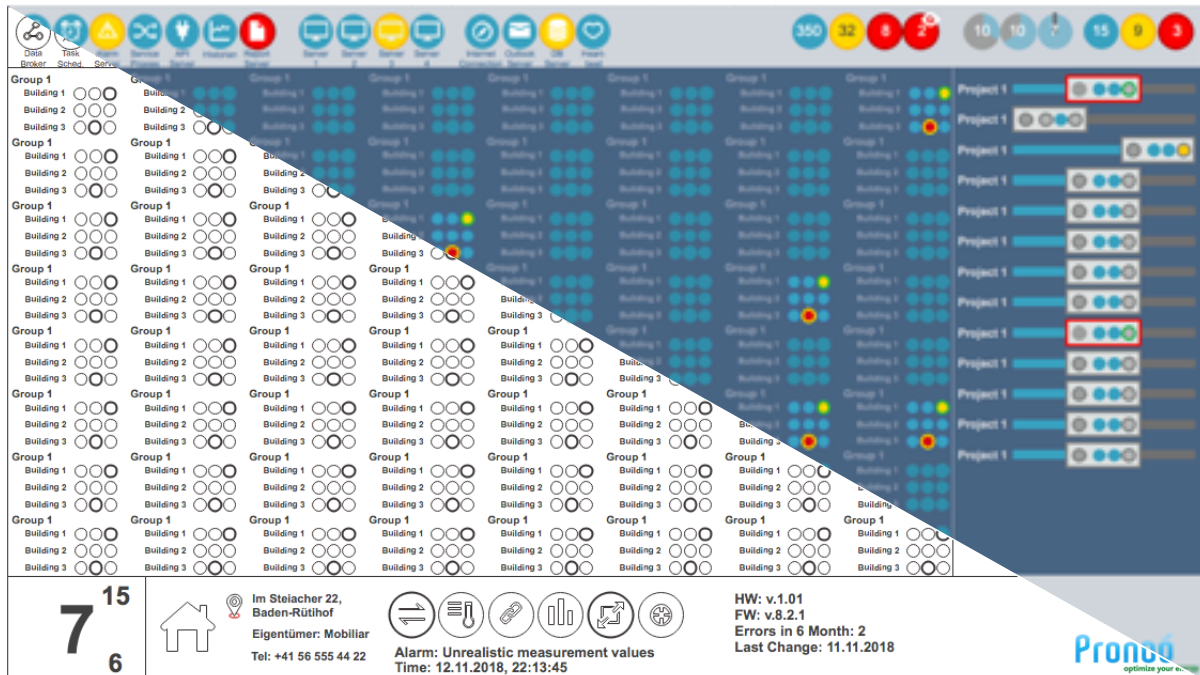


Dashboard for Operational Excellence



Pronoó is a young successful IoT start-up from Fribourg, Switzerland, that offers monitoring and automated measurements interpretation and heating system control, using sophisticated pattern recognition and optimization algorithms to ensure energy savings around 15%.

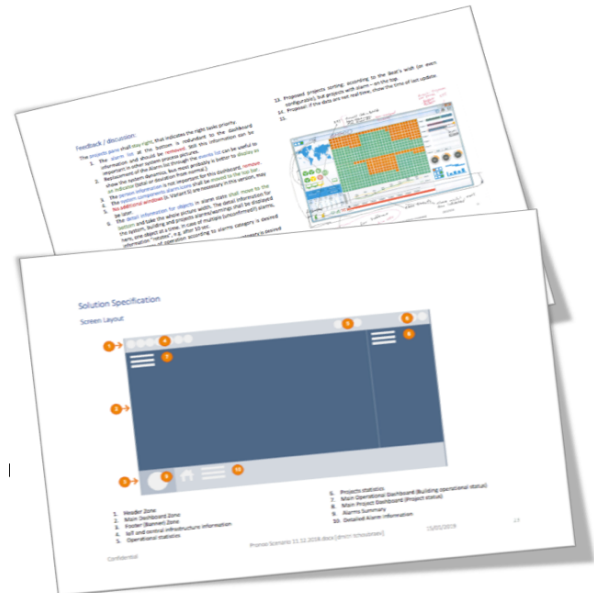
It is necessary to monitor multiple customers and site locations (up to several hundreds) and to determine if their operation over time is running correctly. It can also be necessary to control and manage different parameters and settings, including IoT and communication infrastructure, scripts and tasks running, customer data, etc.

To support the growing business, the monitoring and control system shall be developed, with the central operational dashboard, providing all the necessary information to the operational management team. This dashboard should display the real-time telematic data from the IoT devices, be scalable and provide fast and unambiguous situation overview for both operators and management of the company.

The business of the company combines both project and operational activities, first one seamlessly turning into the second one (system before SAT is the project, after – operational system in test operation). That should be considered in the dashboard design as well.

“I was impressed how easy and fast the whole process was. Dmitri understood our needs immediately. After a few iterations we had our solution. And we managed to fit the whole business monitoring in far leaner design than we initially expected!”

- Beat Ackermann, CEO Pronoó



The task included development of information organisation concept, information transition from the office-world to the process-automation world and the general design of the information layout, main solution elements and their behaviour. The potentially high number of entities to monitor and the requirement of automatic information generation out of the process database built the additional challenge.

To address the problematic of Pronoó in the most efficient way, Design Thinking approach was applied, allowing open discussions and the wide problem definition in the first stages, and then fast convergence to the desired solution in the following stages.

The main addressed topics were: the role of the dashboard in the overall company business processes, information to display (need-to-know vs. nice-to-know), the possible form of information presentation, as well as specific questions of remote system monitoring, including alarms, warnings, events and information quality management, to name a few.

The resulting document includes discussion results from the workshops, including different screen layouts with corresponding analysis and the information organisation and management guidelines for the solution selected.

Based upon this information, Pronoó will update its process control system, and develop the central dashboard using the company's preferred technology and graphical style guide.