

Challenge Theme: Tracking of Assets and Goods

Enhance Customer Experience in the LPG Market

SHV Challenge Overview

Welcome to our challenge focused on leveraging IoT technology to gain deeper insights into customer needs and behaviours for the energy and LPG markets. The primary objective of this challenge is to empower SHV to predict consumption patterns more accurately, boost awareness and loyalty, enhance logistics, and ultimately elevate the customer experience.

SHV currently serves three main segments across multiple geographies: Residential, Commercial and Industrial. Your solution might be suitable for one or all segments.

How to Participate:

If your startup addresses the challenges outlined here, apply to this IoT Challenge! Successful applicants will have the opportunity to pitch their solutions to SHV Energy. Participating in this challenge offers startups a fully paid pilot opportunity, co-creation prospects, and potential long-term commercial collaborations.

Apply now to shape the future of customer-centric business!

Info and FAQs are available on the [IoT Challenge Website](#).
Otherwise, [Apply Here](#)



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SHV's objectives

SHV Energy is dedicated to improving customer service and experience through enhanced insights and data-driven strategies. Their objectives include:

1. **Customer Behaviour Mapping:** Develop solutions to map patterns of usage from clients, providing valuable insights into consumption behaviours and preferences.
2. **Data Collection and Modelling:** Create robust data collection tools and models to analyse and predict customer behaviour effectively.
3. **Asset Tracking:** Understand the utilisation of specific assets to optimise resource allocation and enhance operational efficiency (though with less priority compared to other objectives).

Please note that solutions tackling only gas level measurements through RFID tracking are out of scope, as they have already been piloted.

Selection Criteria

1. **Ease of Implementation:** Solutions should be easily movable and implementable to support flexibility and minimise disruption.
2. **Low Maintenance:** Solutions must be easy to maintain and install, ensuring operational efficiency.
3. **IT Systems Integration:** Ability to integrate with specific IT systems for seamless operation.
4. **Cost Consideration:** Evaluation of unitary cost and maintenance costs, particularly at the unitary level, with less emphasis on customer solution level.

Solution Requirements

1. **Technology Readiness:** Solution providers should be at TRL 4-6, with at least an MVP available for testing.
2. **Team Size:** Staff size should exceed 10 people to ensure adequate support and expertise.
3. **Regulatory Compliance:** Preference for solutions safe with ATEX regulation (1 or 2), or willingness to comply, with potential support provided for compliance journey.
4. **GDPR Compliance:** Post-pilot criteria, with flexibility to address compliance during the pilot phase.
5. **Microsoft Integration:** Post-pilot criteria, with emphasis on Microsoft integration such as Single Sign-on.

Note: Pilot can start without full certifications and integration alignment, SHV will support technology providers with process of compliance upon successful pilot completion.

Success Criteria

1. **Impactful Solutions:** Implement solutions that demonstrate a significant impact on key performance indicators (KPIs), including acquisition rate, churn rate, and Net Promoter Score (NPS).
2. **Logistic Optimisation:** Enhance logistic KPIs through improved insights into consumption patterns and more efficient resource allocation.

