



LAUNDRY SERVICE IVREA

bringing flow into everyday activities

The 50 students and researchers of Interaction Ivrea share a washing machine. Booking a time slot, remembering to bring your dirty laundry, keeping your appointments, having to visit the machine in the basement to see if it has finished, all add up to make this a less than ideal experience.

Fluidtime aims to support people without binding them to an inflexible schedule. It performs simple tasks reminding users in the morning to bring their laundry to the Institute, or letting them know when the washing slot is ready or their washing is done. Since the system knows the users profile and how busy the day is it can adjust it's behaviour from being strict in reminding to being relaxed.

Ambient devices allow the laundry users to monitor the progress of the machine and know when it is time to collect the laundry.

The Fluidtime system allows users to squeeze in an unbooked slot enough space beforehand. It does this by both checking the schedule and getting the confirmation by the users affected.

EXPERIENCE



"It's annoying to go all the way down just to book a washing slot. My clothes typically wait in a suitcase at my desk for a while before I'll be able to find time, money and a free slot. Being able to book with my mobile phone would be amazing; being able to get an SMS when it's finished would be amazing. Being able to release my spot would also be nice, if I know that I'm not going to use it."



"I usually book last minute and take the slots that are left. It would be useful when the machine is not in use, if you could know who's next and who's presently using it.... So you can talk to them and know if you can squeeze in or not. This should be possible even now, but you never know if people exchanged their slots and everything get pretty confused."



"It happened few times that I booked a slot and I didn't use it. It happened mainly in situations where I was extremely busy... When I booked I thought I could do it, but then I had no time for that. Most of these times I went down and erased my name from the schedule."



"I know about how long it takes the washing, but I always forget. Well, like last week a friend came up and said 'Oh, there's your laundry in the washing machine'. You know how many minutes are left, so you can 'synchronize yourself', but if you are absent minded as I am, you forget."