Stakeholder Workshop Insights

What is RPO's value proposition

Optimize plant operations	Workflow automation	Integration with external systems	Paperless process	access any data from anywhere		
Productivity improvement	Relevancy	Integrated solution	Digitalizing plant operation records			
MInimize errors	MES system automation	Centralized activity tracking				
Timely and accurate operations state & flow		Quick access to plant operation information				
Visibility		Detailed log				
Decision support		Make collecting "Human Activity" related into easiry & available for future utilization				
Realtime visibility into operations		Detailed log				
CONCLUSIONS: **Optimization**	**Automation**	**Centralized**	**Digitalization**	**Mobility**		

Your concerns

Migrating existing customers to new product release	Miss-match between UX proposed and texhnology implementing	Good demo system	Sexy marketing material	New Technology, cloud based apps, data analysys	All requirements by customers are not covered yet by our product	Customer reach compared to competitiors is less
Too many functions	Lack of design talent		Marketing both internal & external is weak		Reactive to customer requirements	
Too much integration	Roadmap of product enhancement		Difficult to change stakeholders mindsets			
Short delivery time						
CONCLUSIONS: **Too many functionalities**	**Lack of good UX and UI**		**Marketing materials and stakeholder communication**	**New technologies and cloud solutions**	**Not keeping up with customer requests**	**Competition**

5 Year vision for RPO

AI based on operations data	Improve the feature of trend	Support hosting in cloud	Improve the performance drastically	More automation	User configurable dashboard	New architecture	Truly integrated OM solution
Use AR integration with google map		Cloud based		Location and voice recognition	Test environment, Training, Workflow changes	99% configurable	
Integration with EDMS		Market leaders in operation Management (OM)		Data from other systems		Mobile	
				Control room voice recorder "black box"		Easy extensible	
CONCLUSIONS:		**Cloud based**	**Performance improvements**		**User configurable**	**Mobility and more configuration**	**Integration**

Problem RPO is solving for users

Improve efficiency of business process	Organising shift task	Information is missed when it go thorugh (is handed over across) multiple people	Work organization	Work Life cycle	Accurate Reporting of Shift Operations	Automated Complex Workflow	Reducing Manual Paper work
Clear state overview for better decisions	Work handover to next shift	Comunications gap across multiple groups/roles	GAP identification Plan vs Actual	Knowledge capture and retension	Record Incident	Automate Event Recording	Paperwork
Improve data quality for decision making	Time consuming reporting for the shift	Help the operators and managers to record logs/instructions/permits etc digitally	Data integration (Plan, Operation, Asset, Quality)				
		Collaboration					
CONCLUSIONS: **Improving efficiency**	**Organising and handing over shifts**	**Helping to capture information**	**Organising work**		**Reporting and recording incidents**	**Automation of workflow**	**Reducing manual paperwork**

RPO's constrains

Need "spicy" UI	Finding info in a more efficient way	Separate computer in the control room is not welcomed, so should consider how to seamlessly on operator's console (even on competitor's DCS) consider this in later phase not now	No mobility	Most of the time require coding	Too many modules (licensing - price)	Use cases are too flexible and hard to generalize	Engineering module is desktop application
Dull UI	Representing data in sections in more organised way			Techical constraint - Intrinsicaly safe device needs (manually heavy & smaller ? to be used on field)	Lest configuring more customization		
UI too messy	Guiding operator on what to do						
Lack of dashboard view							
UI too boring to view							
DOes not look & feel like Yokogawa products							
UI look & feel is constrained by the framework we use for UI development							
CONCLUSIONS: **UI look & feel**	**Meaningful organisation of data**		**No mobility**	**Coding intense customization**		**Difficult to generalize use cases**	

Process Industries

Petrochemical	Power plants	Oil & Gas
- field operator - board operator - shift manager - shift manager - lab team	- field operator - board operator - shift manager - shift manager	- lab team - field operator - board operator - shift supervisor - manager
	40-50	50-100

Overall: 100 - 10 000 users of the product

Roles

Field operator	Board operator	Supervisor	Manager	IT administrator

Competitors

J5 International	Schneider Electric Wonderware	Honeywell DynAMo Operations Management (Logbook and Monitoring)
- Industry Neutral - Integrated with other 3rd party systems - Collaboration and Mobility support.	- Customization of Operations Management solutions depending on business / customer needs. - Collaboration on and off the Cloud.	- User Experience and Usability - Standard Functionalities for Work Instruction, Logbook and Shift Handover. - Collaboration and Mobility support.