



[aniketbhadane93@gmail.com](mailto:aniketbhadane93@gmail.com)

+91 8483915655

# Aniket Bhadane

Senior UX Designer & Researcher / Team Lead



anglianwater

AVAYA





# Asset maintenance and monitoring application

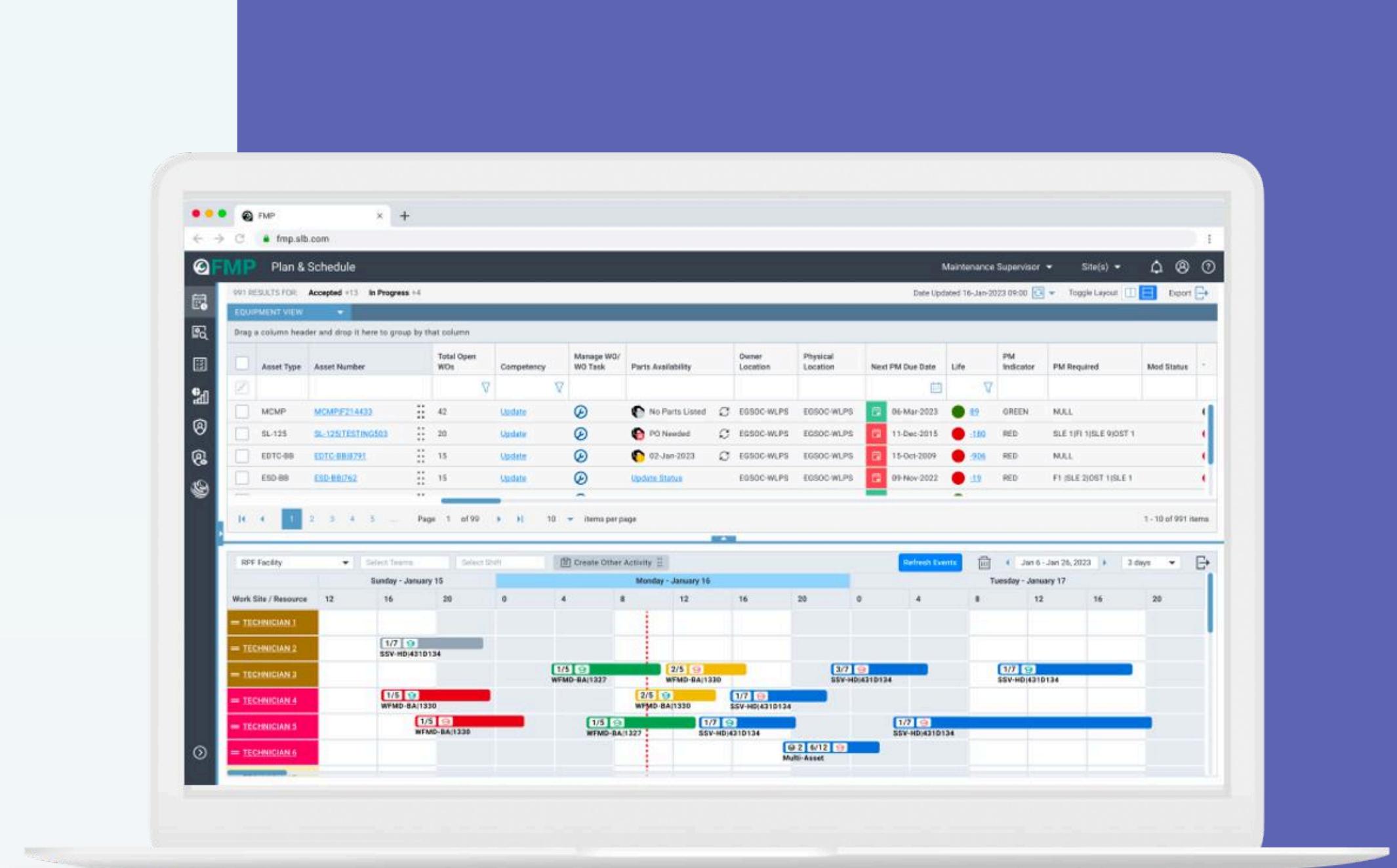
## The Challenge

Various business lines / verticals in SLB were using different CMMS systems and Excel sheets for planning of maintenance of equipments and sending equipments to field jobs.

There was a need to have a unified modern platform to facilitate these activities in an effective manner.

Millions of Equipments

Tens of millions of work orders

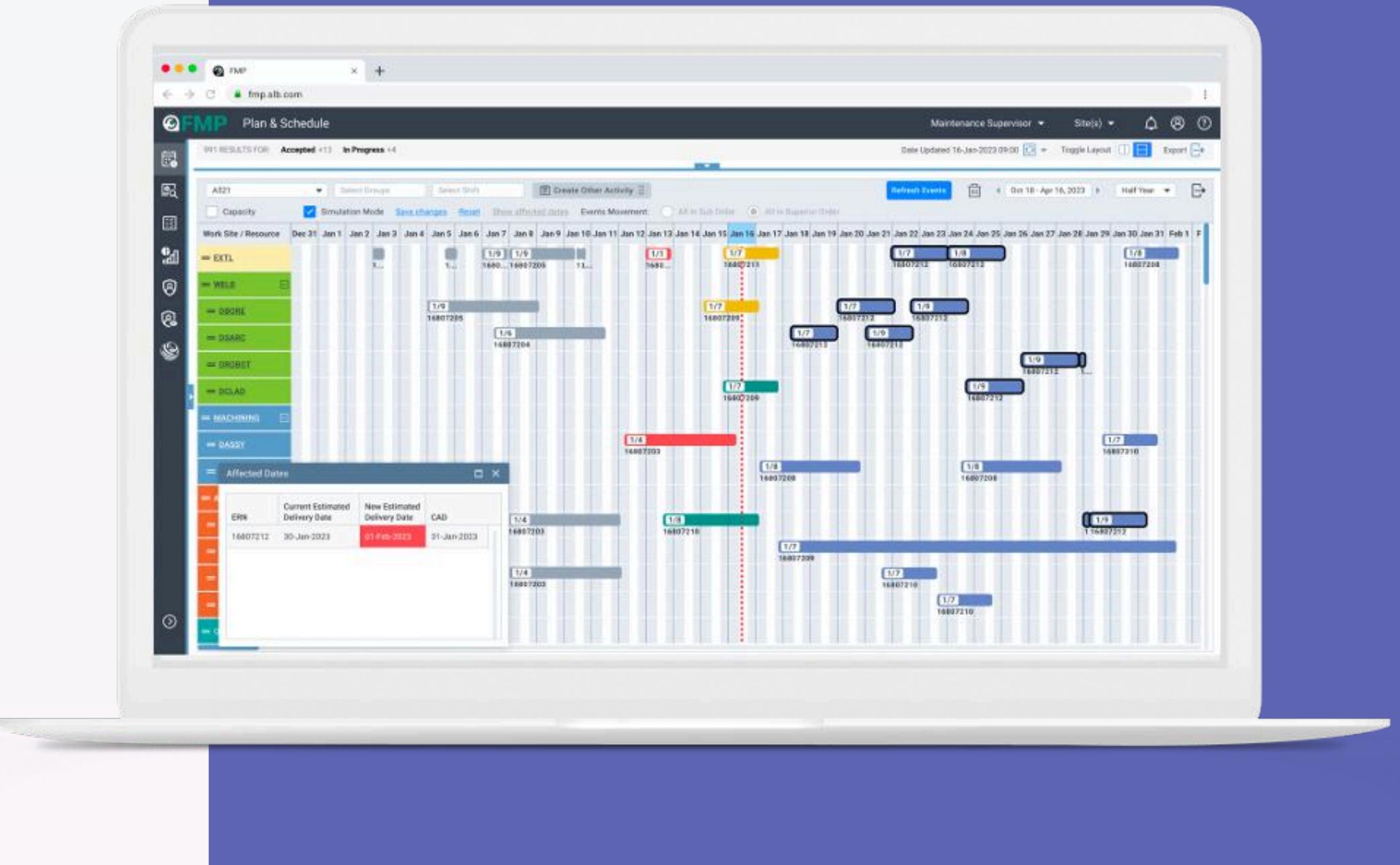
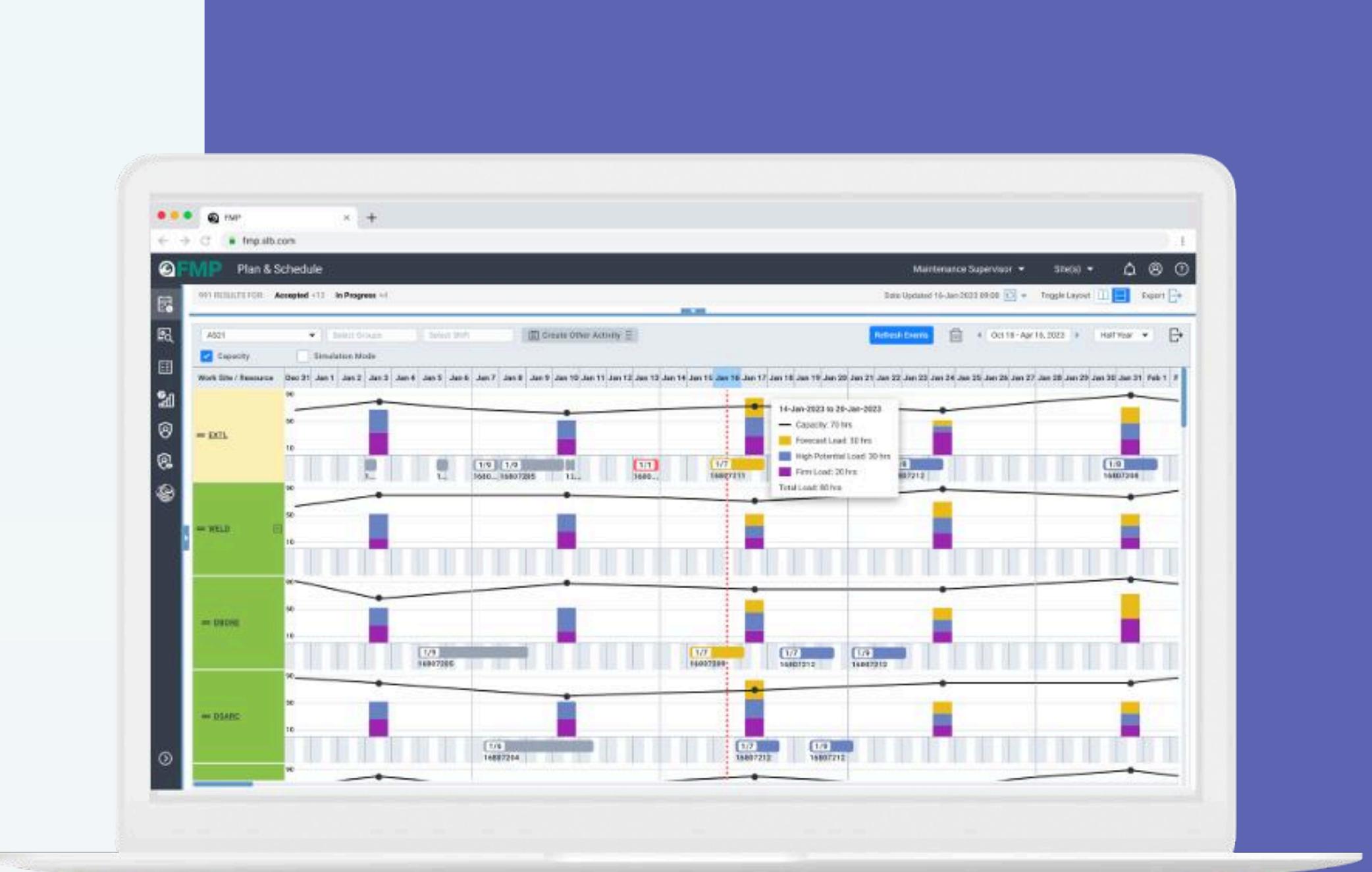




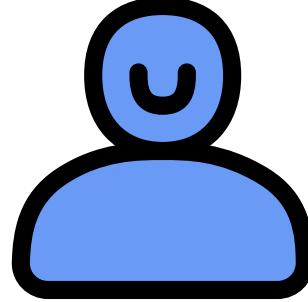
# Asset maintenance and monitoring application

## The Benefits

- \$10M+ value** for the organization per year
- Used in more than **50 countries** worldwide
- Number of users doubled from 2023 to 2024
- Feature rich and extensive support



## Persona & Empathy Map



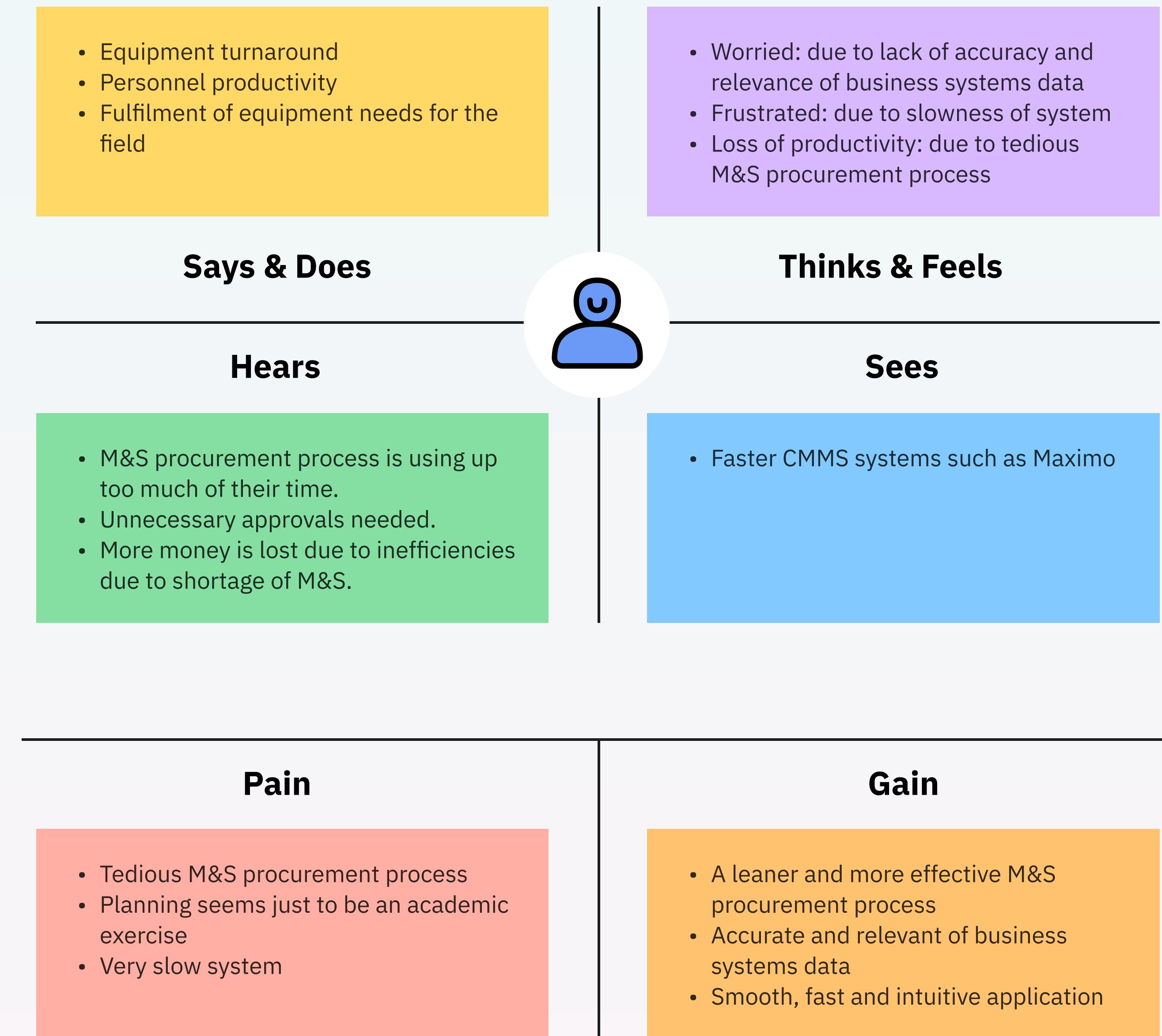
### David Thorpe

- Age: 30-40
- Occupation: Maintenance Supervisor
- Location: Houma, LA

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### About him

Responsible for overall shop flow, equipment turnaround, and personnel productivity, for their respective group. The Maintenance Supervisor is also responsible for overseeing fulfillment of equipment needs for the field, as driven by the priorities dictated by Ops demand and by resources availability.





## Current UX Process

For each new requirement

### Discover & Define

Interviews  
Field Studies &  
Contextual Inquiry  
Secondary Research

### Ideate

User Task Flow/  
Information Architecture  
Wireframes/Visual  
Design  
A/B Testing  
Usability Studies  
Iterate

### Development

Handoff  
Development Support

### Post Launch

Surveys  
Logs/Bugs Analysis  
Enhancements/  
Improvements

## Discover & Define

### Interviews

Structured / Semi-Structured / Unstructured

### Field Studies & Contextual Inquiry

Shared by project representatives - research activities that take place in the user's workplace

### Secondary Research

information that is available in Wiki and understanding current As/Is process

- When will equipment be back from the field, and in what condition?** It is a challenge to know when equipment is expected to return from the Field. A lot of work is needed to keep up to date with e-mails informing of demobilization and failures. However, the recently-released Asset Planner app, mentioned by Ashley, manages demobilizations and equipment assignment to/from jobs, and could be leveraged for this purpose.

→ **Suggestion:** Implement a robust process, between Ops, LCT, ERC and TLM, to agree and commit to when equipment needs to return to base for maintenance. Once decision is jointly made, the exact return dates should be confirmed, to start the maintenance planning process before the equipment is back. Leverage the new Asset Planner application for this purpose.

- What will be the work scope once the unit is at the base?** The TLM team receives an e-mail listing all reasons for a failure in the field, along with a checklist used to do a troubleshooting while at the wellsite. These issues are also reported in MT and will define the scope of maintenance / repair work, in addition to any other issues that may be identified at the base. See pic. 14 for an example of such e-mail.

→ **Recommendation:** All issues/ DRs identified in MT should be visible to the Planner in the new application, to avoid re-processing of separate e-mails and re-entry of work tasks into separate spreadsheets that are used to prioritize the work orders.

Confluence Wiki Spaces

FMP P&S - WEC Optimus

Pages / ... / WEC Drilling: Simulation Mode

## WEC Drilling: Simulation Mode - All In Sub Order

Created by Anusha Agrawal, last modified on Jul 20, 2024

- **All In Sub Order**
  - Case 1: when there is no overlap between WOs
  - Case 2: When there is overlap and user wants to maintain the overlap.
  - Case 3: When there is overlap and user does not want to maintain the overlap.
  - Case 4: When user wants to reassign an event to another Workcenter.
  - Case 5: When user moves an event on a non-working day
  - Case 6: Events getting planned in the past

### All In Sub Order

The "All in Sub Order" is a feature within a simulation mode that enables users to adjust individual WOs by a specific time. This feature allows users to move events within a WO or between WOs. If a user moves an event within a WO, the sequence of tasks in that WO will be adjusted. If a user moves an event between WOs, the sequence of tasks in both WOs will be adjusted. The logic of All in Sub Order is explained below:



## Ideate

- User Task Flow/Information Architecture
- Wireframes/Visual Design
- A/B Testing
- Usability Studies
- Iterate

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: You will be presented with a list of service appointments assigned to you with today selected by default. Review the information displayed in the list.	Open App > Login > Home screen	Participant wants to see few additional details with each service appointment in the list	I also would like to see Estimated Cost, number of items completed and Estimated time of completion for each appointment	1
Prompt 2: Review the details of the opened service appointment. Are you able to see all relevant details required for you to do the work	Home screen > click on service appointment from the list	Participant is contented to see all the fields	N/A	1
Prompt 3: Try to add Service Items to an appointment. Are you able to add required Service Items to the appointment efficiently?	Service appointment > Tasks	Participant is contented to see pre-defined categories of service items	N/A	1
Prompt 4: Add a new service appointment. Are you able to easily to add a new service appointment?	Home screen	Participant is contented to be able to add new service appointment quickly	N/A	1

It was observed that 4 out of 5 participants had trouble understanding whether status of WO has to be changed.

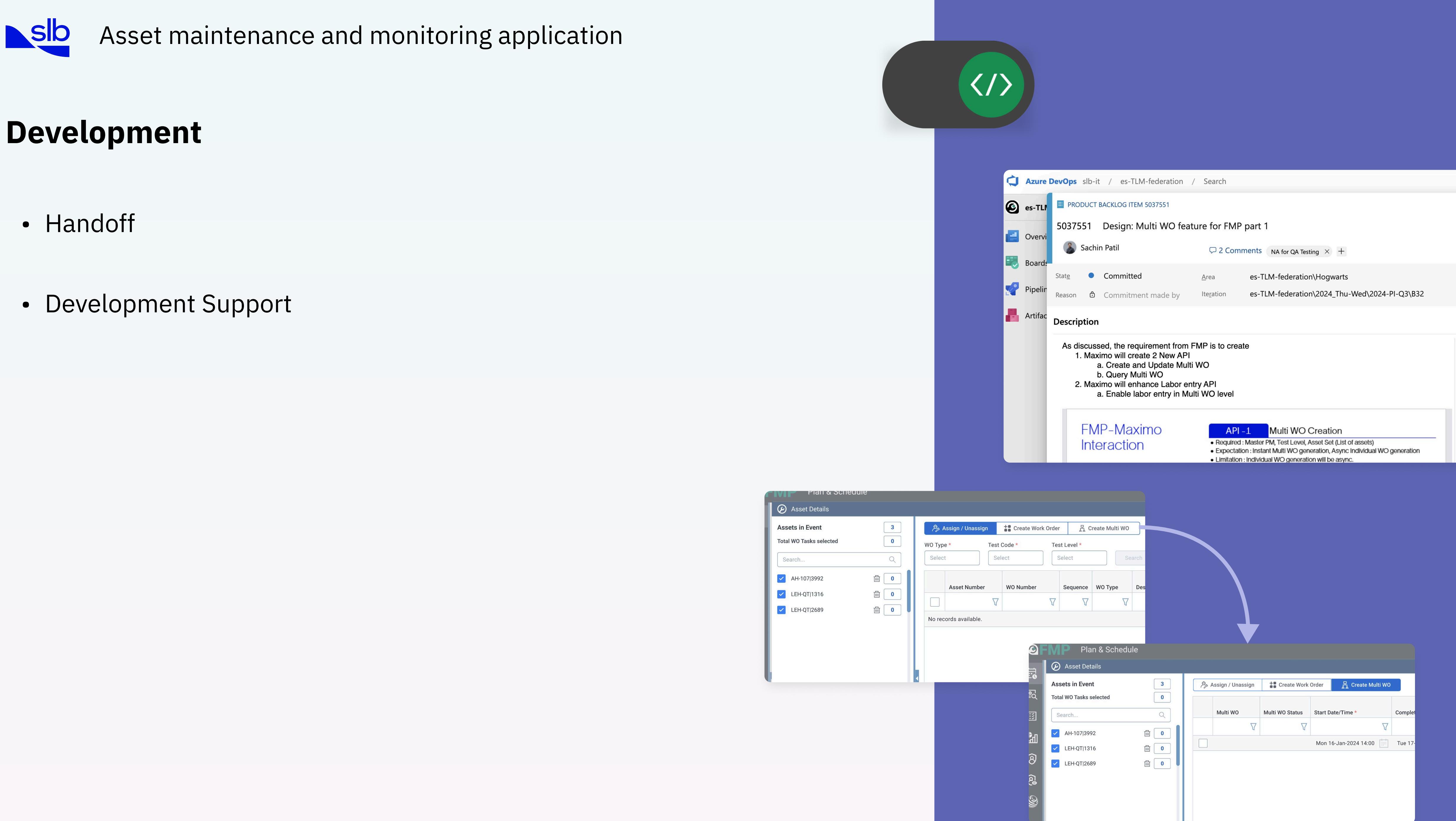
It was observed that 3 out of 5 participants were confused on why new asset was not auto added to Multi WO.

It was observed that 3 out of 5 participants were confused on how to add/remove asset after event has been created.



## Development

- Handoff
- Development Support





## Post Launch

- Survey
- Logs/Bugs Analysis
- Enhancements/Improvements

A	B	C	D	E	F	
1	Capture Date	Issue Type	Description	System	Priority	Status
2	23-Jul-24	Data	Material / Componnet flag	Maximo	1	Ongoing
3	25-Jul-24	Bug	Optimus delayed response	Optimus	1	Ongoing
4	23-Jul-24	Bug	24:00:00 time format at work orders	Optimus	1	Ongoing
5	23-Jul-24	PBI	Long/Short Description to be pass to MAXIMO (@ WO Task/Operatinos)	Optimus/Maximo/Mateo & FMP	1	New
6	24-Jul-24	PBI	Interval shift over factory calendar	FMP	1	Ongoing

slb-it.visualstudio.com/es-TLM-federation/\_sprints/backlog/EAR-AA-4908%20-%20Highgarden

Azure DevOps slb-it / es-TLM-federation / Boards / Sprints

**es-TLM-federation** BUG 4778037

4778037 The mouse cursor is moving forward in message text box for shipping instruction &

Sameer Namdeo Nimje 1 Comment Add Tag

State: Approved Area: es-TLM-federation\Team 3 - Highgarden

Reason: Approved by the Prod Iteration: es-TLM-federation\2024\_Thu-Wed\2024-PI-Q3\B32

**Repro Steps**

1.. On the activity monitor page for FMP application  
Open any message pop up for shipping instruction and FMP comment  
Steps :  
1. Type LDAP first and select  
2. Write something on that

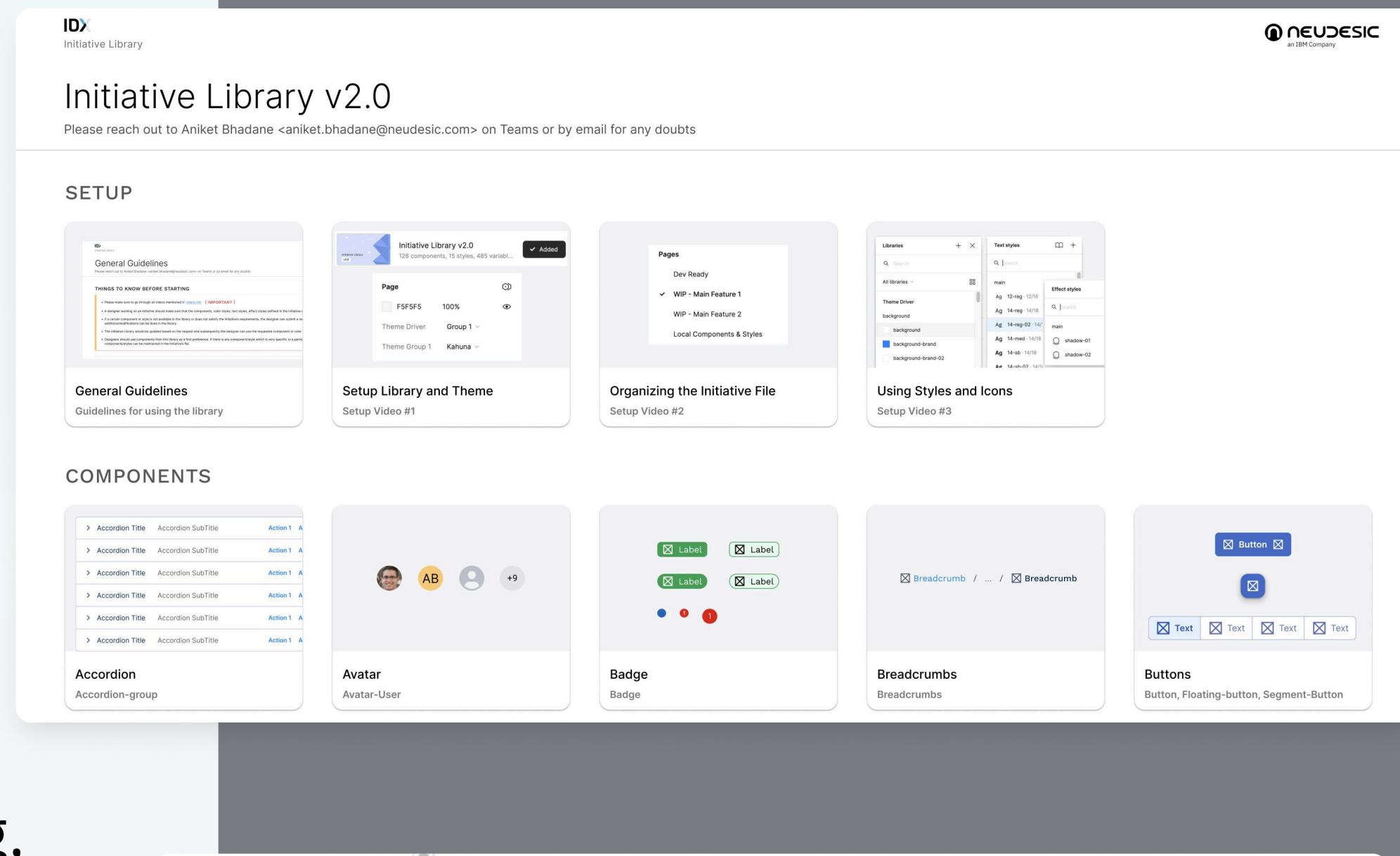
# Multi-Brand Design System

## Brief

Neudesic develops multiple initiatives and IPs, each may have distinct brand guidelines. To ensure consistency while supporting diverse branding, a scalable design system was created, standardizing UI components and enhancing efficiency across initiatives.

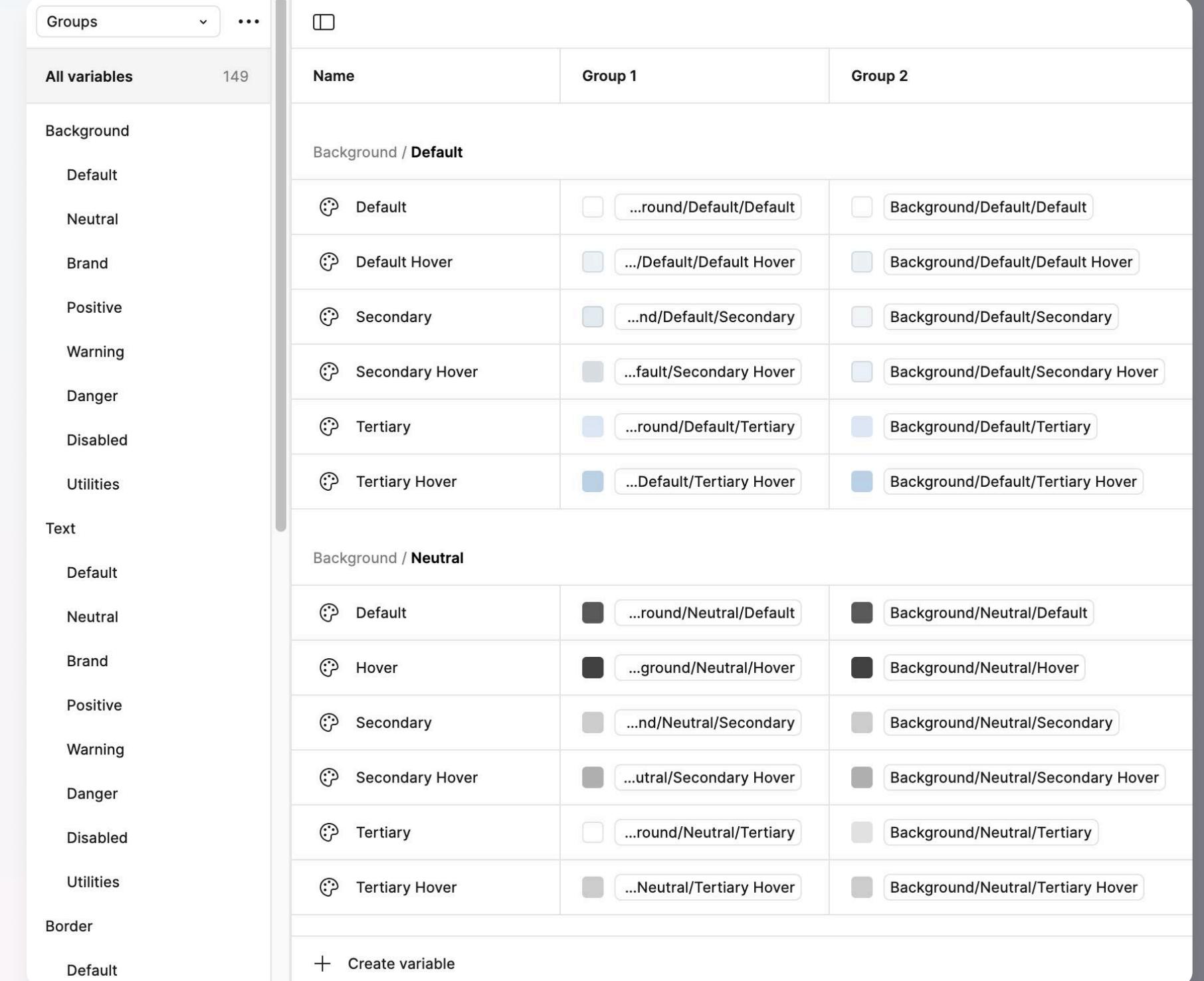
## Responsibilities & Achievements

- Created a scalable design system to ensure consistency across various initiatives/IPs while supporting different brand guidelines.
- Aligned with all initiatives and designers to standardize UI components.
- Leveraged advanced Figma features to enhance flexibility and efficiency.
- Increased productivity of designers and ensured a consistent user experience.



The screenshot shows the Initiative Library v2.0 interface. It includes sections for **SETUP** (General Guidelines, Setup Library and Theme, Organizing the Initiative File, Using Styles and Icons), **COMPONENTS** (Accordion, Avatar, Badge, Breadcrumbs, Buttons), and a detailed view of **Background** variables with columns for Name, Group 1, and Group 2.

Name	Group 1	Group 2
Default	...round/Default/Default	Background/Default/Default
Default Hover	.../Default/Default Hover	Background/Default/Default Hover
Secondary	...nd/Default/Secondary	Background/Default/Secondary
Secondary Hover	...fault/Secondary Hover	Background/Default/Secondary Hover
Tertiary	...round/Default/Tertiary	Background/Default/Tertiary
Tertiary Hover	...Default/Tertiary Hover	Background/Default/Tertiary Hover



This panel provides a detailed view of the **Background** variables, organized by category (Groups, All variables, 149). It lists various states (Default, Hover, Secondary, etc.) for Neutral, Brand, Positive, Warning, Danger, Disabled, and Utilities categories, each with corresponding color swatches and variable names.

Category	State	Color Swatch	Variable Name
Neutral	Default	Light Gray	...round/Neutral/Default
	Hover	Medium Gray	...ground/Neutral/Hover
Brand	Default	Dark Blue	...round/Brand/Default
	Hover	Medium Blue	...ground/Brand/Hover
Positive	Default	Light Green	...round/Positive/Default
	Hover	Medium Green	...ground/Positive/Hover
Warning	Default	Light Orange	...round/Warning/Default
	Hover	Medium Orange	...ground/Warning/Hover
Danger	Default	Light Red	...round/Danger/Default
	Hover	Medium Red	...ground/Danger/Hover
Disabled	Default	Light Gray	...round/Disabled/Default
	Hover	Medium Gray	...ground/Disabled/Hover
Utilities	Default	Light Blue	...round/Utilities/Default
	Hover	Medium Blue	...ground/Utilities/Hover
Text	Default	Black	...text/Default/Default
	Hover	Medium Gray	...text/Default/Hover
Border	Default	Black	...border/Default/Default
	Hover	Medium Gray	...border/Default/Hover

# Figma Training Program

## Brief

Following the discontinuation of Adobe XD, I was entrusted the responsibility of training UX designers to effectively utilize Figma.

## Responsibilities & Achievements

- I conducted a two-month training program on Figma to upskill designers.
- Also conducted organization-wide training for developers to improve design collaboration and efficiency.
- Covered all aspects from basic to advanced Figma features.
- Conducted hands-on sessions to improve design collaboration and efficiency.
- Enabled swift allocation of bench members to new projects, increasing productivity.

Session #	Date	Topics
1	09-Jun-2023	Design Tokens, Schema and their Usage: <ul style="list-style-type: none"><li>• Color styles</li><li>• Text styles</li><li>• Effect styles</li><li>• Grid styles</li></ul>
2	16-Jun-2023	<ul style="list-style-type: none"><li>• Frames vs groups, Sections, Pages</li><li>• Basic introduction to Components and Variants</li><li>• Teams and Projects</li><li>• Libraries</li><li>• Implementing multi-version Design Libraries, using 'Swap Library'</li><li>• Implementing multi-theme design tokens and file structure, using 'Swap Library'</li></ul>
3	23-Jun-2023	Auto-Layout
4	30-Jun-2023	Component Properties
5	07-July-2023	Variables <ul style="list-style-type: none"><li>• Design Tokens</li><li>• Auto-Layout and Components</li><li>• Theming</li><li>• Multi platform</li><li>• Migrating Styles to Variables</li></ul>
6	14-July-2023	<ul style="list-style-type: none"><li>• Basic Prototyping</li><li>• Micro-animations with component variants</li><li>• Videos</li><li>• State management</li><li>• Basic icons creation and basic picture properties</li><li>• Animations to Lottie</li></ul>
7	21-July-2023	<ul style="list-style-type: none"><li>• Advanced Prototyping with Variables</li><li>• Miscellaneous tips about Figma<ul style="list-style-type: none"><li>○ Design System/Library Performance considerations</li><li>○ Library Analytics</li><li>○ Embedding prototypes in documentation platforms like Confluence</li><li>○ Bulk update variant elements, bulk rename, thumbnails, “.” &amp; “_” operators, Prototype settings, etc.</li></ul></li></ul>
8	28-July-2023	Dev Mode, Multiplayer tools, Collaboration, Branching and Merging

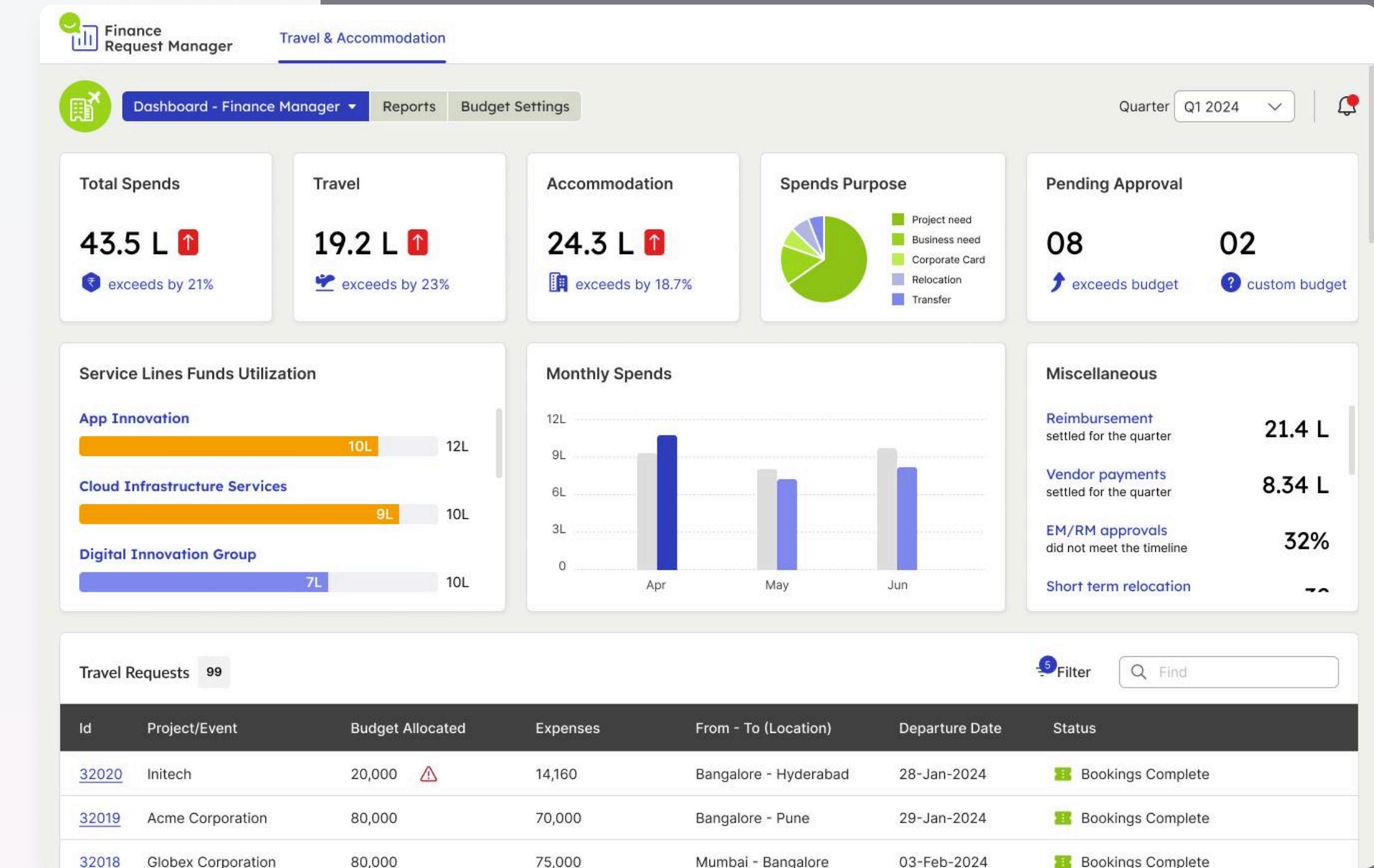
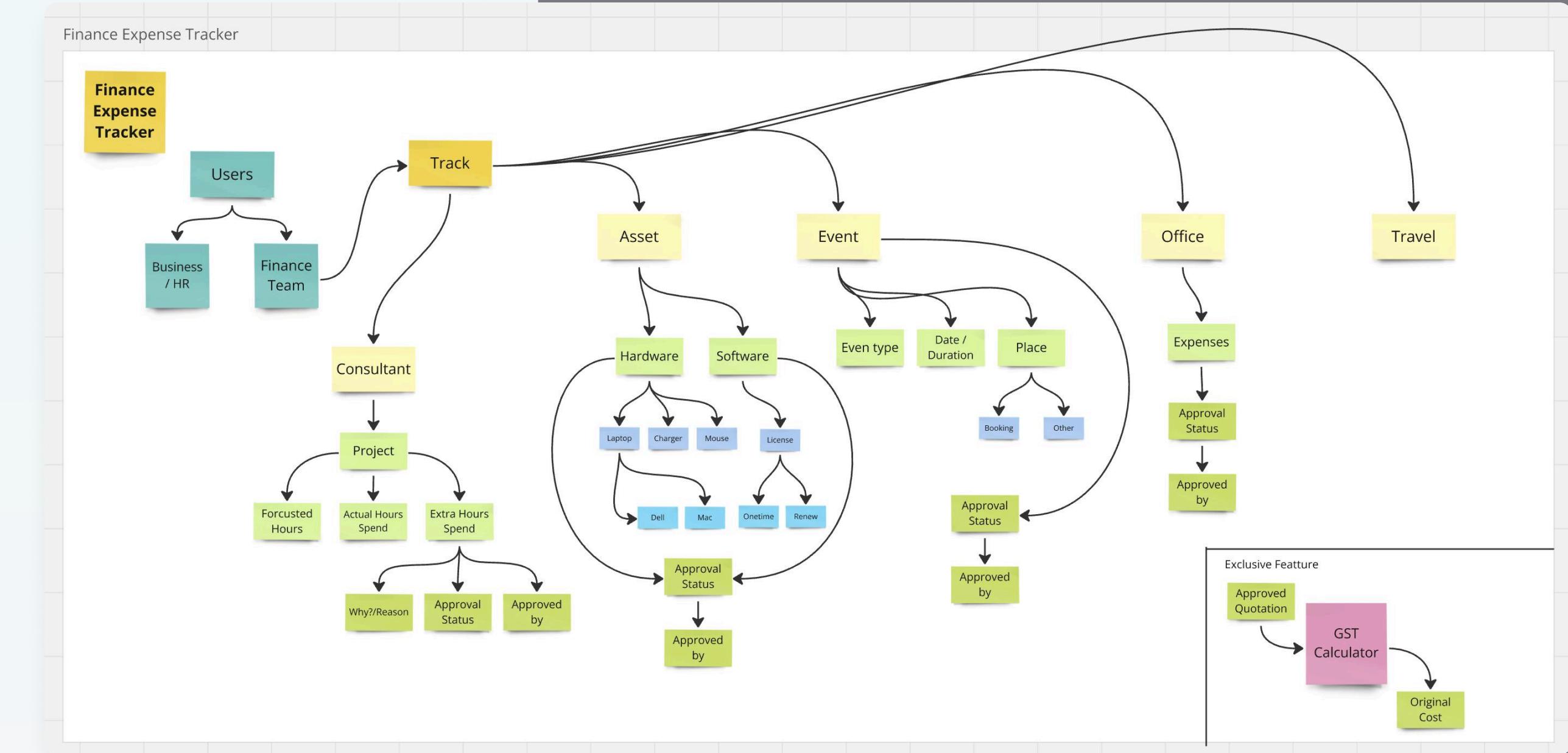
# Finance Request Management

## Brief

The finance team in Neudesic was using Excel sheets for tracking and budgeting expenses related to travel, assets, etc. They needed a specifically curated finance tracking and ticketing tool.

## Responsibilities & Achievements

- Conducted foundational user research.
- Created personas, information architecture and user task flow.
- Led visual design and mentored junior designers.
- Developed a design library for the requirements.
- Successfully demo'ed the hi-fi prototype and received approvals from finance head.





# Apparel management application

## Brief

The legacy desktop application for apparel management / tracking had to migrate to a modern web based solution.

## Responsibilities & Achievements

- Led the UX design for the new web application, ensuring a seamless transition while optimizing user experience.
- Conducted in-depth requirements gathering through stakeholder interviews and research.
- Executed usability studies and A/B testing to validate design decisions and improve user engagement.
- Created detailed personas, user task flows, and information architecture to streamline navigation.
- Designed hi-fi prototypes adhering to Nike's design system, ensuring consistency and a brand-aligned visual language.

The image displays three screenshots of the Nike Apparel Management application, titled "Samples Management X-Function".

- Screenshot 1 (Top):** Home screen showing a welcome message "Hi Chasity, Welcome Back!", filters for Order Type (AP SPA), Season (FA 2022), and various counts: Orders sent to SAP (20,590), POs Created (12,130), POs Rejected (654), and POs Pending (7,826). It also includes links for Order Status Report, Create Geo Order, and Update Order.
- Screenshot 2 (Middle):** "Capture ORDER" screen showing a table of order details with columns like SEASON, STYLE, CLR, PROD STYLE NAME, PO MKT TYPE, CMO CONS GRP, CPO STATUS, LINE EVO, SPORT ACTIVITY, and GEO SAMPLE FLAG. The table lists numerous items with various status flags (green, yellow, red).
- Screenshot 3 (Bottom):** "REPORTS" screen displaying various reports and charts. It includes sections for Non-Sales Orders (30,786), GGP Orders (30,786), Orders Shared (30,786), SAP PO Creation (30,786), and GEO Orders (APLA: 30,786, EMEA: 30,786, NA: 30,786, GC: 30,786). Below this, a "Your Submitted Orders" section shows 30,786 orders, and a "STATUS UPDATE" section shows a date range from 2021/07/21 to 2021/07/20 with a note about 1000 orders approved.

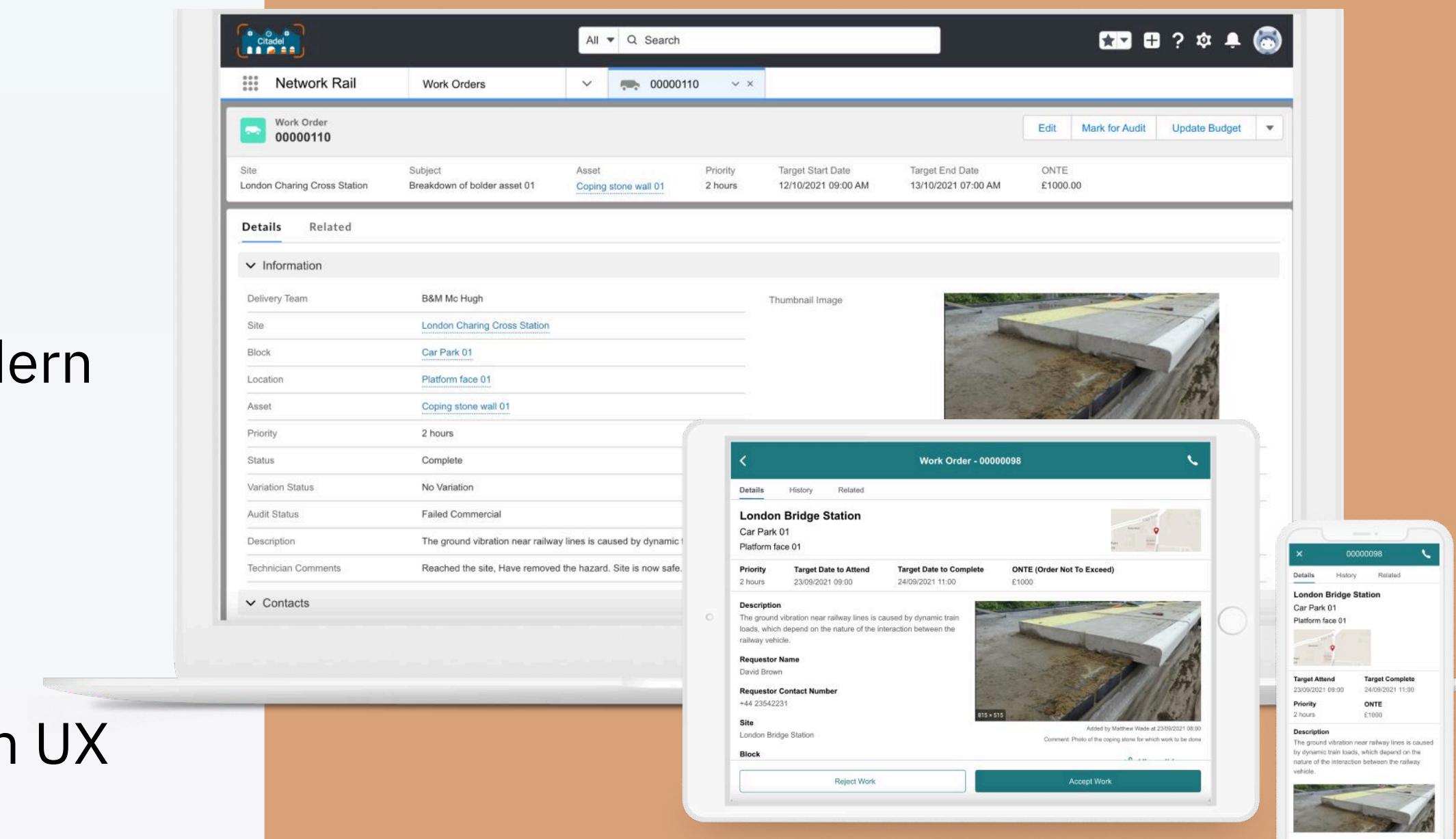
# Asset management application on Salesforce

## Brief

The legacy application for Asset Management had to be migrated to modern web and mobile solution, based on Salesforce.

## Responsibilities & Achievements

- Engaged with business stakeholders to gather requirements and align UX strategy with project goals.
- Conducted user research, usability tests, and A/B tests to optimize workflows and enhance user adoption.
- Learned and implemented Salesforce's Lightning Design System to ensure seamless integration.
- Collaborated with Business Analysts and developers to deliver a scalable and user-friendly asset management platform.





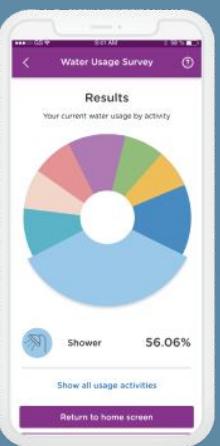
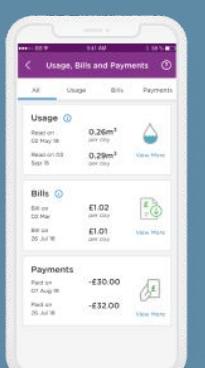
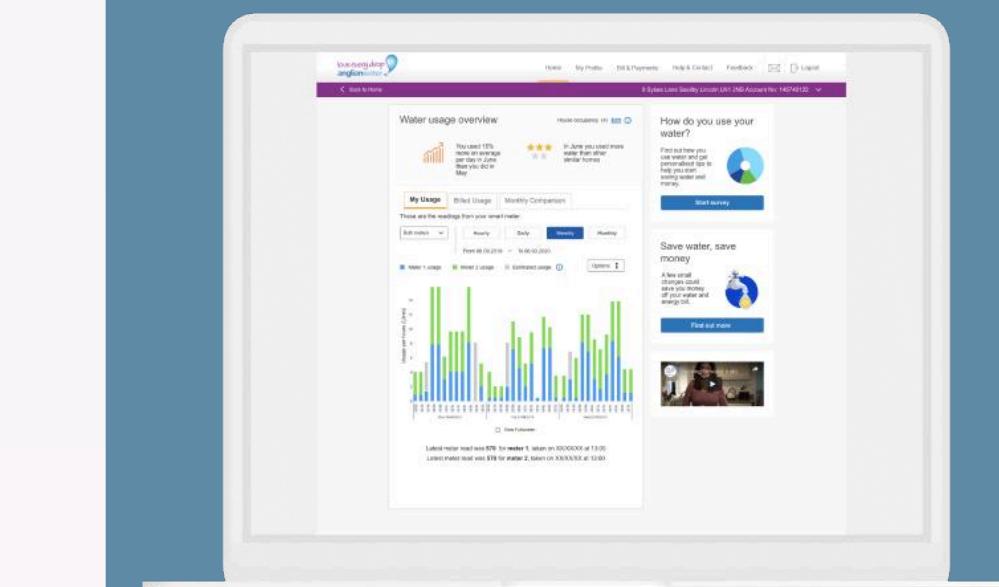
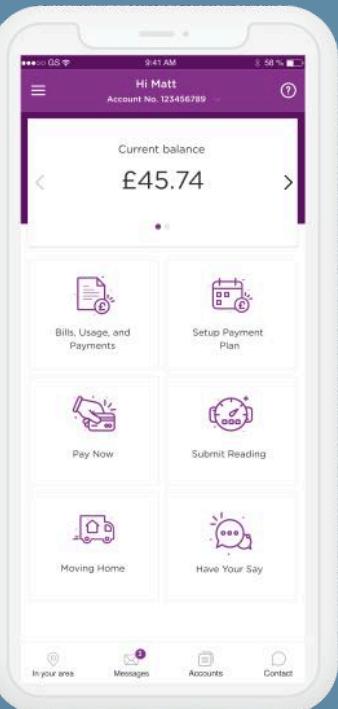
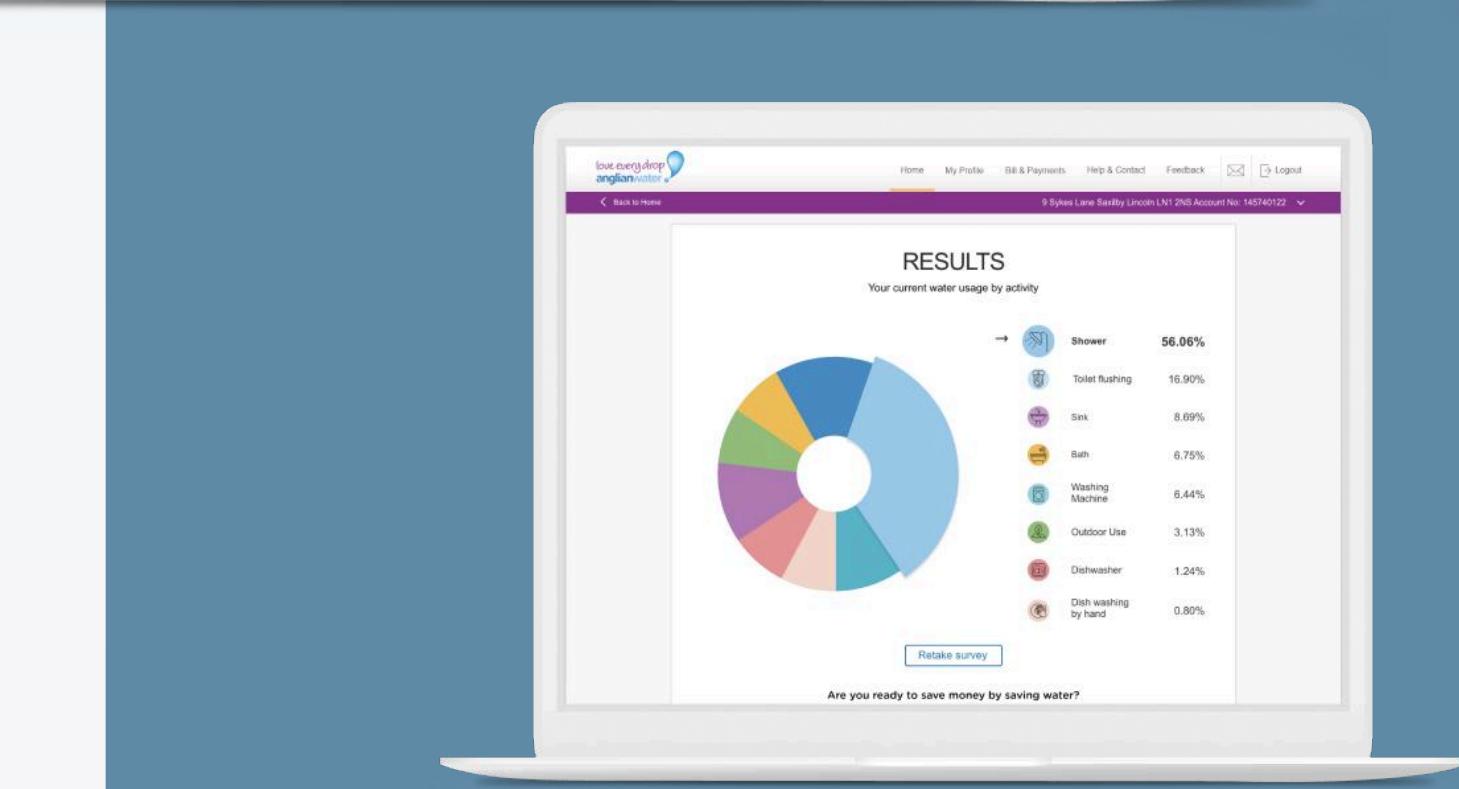
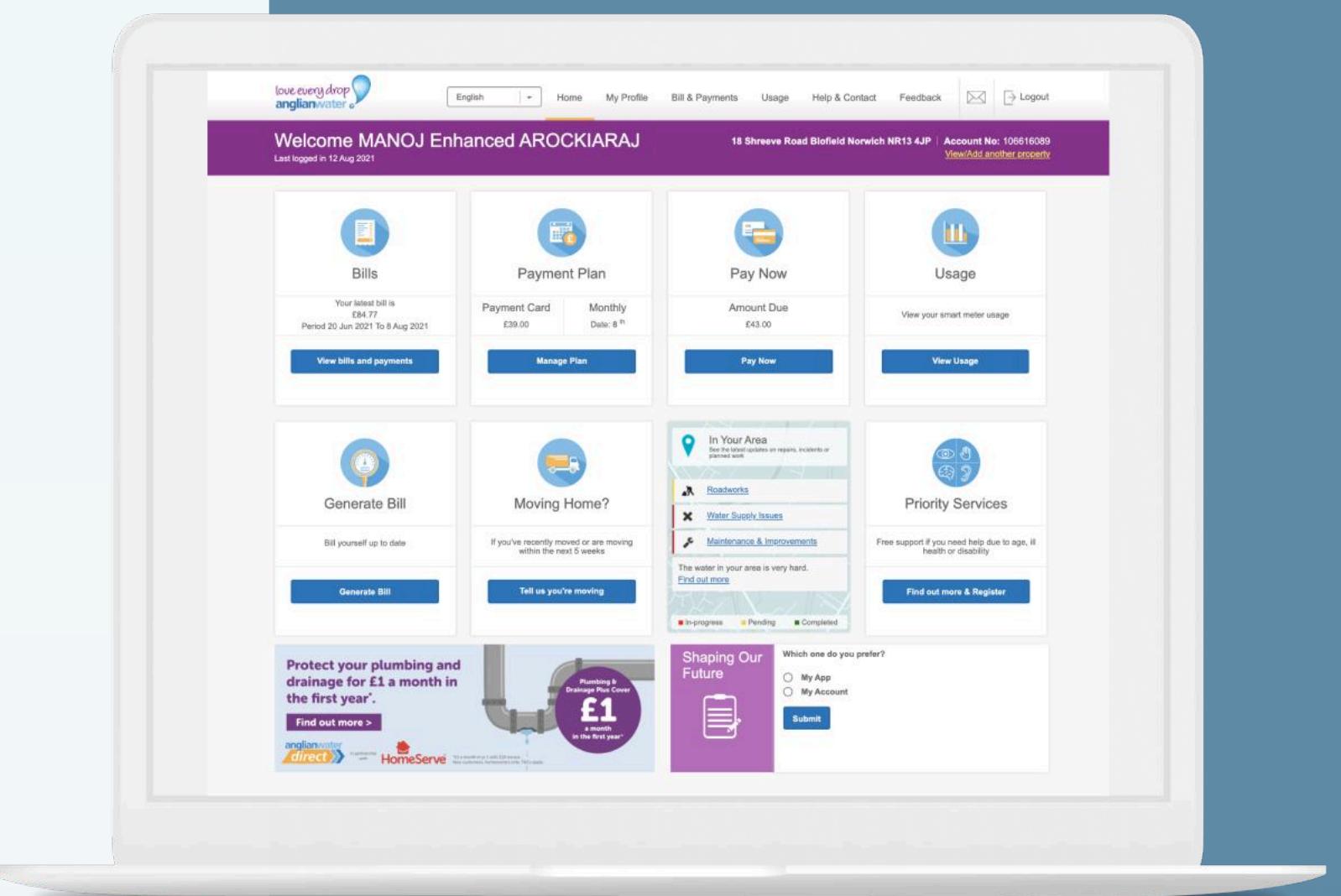
# Utility self-service application

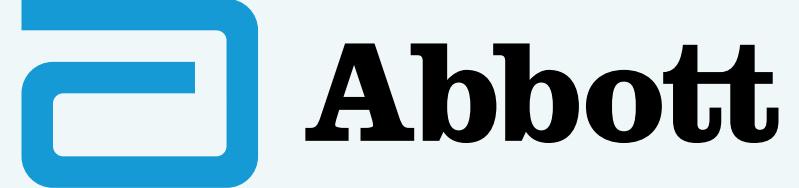
## Brief

AnglianWater is a major water utility service provider and wanted to create a self-service web and mobile application for its users.

## Responsibilities & Achievements

- Conducted usability studies to refine user needs and improve the overall experience.
- Mapped user journeys to align with business requirements and optimize task flows.
- Collaborated with business analysts and stakeholders to gather and refine requirements.
- Demonstrated new user journeys to the business team and incorporated feedback into designs.





# Redesign of application for migration to AEM

## Brief

As part of Abbott's global transformation of legacy systems to AEM based systems, the project involved migration of Japan divisional web application to AEM.

## Responsibilities & Achievements

- Collaborated with business, developers, and stakeholders to align on requirements and expectations.
- Worked with Abbott's UX team to ensure adherence to existing brand guidelines, design system, and processes.
- Reused design system components with updated styling per departmental guidelines.
- Created visual designs while considering technical constraints of AEM.

The image displays three screenshots of the Abbott Japan website, illustrating the redesign process for migration to AEM:

- Top Screenshot (Home Page):** Shows the main navigation bar with links for "MY EVENTS", "MY PROFILE", "LOGOUT", "MEDICAL JOURNEY", "ABOUT THE MEDICAL JOURNEY", "NEWS", "QUALITY OF MEDICAL CARE", "PROCESS", "INNOVATION", "LEADERSHIP", and "EVENTS". The main headline reads "A SUSTAINABLE FUTURE STARTS WITH HEALTH" with the subtext "WE'RE DESIGNING ACCESS AND AFFORDABILITY INTO OUR PRODUCTS". A "READ MORE" button is present. To the right is a large image of a child looking at a screen.
- Middle Screenshot (News Section):** Shows a grid of news items under the "NEWS" heading. Each item includes a thumbnail, a title like "Promote diversity and inclusion by creating a system that makes it easy to take time off", and a brief description. Buttons for "SEE ALL STORIES >" and "Read more >" are visible.
- Bottom Screenshot (Registration Form):** Shows a multi-step registration process. Step 1: "PERSONAL INFORMATION" with fields for Surname (Ferguson), Given name (Hanna), Medical institution (Tokyo Medical, Pharma and Dental University), Work phone (3-3813-6111), Belongs (Molecular Biology & Genetics), Occupation (Pharmist), and Position (Director). Step 2: "LOGIN INFORMATION". Step 3: "PREVIEW & SUBMIT". A "NEXT" button is at the bottom right.



# Telecom solution targeted towards SMEs

## Brief

Avaya's telecom solution for SMEs was a market leader with the solution deployed in tens of thousands of organizations. The work included creation of web and mobile solution for the product and migration of existing legacy functionalities.

## Responsibilities & Achievements

- Conducted Primary and Secondary Research as well as Qualitative and Quantitative Research.
- Worked extensively on Information architecture and User Journeys across the application.
- As part of Avaya's UX team, adhered to brand guidelines and created visual designs accordingly.

The image displays three screenshots of the Avaya User Portal interface, illustrating various features:

- Sales Meeting (Laptop View):** Shows a video conference with eight participants. The participants are listed below their respective video thumbnails. A sidebar on the right shows a list of "Participants" with icons for "Add People" and "In this meeting". Control buttons at the bottom include "More", "Participants" (with a green notification badge), "Transfer", "Mute", "Hold", and "End".
- History (Tablet View):** Shows a list of call history entries. Each entry includes a thumbnail, user name, date, duration, and a set of call control icons. A search bar and delete history button are at the top, and a "CALL IN PROGRESS" notification for "Andrew Shaw" is visible on the right.
- Home (Mobile View):** Shows a welcome message "Hi, Alice!" and an upcoming meeting notification "Upcoming Meeting today at 11 am - Next release planning". It includes a search bar, "Parked calls", "Start a Meeting", and "Calendar" buttons.