

Scenario 1: Anna, living alone



Its wintertime in Nicosia nearing the Christmas holidays. Anna, who recently lost her husband, is patiently waiting for her sons to visit her in the upcoming holidays and spend some time together.

Since she lost her husband, Anna is feeling very lonely living alone in an empty house. This has contributed to her developing a phobia for thieves, although her area is considered very quiet and safe. More than that, her health

seems to be getting worse as she was recently found with high blood pressure. This is not the only health problem; she was also diagnosed with type-two diabetes a long time ago and since then she has been injecting insulin shots every day. Although Anna seems to be managing the health issues just fine. Nonetheless, lately she has been forgetting to take her pills. As she frequently jokes 'my husband was my alarm clock as he kept reminding me to take my pills every day!' Both sons of Anna are working abroad and have been very worried about their mother lately. Not so much about her safety as her neighbourhood is very quiet but more about her forgetting to take her pills. They are afraid that this new pattern of her forgetting things could even be dangerous as she might forget to switch off the gas stove.

When the two sons visit Anna during the holidays, Charis, the younger one presents her with what he describes as 'the perfect solution for her'. As a Software engineer, Charis is very fond of technology and always tries to 'push' Anna to get used to technology. He is the reason she started using Skype for video calls last year on the tablet he and his brother got her as a present. Although only a novice user, Anna is always up for a new challenge as long as she has Charis to teach her how to use it.

Charis explains Anna that GUIDed has a multitude of AR/VR functionalities and services and that it will be her 'best friend'. He helps her install the services on the tablet and suggests that she starts with the Smart nutrition and health service (S1) and the Smart home safety service (S4). Due to the AR/VR training features that guide novice users through the navigation, Charis is confident that his mother does not even need him to teach her how to use it. They register together on the platform and he leaves for a week to get familiarised with the services. After a week he checks with her and to his surprise Anna has not only managed to use the services, but she also decided to start paying for the premium package in order to access more services on the platform. In addition to this, she now feels at ease with forgetting her pills. By putting info about her pills on the smart nutrition and health service, she gets a notification each time she needs to take the blood pressure pills or have the insulin injection. More than that, whenever she points the tablet on the pill case, she gets information about her pills and sees her schedule. Anna is fascinated by the AR graphics on the screen and when talking to her friends she refers to them as 'magic'. Anna is even more excited with the smart home safety feature. With the sensors on the door she can now sleep without worrying about thieves as the GUIDed system will automatically let her know in case the door opens and ring the alarm. Furthermore, with the gas detector she and her sons feel less worried as the tablet will start making loud noise in case it detects dangerous levels of gas on the house. Anna is now ready and confident as a user to explore the other technological services of GUIDed, especially those who can add something fun to her everyday life. As such, she purchased the premium package and already started experimenting and learning the virtual tours feature (S3) where she can virtually visit various museums as well as the social communication service where she can talk to her friends and family but also meet new interesting people (S5). As Anna now jokes "Charis was right, GUIDed was the perfect solution for me!"