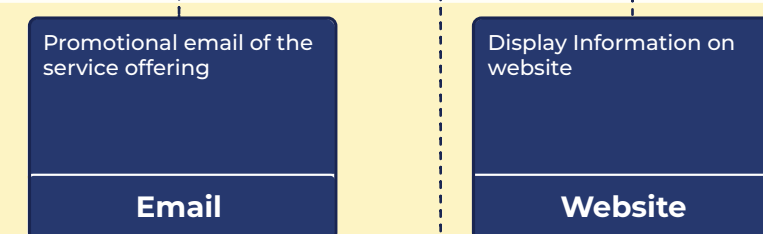
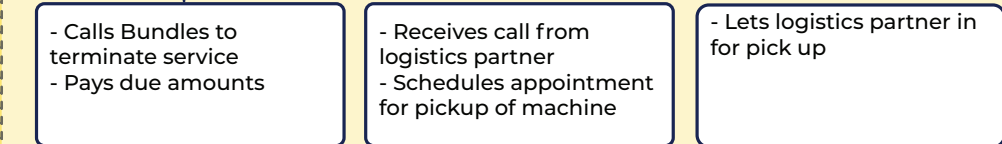
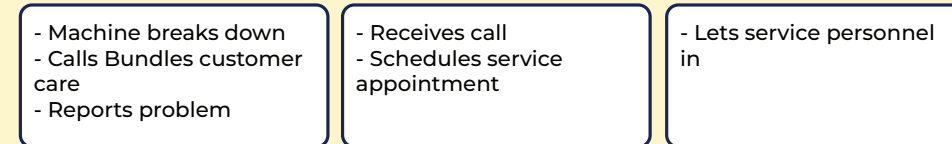
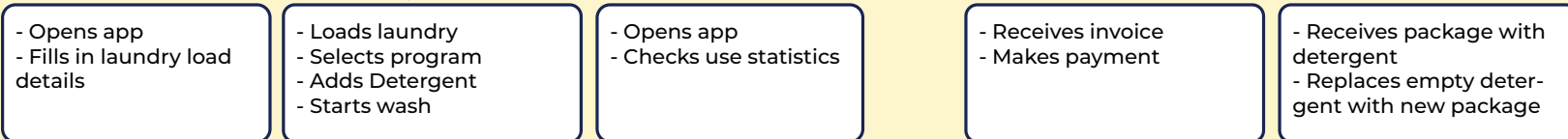
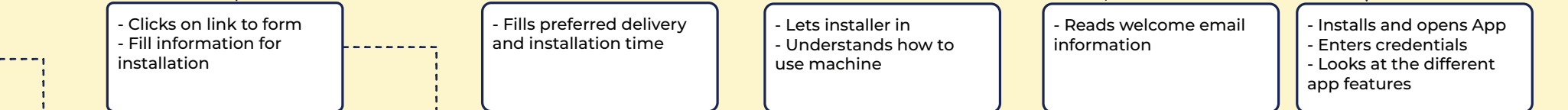
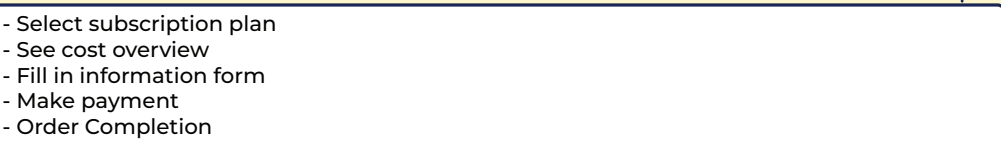
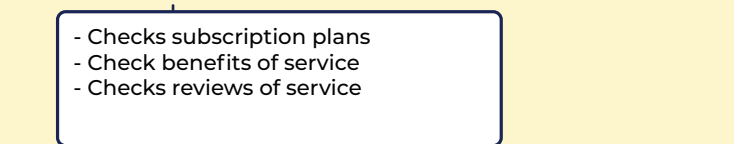
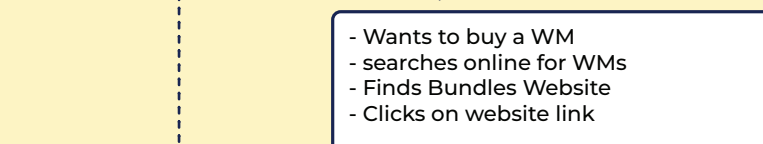
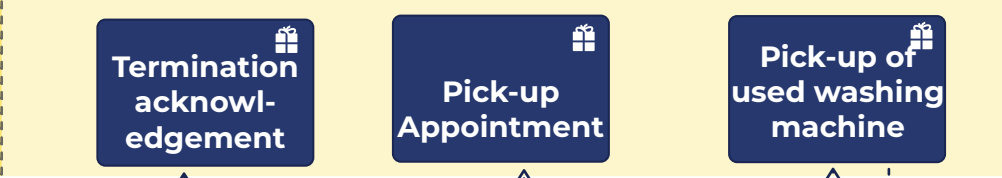
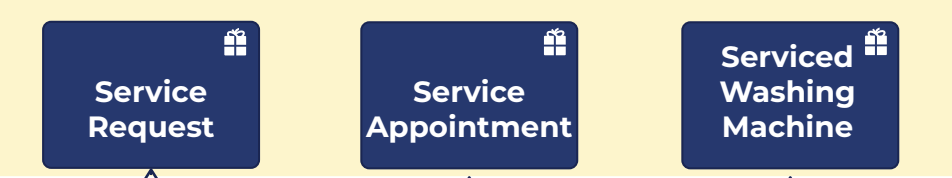
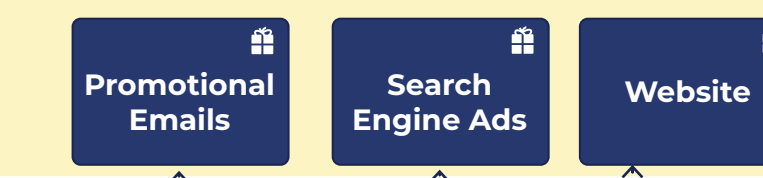
PURCHASE

DELIVERY AND INSTALLATION

USE

MAINTENANCE AND REPAIR

TERMINATION AND RECONDITIONING



- Schedule window not suitable for customers

- Wash program advice only on app and depends on user to find out

- Smartplug only records wash count indirectly through power consumption

- Limited statistics available to users

- Algorithm to calculate detergent consumption not very accurate

- Breakdown reported after it happens

- Service is expensive, labor intensive

- Inspection of machines done visually

- No tracking of condition of the WM

- Reconditioning process laborious and expensive