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From Code to Customer: Market Research & Opportunity Discovery

A Course for the Next Generation of Tech Builders

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Course Objectives

- By the end of this course, you will be able to:
 - Conduct effective market research for tech products.
 - Identify and validate unmet customer needs.
 - Distinguish between a mere idea and a real market opportunity.
 - Apply structured frameworks to generate and evaluate innovative ideas.
 - Use market insights to build products people actually want.

Module 1: Why Market Research Isn't Boring (For Techies)

- **The Myth:** "If we build it, they will come."
- **The Reality:** Most tech startups fail not from a lack of technical skill, but from a lack of market need.
- **Goal:** To reduce the risk of building the wrong thing.
- **For You:** It's about understanding the "why" before the "how." It's the system design for your business.

The Two Types of Market Research

➤ Primary Research (The Field)

- **What:** Going out and collecting new data yourself.
- **Examples:** User interviews, surveys, usability tests.
- **Tech Analogy:** Collecting your own dataset.

➤ Secondary Research (The Library)

- **What:** Analyzing existing data and reports.
- **Examples:** Industry reports, competitor analysis, market size data.
- **Tech Analogy:** Using a pre-trained model or public dataset.

Primary Research: Talking to Humans (The Scariest Part)

➤ **Methods:**

- **User Interviews:** Deep, qualitative conversations to understand pain points and motivations.
- **Surveys:** Quantitative data from a larger audience to validate patterns.
- **Observation:** Watching how people use current solutions (or hacks they've created).
- **Tech Example:** Watching a developer struggle to manage multiple API keys could lead to a product like **Doppler** (a secrets manager).

The "Jobs to Be Done" Framework

- **Forget demographics. Think about the progress a user is trying to make.**
 - **Statement:** "When _____, I want to _____, so I can _____."
 - **Example:** "When I'm working on a group project, I want to quickly share code snippets with my team, so I can get feedback without switching contexts."
 - **This "Job" was the foundation for tools like GitHub Gist and Pastebin.**

Secondary Research: Sizing the Prize

- **Key Questions to Answer:**

- **Total Addressable Market (TAM):** How big is the total market need?
- **Serviceable Addressable Market (SAM):** What segment can you actually reach?
- **Competitive Landscape:** Who else is solving this? What are their strengths/weaknesses?
- **Sources:** Gartner, Forrester, Statista, Crunchbase, and academic papers.

Analyzing Competitors like a Pro

Don't just list them. Analyze their stack and strategy.

Competitor	Value Proposition	Tech Stack	Pricing Model	Key Weakness
Competitor A	Ease of use	React, Node.js, AWS	Freemium	Limited API
Your Product	Power & flexibility	Vue.js, Go, GCP	Usage-based	Superior API

Module 1 Summary:

- **Market Research is a Skill:** It's systematic, not guesswork.
- **Get Out of the Building:** Your most valuable insights will come from potential users.
- **Synthesize:** Combine primary and secondary research to build a complete picture.
- **Output:** A clear definition of the problem you're solving and for whom.

Module 2: Innovation & Opportunity - Beyond the "Eureka!" Moment

➤ Innovation ≠ Invention

- **Invention** الاختراع: Creating something (new) (e.g., the transistor).
- **Innovation** الابتكار: Creating value from an idea. It can be:
 - **Product**: A new product (iPhone).
 - **Process**: A better way to build (Agile, DevOps).
 - **Business Model**: A new way to monetize (AWS, SaaS).

The Opportunity Spectrum

- **Not all opportunities are created equal.**
 - **Incremental:** Improving an existing solution.
 - *Example:* A new code linter with better performance.
 - **Architectural:** Using existing tech in a new market.
 - *Example:* Using smartphone tech to create drones.
 - **Disruptive:** Creating a new market or value network.
 - *Example:* Cloud computing disrupting on-premise servers.

Where Do Tech Opportunities Come From?

(Part 1)

- **Technological Shifts:** A new technology enables new possibilities.
 - *Trigger:* AI/ML, Blockchain, 5G, Quantum Computing.
 - *Opportunity:* **OpenAI** creating developer tools around GPT.
- **Market & Demographic Shifts:** Changes in user behavior.
 - *Trigger:* Remote work, privacy concerns, low-code movement.
 - *Opportunity:* **Vercel/Netlify** capitalizing on the JAMstack trend.

Where Do Tech Opportunities Come From?

(Part 2)

- **Process Inefficiencies:** "There has to be a better way."
 - *Trigger:* Manual, repetitive, or error-prone tasks.
 - *Opportunity:* **Docker** solving "it works on my machine" problems.
- **Platform Changes:** Building on top of a new ecosystem.
 - *Trigger:* Launch of iOS App Store, AWS,....
 - *Opportunity:* The entire ecosystem of SaaS companies built on AWS.
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Ideation Framework 1: Pain Storming

► Focus on the problem, not the solution.

1. **Identify a User Group:** "Data Scientists."
2. **List All Pains:** "Reproducing experiments is hard." "Data cleaning takes 80% of my time."
3. **Prioritize:** Which pain is most acute, frequent, and underserved?
4. **Brainstorm Solutions:** *This is where the tech solution comes in.*

Ideation Framework 2: Trend Spotting

- **Connect technological and social trends.**
 - **Trend 1:** Rise of AI
 - **Trend 2:** Increased focus on developer productivity
 - **Convergence Opportunity:** AI-powered coding assistants like **GitHub Copilot**.

Evaluating Opportunities:

- **Simple filters for a first-pass evaluation.**
 - **Value:** Does it solve a real, painful problem?
 - **Usability:** Can we build a simple, intuitive solution?
 - **Feasibility:** Do we have (or can we get) the technical skills to build it?
 - **Viability:** Is there a sustainable business model?

The Lean Canvas: A 1-Page Business Plan for Tech

➤ Adapted from Business Model Canvas for startups.

1. **Problem:** Top 3 problems
2. **Solution:** Top 3 features
3. **Key Metrics:** How you measure success
4. **Unique Value Prop:** Single, clear message
5. **Unfair Advantage:** Can't be easily copied (e.g., proprietary data, network effects)
6. **Customer Segments:** Target users
7. **Channels:** Path to customers
8. **Cost Structure:** Burn rate
9. **Revenue Streams:** Pricing model

Case Study: How Slack Identified an Opportunity

- 1. Original Product:** Glitch, a multiplayer online game. (It failed).
- 2. Internal Tool:** The team built an internal communication tool to work better.
- 3. Market Research & Opportunity Recognition:** They realized *other teams* had the same collaboration pains.
- 4. Pivot:** They pivoted to focus solely on the communication tool, which became **Slack**.

Case Study: How Figma Disrupted an Industry

- **Observed Shift:** The web was becoming more collaborative (Google Docs).
- **Identified Pain:** Design was still siloed with desktop tools (Sketch).
- **Technological Innovation:** Used WebGL to build a powerful, browser-based design tool.
- **Innovation: Real-time collaborative UI/UX design.** A disruptive business model (Freemium).

The Role of Prototyping

A prototype is the ultimate research tool.

- **Goal:** To learn, not to build the final product.
- **Methods:**
 - **Mockups (Figma):** Test UI/UX.
 - **Wizard of Oz:** Fake the backend with a human.
 - **Concierge MVP:** Manually provide the service to validate demand.
- **Outcome:** Concrete feedback on your solution.

Hypothesis-Driven Development

- **Treat your product like a series of experiments.**
- **Format:** "We believe that [building this feature] for [these users] will achieve [this outcome]."
- **Example:** "We believe that adding a one-click deployment feature for frontend developers will reduce their setup time by 70%."
- **Validation Metric:** Track the time from signup to first deploy.

When to Pivot vs. Persevere

- **Pivoting is a sign of intelligence, not failure.**
- **Pivot:** A structured course correction to test a new hypothesis about the product, strategy, or growth engine.
- **Signs you might need to pivot:**
 - Weak user engagement metrics.
 - Low conversion rates from your target market.
 - You've built the product, but no one is willing to pay.

Bringing It All Together: The Feedback Loop

A continuous cycle, not a linear process.

■ **Idea → (Market Research) → Build (MVP)
→ Measure (Data) → Learn (Insights) →
Pivot or Persevere → New Idea**

Your Mission as a Tech Innovator

- **You are not just a coder.** You are a problem-solver and a creator of value.
- **The best technology in the world is useless** if it doesn't solve a real human problem.
- **Use your technical skills** to build, measure, and learn faster than anyone else.

Q&A & Next Steps

Further Learning:

- **Books:** *The Lean Startup* (Ries), *The Mom Test* (Fitzpatrick)
- **Practice:** Analyze 3 tech products you love. What problem do they solve? What market research do you think they did?
- **Build:** Start with a small problem you experience and go through this process.

Thank You!