Microgrid maintenance software for emerging markets & remote industrial sites

Piper Foster Wilder | Founder/CEO
Despite microgrids’ widespread use & importance, the maintenance is expensive, failure-prone, & archaic.
Why microgrid maintenance is failure-prone

**Antiquated Management Tools**
- Pencil, paper and fax

**Remote Locations**
- Expensive logistics

**Operator Experience Level**
- Unsupported, unsupervised
Minimum cost/ failure incident: $300,000

Globally: $8.3B in shortened asset life

because replace is method of repair
Our solution: maintenance software for technology’s next billion users

Operator App

Administrator Dashboard
Human Centered Design
“Products that give us more than we knew we wanted.”

“Innovation is a byproduct of empathy.”

“Design creates value by building emotional capital”
✓ Continuous learning
43 people in 4 geographies for a total of 64 hours in February

✓ What are the Jobs to Be Done?
This framework identifies inputs not outputs

✓ Iteration!
Prepare to get it right on the 10th time.
Shorten the feedback loop.
Prototype
LESSONS LEARNED in 60Hertz FIRST 600 DAYS
The human maintainer of assets is indispensable

Essau Moore, Quinhagak Alaska
Embrace training & retraining

Norm Miller - trainer, Togiak operators
Willingness to try technology
Necessity of connection

Joni Sweetman, Joe Boy

Russian Mission, Alaska
Hi Joel no internet here at powerplant maybe cause of that internet on cellphone pubg game very popular game here in Savoonga must be blocking the internet big time. No wonder having problems on the tablet.

Culturally-informed

Wilie Oldfriend, Quinhagak, Alaska
Recognition yields job-ownership & performance
“Work is the way we make ourselves useful to our fellows. ‘There may be no better way to love your neighbor,’ Tim Keller put it, ‘whether you are writing parking tickets or software or books, than to simply do your work. But only skillful, competent work will do.’

“People who have achieved mastery no longer just see the individual chess pieces; they see the whole. They perceive the field of forces that are actually driving the match. Musicians talk about seeing the entire architecture of a piece of music, not just the notes.”
Let's remember the people who are the heartbeat of a microgrid!

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Point Hope, Alaska
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