



E-DROP®



The scope

"To understand the important values from an existing product and suggest how to translate them into new concepts through digital prototyping."

Tools and technologies used

Adobe XD, Balsamiq, MIRO, MS Teams (Kanban board), Adobe Photoshop.

Duration

16 weeks, January 2022

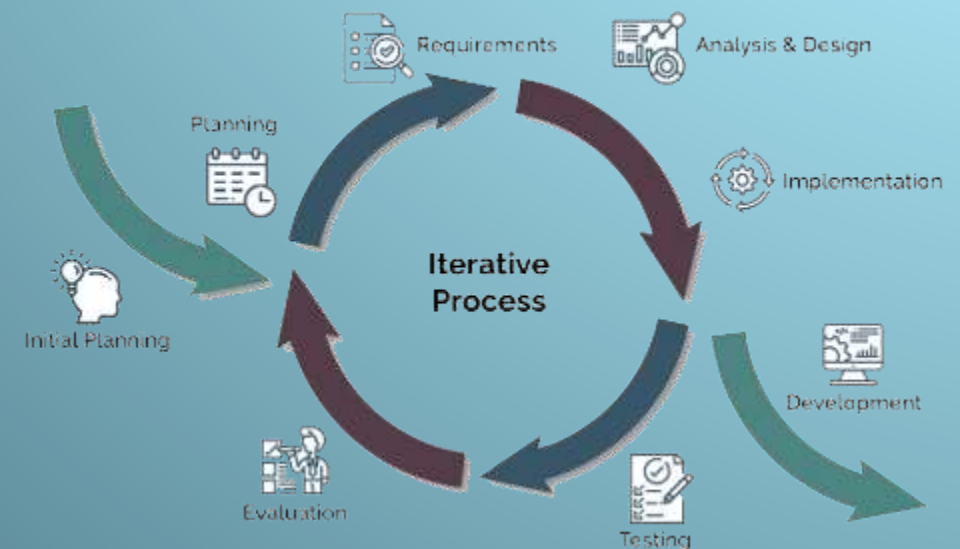


The project

Activities

- Semi structured interviews with key persons and end users
- Workshops with key persons involved in the project
- Continuous analysis
- Analysis of insights from interviews
- Generating and gathering of ideas
- Concept development
- Ideas for new solutions
- Iteration and reshaping

Iterative Process Model





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Goal

Create

01. Improve the UX of the existing application required by the end users.

02. A portal which admin stakeholders can use to manage the day-to-day operations.

About the product

A service which enables unmonitored deliveries and pick-ups of items such as packages and groceries in a unbroken cold chain with the use of a potentially refrigerated cabinet.





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Understanding

The company

The flow of delivery systems

What are the USP's?

Issues faced

Stakeholders

Which actors are involved in a finalized flow?

What do each stakeholder require to perform the role?





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Exploration

The product

What does it actually do for?

Previous measures taken and why?

Users

What are the users saying?

Interviews

Competitors

What are they doing?

What are they doing right?

What can be improved upon?



Insights and hypothesis

- ! The information architecture could be improved upon to make users more assertive of where to find a particular function.
- ! Some menu options are redundant and cause confusion
- ! The sustainability and time saving aspects are important to users
- ! A lack of confirmations and updates on deliveries across the system were detected.
- ! Everything is stand-alone, the chauffeurs and the food – the service provided is the refridgerated cabinet.
- ! Additional functions were requested.

From these insights we created a hypotheis on which we could define a platfform for further research through prototyping and testing.





Original design front page of admin portal

Prototyping in Adobe XD and user testing via Teams

The screenshot shows the E-DROP admin portal interface. At the top, there is a dark teal header with the E-DROP logo on the left, the user name "Ronny Zetterström" in the center, and language options "English" and "Svenska" on the right. Below the header, there are two buttons: "Refresh" and "Logout".

Below the buttons, there are three checkboxes for filtering the data:

- ☒ Show multi lockers
- ☒ Show single lockers
- ☐ Show lockers without signal more than 30 days

The main content area displays a list of lockers, each in a rounded rectangular box:

- Martinsson testskåp** (edrop-000003)
Offline 2/8/2022 5:06:06 PM
Cooling: Off Temperature no registered temperature
Nothing to collect
- MultiStaging2** (MultiLocker2Staging)
This is a multi locker
Offline
- Nowaste testskåp grow staging** (edrop-000015)
Online
Cooling: On Temperature 5.6
Nothing to collect
- Prisma Staging2** (MultiLocker1Staging)
This is a multi locker
Offline

Prototype front page of admin portal

Prototyping in Adobe XD and user testing via Teams



Prototype admin portal examples of other features

Prototyping in Adobe XD and user testing via Teams

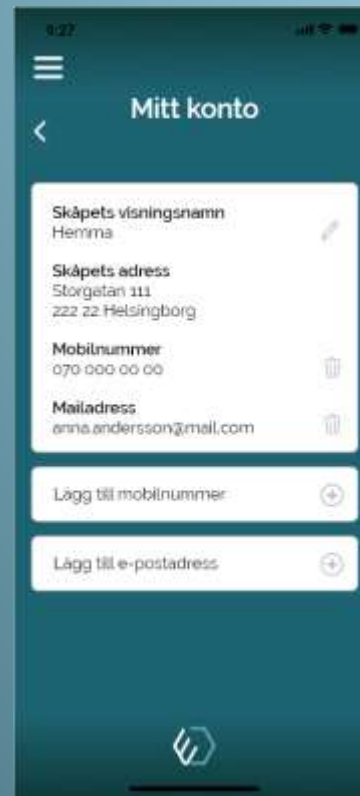


Prototype mobile app original design

Prototyping in Adobe XD and user testing via Teams



Orginial settings



Original 'My account' settings



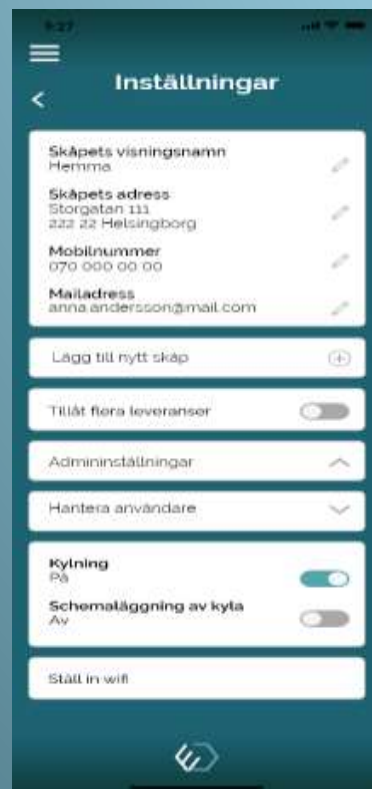
Orginial 'Settings' settings

Prototype app samples revised features

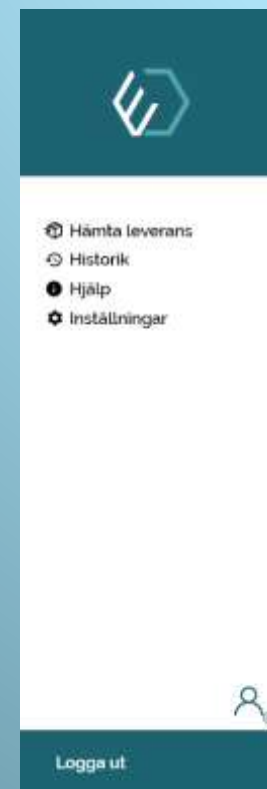
Prototyping in Adobe XD and user testing via Teams



Merged menu



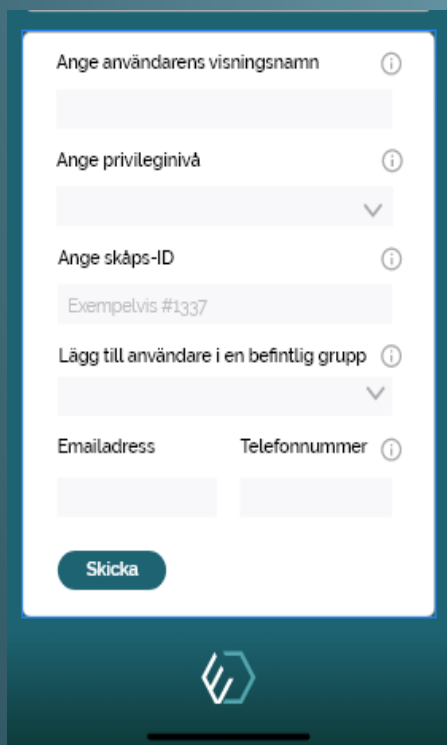
Merged menu settings



Revised main menu

Prototype app samples revised features

Prototyping in Adobe XD and user testing via Teams



A new flow for invites



Created groups in which cabinets could speak to one other & be controlled together.



New design to differentiate between cabinets which have deliveries and those that have no change in status.

What I've learned

From this project I gained a good understanding of a holistic viewpoint, deeper knowledge of research and improved tools for user testing

To always trust the design process

How to openly address a subject without prejudice

Useful tools & methods for gathering, processing and analysing data

A workshop doesn't always go as planned, but there will always be useful information to walk away with