MICHIGAN STATE
U N I V E R S I T Y

Alpha Presentation
Connected Appliances Analytics Dashboard

The Capstone Experience

Team Whirlpool

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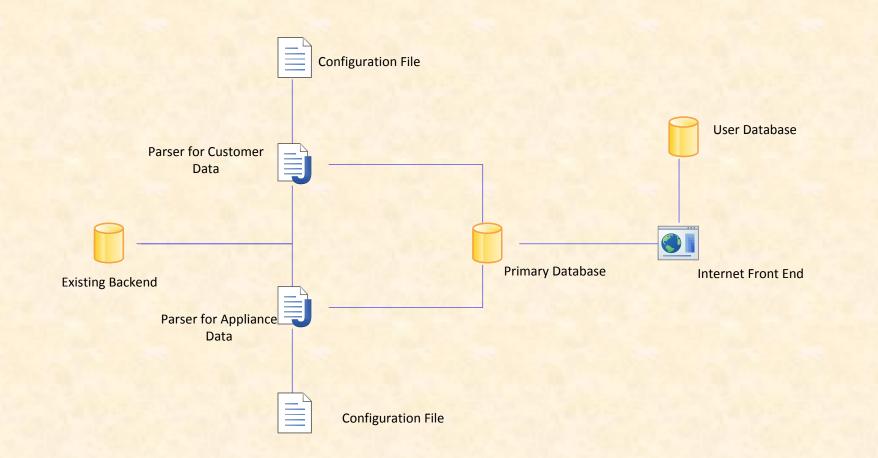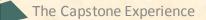Michigan State University

Fall 2012

From Students…
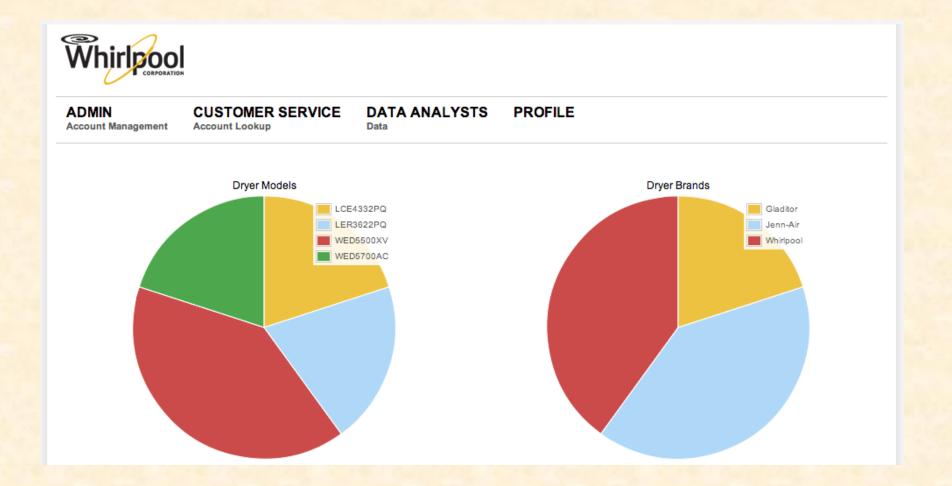*…to Professionals*

Project Overview

- Web-based Customer Service and Analytics System
  - Customer Lookup
  - Static Dashboards
  - Custom Analytics
  - Administrator Functions
- Two Sources of Information
  - Customer Information Daily
  - Appliance Information in Near-Real Time

System Architecture

Configuration File

Parser for Customer Data

User Database

Existing Backend

Primary Database

Internet Front End

Parser for Appliance Data

Configuration File

Dryer Static Dashboard

Custom Report Generation

Customer Lookup

What's left to do?

- PGP Encryption to Receive Production Customer Data
- Static Dashboards
  - Enhance Dryer Dashboard
  - Build Dashboards for Washer, Dishwasher, and Refrigerator
- Add Search Fields in Custom Reporting
- Improve Look & Feel