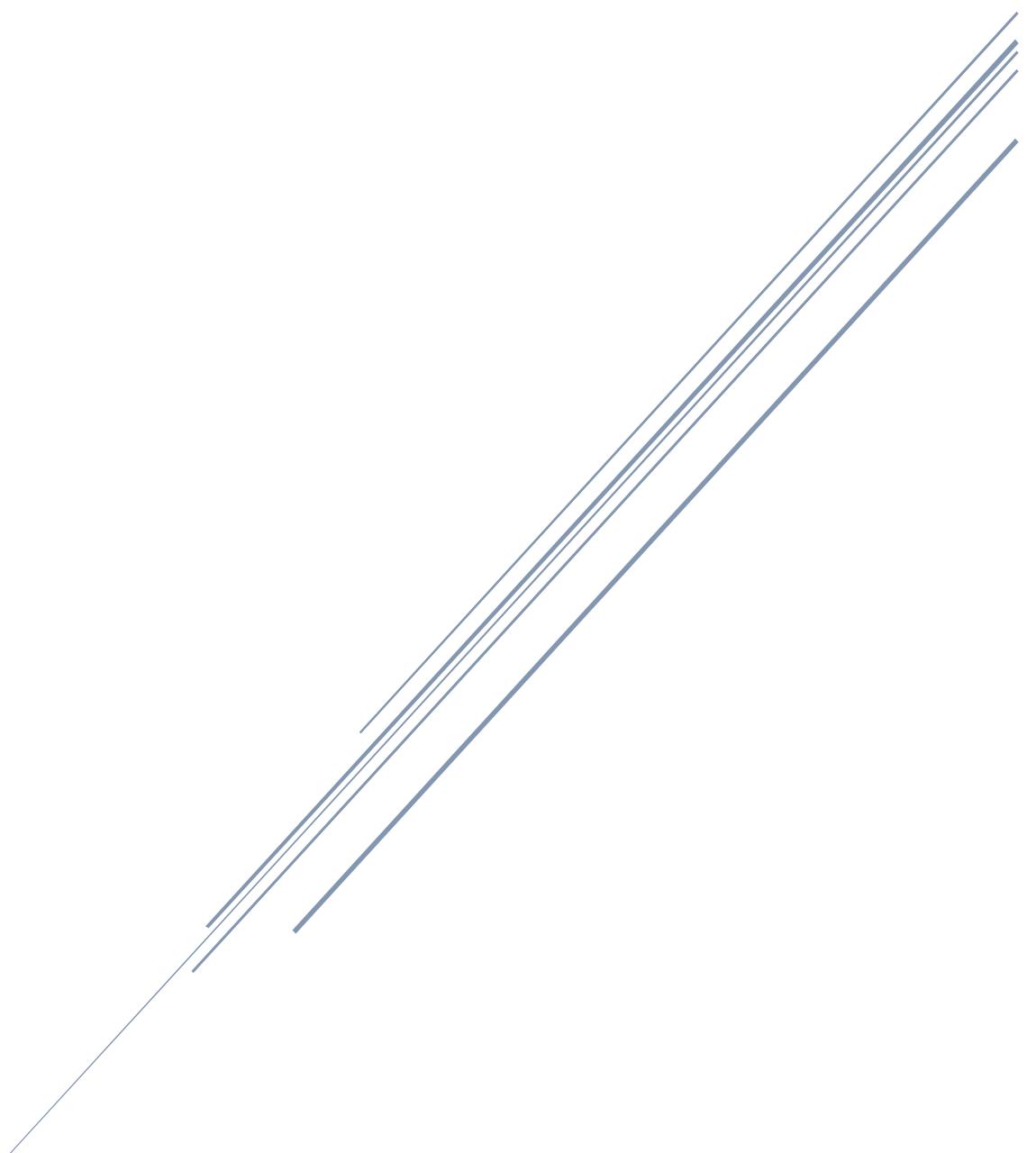


SAGE ONE APPLICATION DOCUMENT

By Adam Wilson & Eleanor Osada



Interactive Media Design
Module: DE0979 Interface and Application Design

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The brief

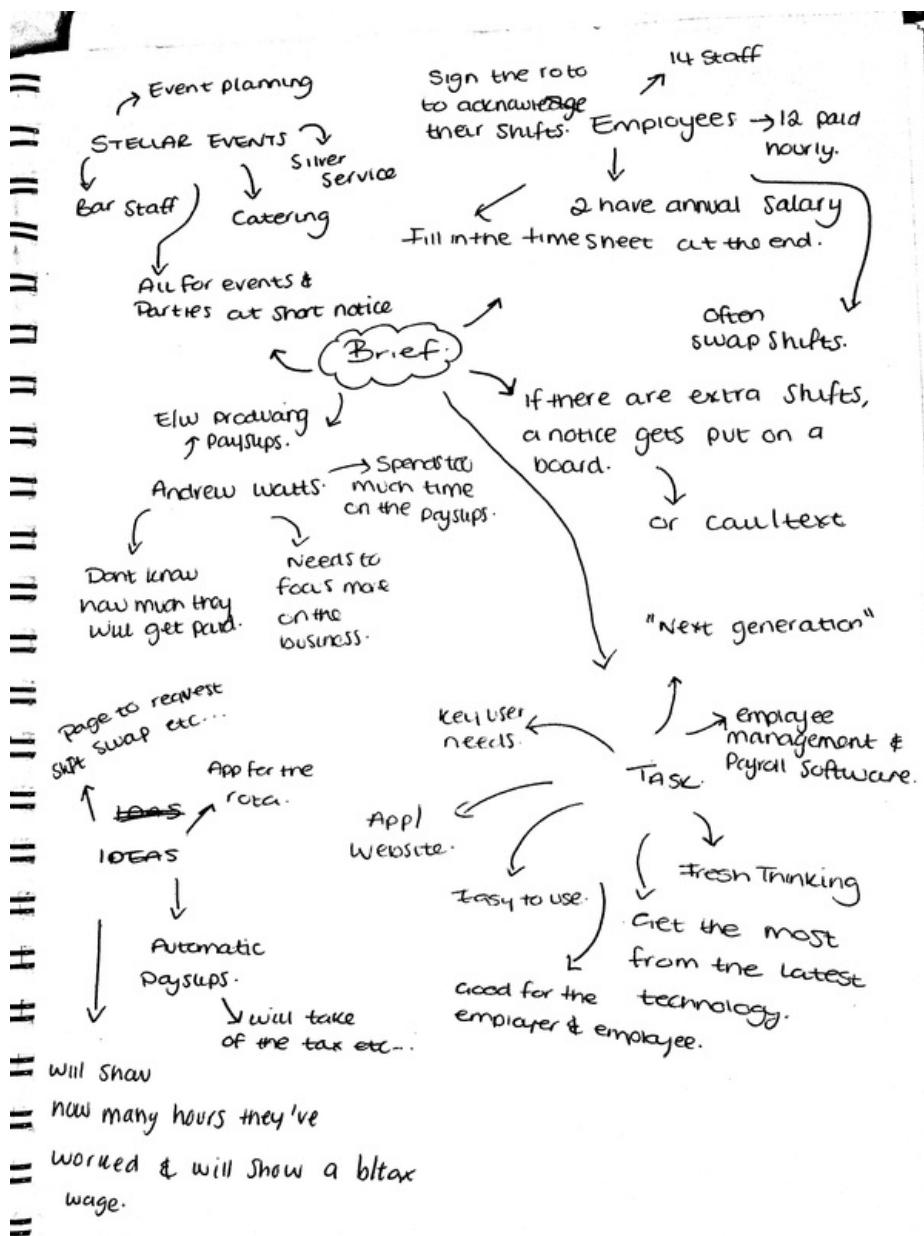
For the module, we were set a live brief with Sage One. The scenario of this brief was based around an events company called 'Stellar Events Ltd'. The director, Andrew Watts, wanted a new way in which he could manage the payroll side of the business. He was sick and tired of not having contact with his team and the vast amount of paperwork meant he had little time for himself. From this, the task we had to complete was we had to 'Pitch a concept for the next generation of Sage One employee management and payroll software. We need to identify the key user needs, consider a number of features and solutions, then determine which are the most desirable to the users. From this we needed to arrive at a solution to which we needed to pitch to Sage One.

Introduction

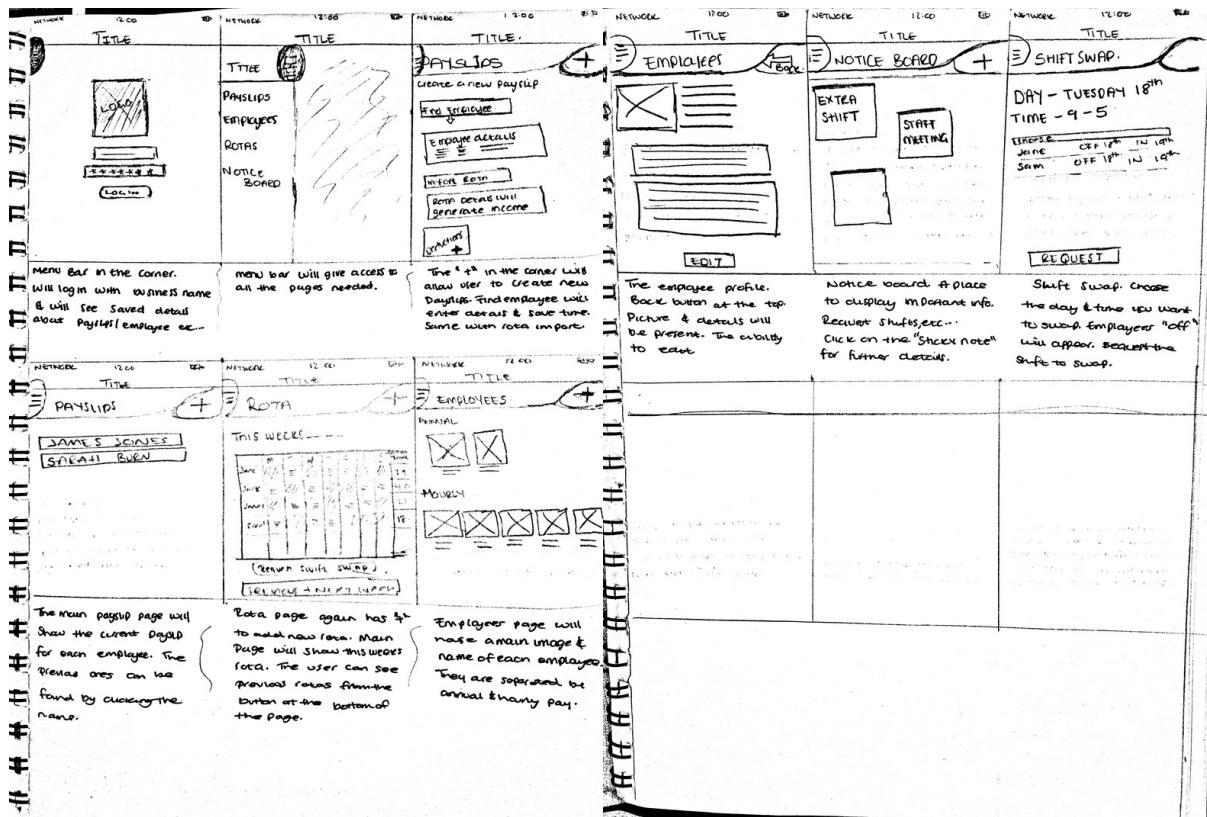
Within this document, we will be showing a collection of our best blog entries, showing how we have progressed through this brief. This will include the research that we conducted, the development of our application with supporting features as well as our overall evaluation of how we feel the brief went and how we have met the requirements stated. These blog entries will be from the blog that we used, to keep in contact with each other about our progression of research and development.

Initial Ideas

After going over the brief and highlighting the key points, we began this task by creating a mind map of the brief. This mind map stated these key points, including the current way Andrew Watts operates and the main features that we needed to include within our new application.



From this, we decided that the best way to create this new software would be for a Mobile Phone, as an application. We then went on to create a basic, initial concept as to what the application would look like, including the different pages/features that would available to the user.



From this initial concept, we incorporated the main features that you would see from a payroll software. This included a payslip section and an online rota. We wanted the employer to be able to have access to this work on the go and be able to create a rota from a few click of a mobile screen. Since the director of Stellar Events used a notice board to stick important information; such as extra shifts, we liked this idea of an online notice board. This would be bringing in a feature that most business use on a daily basis. Other features we felt would be beneficial would be a shift swap page as well as an employee page.

However, we felt we did not have a strong idea so we decided that we needed to conduct some user research into our 'competitors'.

Research

To make a start on the research, the first think that we done was went onto the Apple App Store and search payroll software. Doing this meant we could see what application were already on the market, allowing us to see the feature that they already had, to which we could incorporate into ours. From this we created individuals slides for each competitor that we looked at.

The list of the competitors that we looked into include the following.

- CIPP Payroll
- Moolah

- UK Pay
- Split Wise
- Xero
- Uk Tax tool

CIPP Payroll

The screenshot shows the CIPP Payroll Factapp mobile application. The top part is the app's store listing on the App Store. It includes the app icon, title 'CIPP Payroll Factapp', developer 'Pixel8 Interactive Ltd >', a 'GET' button, and tabs for 'Details', 'Reviews', and 'Related'. Below this are two screenshots of the app's interface. The first screenshot shows the home screen with sections for 'Tax Rates', 'Company Cars', 'NI Thresholds', 'Statutory Payments & Deductions', 'Key Dates', and 'Miscellaneous'. The second screenshot shows a detailed table for 'Tax rates' comparing '2015/16' and '2016/17' for different income bands. The third screenshot shows a table for 'Tax allowances' comparing '2015/16' and '2016/17' for various allowances like Personal allowances, Income limit for personal allowance, Blind pensions allowance, and Marriage allowance.

CIPP Payroll Factapp is a very basic, pretty outdated looking app (in terms of navigation).

It includes tax rates, company cars, NI thresholds, statutory payments & deductions, key dates and a miscellaneous section.

The screenshot provided as a preview (shown below) looks pretty standard. It uses a table to present information to the user.

The app, as titled, is actually more relevant as a 'fact' app than having any particular function.

The reviews are generally good, but one person gave a 1 star review due to the incompatibility with older phones. Someone else also asks about the upcoming tax year (2016/17), which is absent from the app at the moment.

Reviews:

8. Great app

★★★★★ e_l_w - 22 Apr 2013
Valuable payroll info in an easy to use app that can be accessed whenever I need it

9. Great App

★★★★★ KerrieCharley - 13 Apr 2013
A really good App. I especially like the key dates. Kerrie

10. Useful App

★★★★★ Misty78 - 24 Apr 2013
Great app, very useful

11. Update 2015/16

★★★★★ Cazamom - 21 Apr 2015
Hi when will there be an update for the current tax year please.

12. Useless for older phones but why?

★★★★★ Doedma - 28 Apr 2016
The existing app is most useful, but I was shocked to see that I can't add 2016/17 without buying a new phone. Too costly to cancel my current contract. What is the content that requires iOS 8?

5. Where's 16/17 tax year???

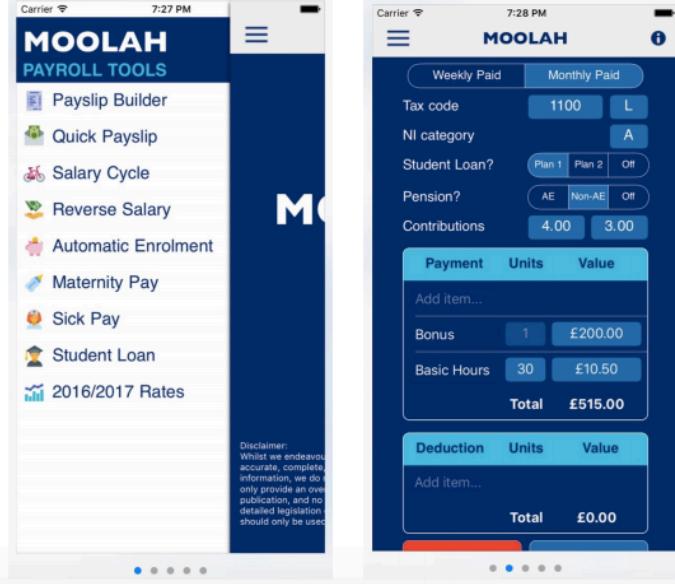
★★★★★ WellyWellborne - 2 Apr 2016
Usually a handy app when I'm on the go - wondering when the new tax year will be up including changes to student loan/ NI category H for apprentices and employment allowance for Director payroll?

Moolah

 Moolah Payroll Tools 4+
Nathan Walsh > [GET](#)

Offers Apple Watch App

Details Reviews Related



An application with a built in payslip builder, quick access to payslips and a number of other useful pages. Ideal style for the menu bar but the bland pages restrict the way employers/employees use it.

There is an opportunity to fill in different pages for different people (weekly or monthly paid) Could use this for the different staff that work at the business stated on the brief.

Working patterns page. This page which indicates the usual days in which the users work. (A good way to create the new rota?)

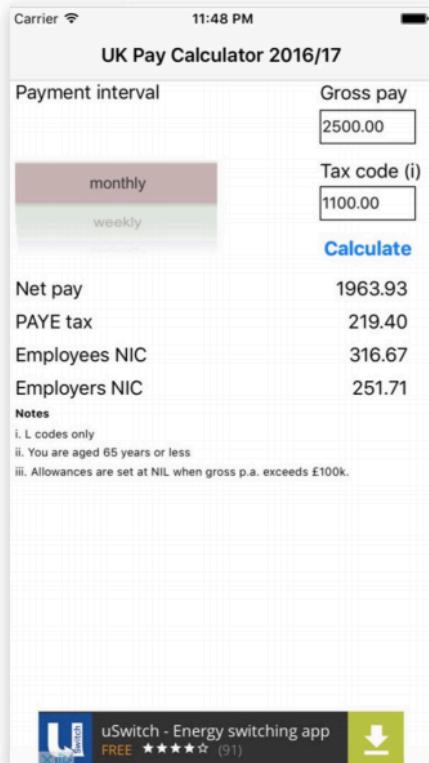
"Payroll in your pocket"

Has the latest tax rates. Will be beneficial to have this feature for when it comes to create the payslips (deductions etc...)

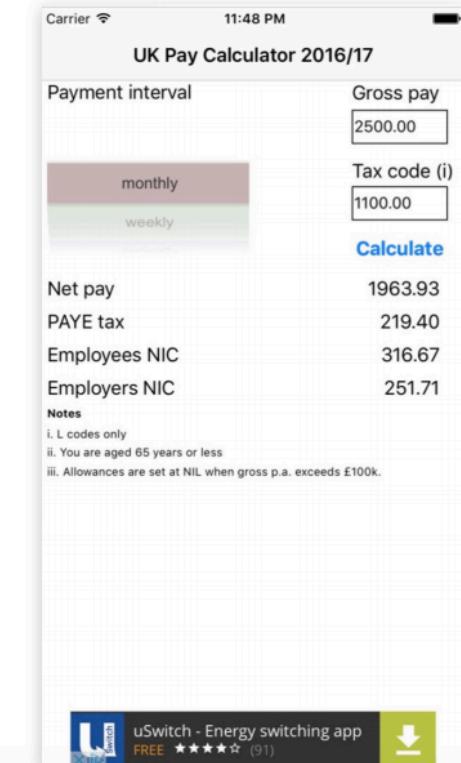
Reviews:

- 1. A pleasant surprise**
★★★★★ Jon stumpington - 7 Apr 2016
I have recently had a pay slip and wanted to know how much I would receive this month. I read about this app through a friend on facebook and wew! After downloading it took no longer than 2 minutes to navigate to the correct calculation page and then wham-bam-thank u-mant I had my net earnings. Very slick to use and easy on the eye too. Lovely little app
- 2. The payroll app you never knew you needed**
★★★★★ Groggy78 - 24 Apr 2016
I was over the moon with this app. I think all other apps need to move out the way a new payroll calc boy is in town. Great for when you sitting still or even when your on the move.
- 3. Easy to use**
★★★★★ JSTEVEVENS1987 - 15 Apr 2016
A really easy to use app. Does exactly what you would expect it to do and would definitely recommend
- 4. Simple to use**
★★★★★ 3litrPeter - 13 Apr 2016
As I am absolutely hopeless at this sort of stuff I found this app easy to use and a big help to me!

UK Pay

 UK Pay Calculator 2016/17
Giles Morris > [GET](#)

Details Reviews Related



UKPay is the first competitor that appeared when we did a search in the App Store for "payroll". It's confusing however, as it only has one review - a four star review that doesn't list any faults (pictured below). Reviews are essential when looking for competitors.

Only one screenshot to preview the app, but it looks very, very basic. Even though it's the first result, it may not be the best app to draw inspiration from.

Reviews:

App Store Customer Reviews
[Write a Review](#) [App Support](#)

1. Simple and helpful!
★★★★★ Will.M - 6 Jun 2015
Great app!

 uSwitch - Energy switching app
FREE ★★★★☆ (91) [GET](#)

Split Wise



Splitwise - Split bills and expenses the easy way
Splitwise, Inc. >

+ GET

Offers Apple Watch App

SPLITWISE																
you owe \$341.86	you are owed \$44.50	total balance - \$297.36														
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Ada Lovelace</td> <td style="width: 50%;">owes you \$11.00</td> </tr> <tr> <td>George Washington Carver</td> <td>settled up ></td> </tr> <tr> <td>Harry Houdini</td> <td>you owe \$26.77</td> </tr> <tr> <td>Marcel Proust</td> <td>you owe \$315.09</td> </tr> <tr> <td>Nellie Bly</td> <td>settled up ></td> </tr> <tr> <td>Noor Inayat Khan</td> <td>owes you \$33.50</td> </tr> <tr> <td>Wilbur Wright</td> <td>settled up ></td> </tr> </table>			Ada Lovelace	owes you \$11.00	George Washington Carver	settled up >	Harry Houdini	you owe \$26.77	Marcel Proust	you owe \$315.09	Nellie Bly	settled up >	Noor Inayat Khan	owes you \$33.50	Wilbur Wright	settled up >
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Noor Inayat Khan	owes you \$33.50															
Wilbur Wright	settled up >															
+ add more friends																

[Friends](#) [Groups](#) [+](#) [Activity](#) [Me](#)

Splitwise is a aesthetically pleasing app. This is one we'd definitely draw inspiration from because it's so clean and sleek.

As for the functionality, the navigation bar looks good and easy to understand. It really focuses on the idea of "community" within financing/sending/sharing money.

There's a feature that allows a user to label what they're sending money for, which is useful so that users can quickly look back and see without panicking. Filtered by month.

We liked the "you owe" and "you are owed" sections at the top of the first screenshot. They're prominent and act as reminders. The colour divides of the two are useful too (i.e. 'in the green' or 'in the red')

Nothing but good reviews, which is what we'd strive for.

Can make groups like "Our Apartment" (i.e. would contain all the flatmates)

Reviews:

- 1. Perfect for splitting expenses for separated...**
★★★★★ Cdanzel - 15 Oct 2016
 This is the best app I have ever used. Clear, simple but powerful. I share equal custody of my children with ex and we use it to add all our child related costs and expenses. Much fairer than one person paying the other a set amount each month. This way it's so easy to balance everything without having to do... [More](#)
- 2. Amazing way to split home and travel exp...**
★★★★★ Jesus C. Jesus do 89 - 14 Oct 2016
 I am really glad I found this app. At home, it makes the whole process of splitting bills and groceries so simple. It's also great to keep track of group expenses when travelling to eat at the end of the trip you know who you owe and how much much you owe. I really can't recommend this app enough. Kudos to the dev... [More](#)
- 3. Most useful app on the iPhone**
★★★★★ Rottenfungus - 15 Oct 2016
 No app has made my life as simple as Splitwise. For all those big trips we go on with mates or partner, it's great to be able to sort of t who owes who. Using the "Simplicity" desire even solves the problem of passing money around with multiple people. I would happily pay for this app.
- 4. So so good**
★★★★★ Jay12345692819 - 16 Oct 2016
 So good for splitting stuff with mates or partner. So handy. You can even export the data to a spreadsheet

Xero



Beautiful accounting software

The screenshot displays the Xero software interface for 'Foxglove Studios'. It features several charts and reports:

- Bank Accounts:** Shows a line graph of bank balance over time for PayPal, Payoneer, and Bank accounts.
- Account Watchlist:** A table showing recent activity in accounts.
- Money Coming In:** A bar chart showing incoming revenue by category.
- Money Going Out:** A bar chart showing outgoing payments by category.
- Expense Claims:** A table showing expense claims with columns for Date, Description, Amount, and Status.

XERO offer a lot of different pages under the Payroll option. Can add different employees easily but will require all of the information of this employee. (The will get this anyways when they employee first starts the business)

Under the Employees; Page of the payroll.

- Details, employment (with salary and wages information, taxes, time off, payment method, payslips, pay template, opening balances, notes

Page for the time sheets. This page will note the number of hours that employees have worked on each day. Seems to be annoying as you have to do this for each single employee. (Could potential incorporate this into our application but where it comes of the overall rota for every employee. Will automatically generate this information so there is no need for the employer to waste more time on it)

Overall, its easy to use but limited help guides. Could potentially use these for new business who are not used to all of the information or formatting of a payroll system.

Reviews:

Likes Best

The product is very solid and stable, a pleasure to use, and priced right.

Likes Least

The thing I like least is probably feeling like I have to dig through menus to find certain things.

Recommendations

Think about features vs. price. The true value of what you're buying.

Highlights:

- Clean interface
- User friendly
- Good customer service
- Robust feature set
- Multiple integrations

UK Tax Tool

The screenshot shows the UK Tax Tool 2016/17 app on the App Store. It includes a star rating of 4.7 from 16 reviews, a price of £0.79, and three tabs: Details, Reviews, and Related.

UK Salary Tax Calculator is different to what we need to create but could incorporate some of its elements into our application.

Different features on offer include:

- Salary calculator with a break down
- Gives detail of the tax year
- Add in deductions/bonuses
- Breakdown of taxes on the salary

"Useful if you have more than one job"

Could potentially have these features due to the staff in the brief being part time or having other jobs. Would be useful to them but it could take up too much space? Maybe have it on the employee version and not the employer?

Reviews:

- 5. Saved me a lot of cash!** ★★★★ Soroush Karimi - 9 April 2012
This is the first review I have ever written for one of the hundreds of apps that I have downloaded over the past few years. Only after downloading this app, I realise that I had been paying too much tax for over 10 month due to the wrong tax being used by HMRC! Not sure when (if at all) I would have figured that out myself!
It works well and it is easy to use and kept up to date. Definitely worth the money.
- 6. Invaluable tax tool** ★★★★ Investment Wizard - 22 April 2015
As a practicing IFA this app is a valuable tool in my armoury as very often clients have mislaid their pay slips, they only know these details when they file their tax returns and this app instantly so as to end up with an accurate figure of net pay. The full detail of all tax allowances and thresholds are also given I fully recommend this to all in the IFA industry
- 7. Great app! One extra thing...** ★★★★ Busterbrown84 - 28 Jan 2015
Does almost everything I need, would like to see a second job option saying how much would be taxed with combined income, whether it's married/married to, at least it would be able to show me whether it's even worth getting the second point! that would top it off! Other than that, brilliant!

Potential Users

After looking at a number of different competitors, we then looked at a real life business; a restaurant situated in Cramlington. The reason behind this was we wanted to know how business actually do their payroll paper work and Adam worked there so he had experience from an employee point of view. The business we looked at was Prezzo, an Italian restaurant. Although this was not an events company, the fact that this restaurant was in the hospitality industry; similar to the services offered at Stellar Events, and the structure of this branch was similar, was very appealing and helpful towards our research. We felt that the employer and employees of this company could be a potential user for the mobile phone application that we wanted to create for the payroll software.

Potential Users

Message

ROTA WC 15-21ST.pdf

PREZZO CRAMLINGTON ROTA 15th 21st June

JOB TITLE	NAME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	TOTAL
GENERAL MANAGER	PAUL	9.00 - 17.00	17.00 - 23.00	11.00 - 20.00	11.00-19.00	11.00-23.00	17.00-22.00	OFF	48
ASSISTANT MANAGER	CHARLOTTE	OFF	OFF	11.00-21.00	17.00-23.00	16.00-22.00	13.00-22.00	13.00-21.00	39
SUPERVISOR	KEVIN	17.00-23.00	11.00-21.00	OFF	18.00-23.00	18.00-23.00	11.00-15.00	10.00-16.00	41
SUPERVISOR	KIRSTY	18.00-23.00	OFF	18.00-23.00	OFF	17.00-23.00	18.00-15.00	18.00-23.00	30
FLOOR STAFF	ADAM	HOL	HOL	HOL	HOL	HOL	HOL	HOL	
FLOOR STAFF	MARY	11.00-14.00	OFF	OFF	18.00-23.00	18.00-23.00	11.00-14.00	12.00-17.00	29
BAR STAFF		18.00-22.00					18.00-22.00		
BAR STAFF	DAN	OFF	OFF	18.00-23.00	18.00-23.00	11.00-14.00	18.00-23.00	10.00-16.00	34
FLOOR STAFF	ROSS	OFF	OFF	OFF	OFF	18.00-23.00	18.00-23.00	OFF	10
FLOOR STAFF	GARETH	OFF	18.00-23.00	11.00-14.00	11.00-14.00	18.00-23.00	19.00-23.00	17.00-22.00	25

PREZZO-Employee:

- Weekly rota which gets sent in a group chat. People have the opportunity to say if the rota works for them or if they could have other days off
- Group chat is also a way of requesting to swap shifts with other staff. Manager sees this so can approve if needed
- Usually go into work based on the rota. Can potentially be asked to come in earlier or on their days off. Again all done via text or group chat. If this happens, the manager writes on the rota when they started/finished or on a piece of paper
- To stop the above, a sign in/out sheet was introduced. Was good at first as you can acknowledge the exact time you start/finish. But people just wanted to leave so were forgetting to fill it in
- Weekly paid (Every Friday from the previous week) Transactions were all via bank, no cash in hand. Every Friday the staff would receive their payslips via an email which included all the details of the hours they worked, holiday pay, taxes etc...

PREZZO-Employer:

- Creates the rota a week in advanced. Usually goes of the hours that people stated they want to work. Will send messages on the chat or face to face conversation of people want more shifts.
- (Only usually when there is the funds to do this or when others have quit/on sick)
- Uses the chat to send the rota and will make the changes if there are any

After every shift, day manager will change the hours people have worked online. This happens every day of the week which will generate a total number of hours. Will get sent to head office so payslips can be generated etc...

Created the sign in/out sheet so people were not getting underpaid. It didn't usually get filled in so people were still getting under paid but "it takes two to tango"

Starts with a written rota which will get transferred to an online version. Changes can be made whenever

Wednesday is the day the manager get access to the employees payslips for the following Friday. Will look over these to see how much each employee with get depending on the hours they have worked. Will see if these are correct and will contact head office or the employee and add the missing hours to next weeks pay

Timesheet from the previous week are a must to indicate the hours the employees have worked. These will be the hours that the payslips are generated from so the employees have an idea of the amount of money they will receive on the following Friday.

Employees sign to say if it seems right, if not they talk to the managers about the errors.

Using Prezzo as an example of a potential user, we thought it would be beneficial to use to create some user personas as well as journey planners.

User Personas

Since this company has a fairly similar structure to Stellar Events, we felt that it would be useful to create a user persona for the employer and an employee. For these, we gave a brief description of their background, including their likes, hobbies and how they would benefit from a payroll software application.



INITIALS SAM **AGE** 35 **GENDER** male

NAME Sam Williams

OCCUPATION General Manager at Prezzo

NATIONALITY British

MARITAL STATUS Married

QUOTE "Work hard and be proud of what you achieve."

DESCRIPTION Sam has always been a determined character. He came straight out of secondary school with no plans, started as a waiter at Prezzo when it first opened in Cramlington and slowly worked his way up to the very top, learning as he went. Now Sam takes pride in not only his job but his fantastic team that he's spent countless hours mentoring.

His role involves the overall running of the restaurant, all the paperwork (rota, timesheets, employee details), opening and closing the venue, cashing up at the weekend and organising all the payroll.

From the application, Sam wants to be able to view all employee information with just a few clicks of his fingers. He would also like to plan or create initial drafts of the rota while travelling to work, so the portability is essential. Sam would benefit massively from an online noticeboard, so he can notify employees of staff meetings and extra shifts.



INITIALS CAL **AGE** 17 **GENDER** male

NAME Callum Shepherd

OCCUPATION Floor Employee at Prezzo

NATIONALITY British

MARITAL STATUS Single

QUOTE "Winning isn't everything... It's the only thing"

DESCRIPTION Callum is a sixth form student currently in his last year. His subjects are Business, Physics and Psychology. He plans on going to university to study a Business Psychology degree. He got a job at Prezzo in Cramlington because he needed money to fund his World Challenge trip. In his spare time, Callum likes going out nights out in Newcastle as well as playing football for Cramlington Town.

His roles include waiting on the guests at the restaurant (service), working behind the bar and the opening and closing of the restaurant (in terms of setting up).

Journey Planners

Using the profiles, we created in the user personas, we decided to then create a journey planner for the employer and the employee. Each had a problem at the beginning to which would be solved by them finding our application.

SAGE **Employee Map** **04 November 2016**

JOURNEY MAP PROJECT EXPORT DATE

Journey to Work → **Arrival at Work**

Sam Williams' JOURNEY

- Sam waits at bus stop
- He gets frustrated because there's a lot of traffic and the bus isn't here
- Sam finally gets on bus, traffic seems to have calmed down
- He gets to work and tries to open up. The alarm key isn't working
- Sam gets in after phoning up security for the override code

EMOTIONAL JOURNEY

Sam Williams' DETAILED DESCRIPTION

- Sam is on his way to work. He's already making a mental plan for the day ahead of him.
- Sam wants to get to work, but is being prevented. This gets him a little frustrated.
- Sam is relieved to be on the bus finally, but is panicking about getting to work on time now.
- After a stockpile of problems, Sam is feeling really down and even further behind of schedule.
- At long last, he gets into the building, but he has to wait to get through and for security to find the actual code.

→ **Processing Paperwork** → **Solution**

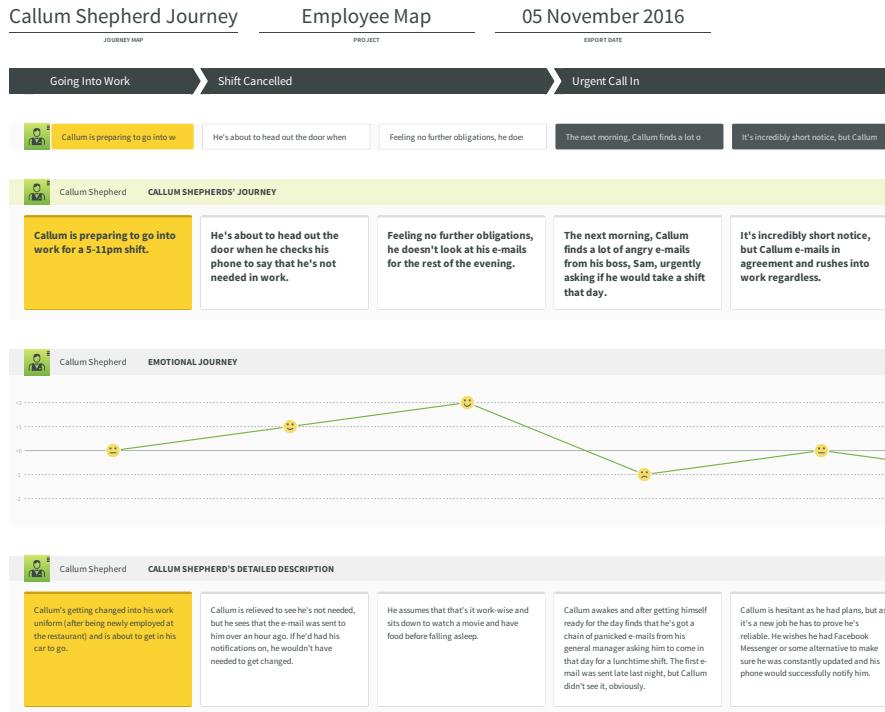
Sam Williams' JOURNEY

- He starts the Monday paperwork
- Sam tries to contact employees w/ next week's rota
- Sam loses his paperwork stating the hours that staff have worked last week
- He gets irritated by the fact that he has to message them individually
- Sam finds an application to help him with his struggles

EMOTIONAL JOURNEY

Sam Williams' DETAILED DESCRIPTION

- Sam sits down, makes himself a cup of coffee for energy and tries desperately to catch up. He's doing it all a bit hurriedly.
- After making a rota, he looks under all the employee's contact details to forward it to them. He has a couple of new-starters who he has to adjust to.
- He finds himself getting annoyed again, as he's misplaced his paperwork. It would be easier if the "hours worked" could be accessed via digital means.
- Some employees have Facebook messenger, some don't. One doesn't have a smartphone so can't expect an immediate reply. He needs to use a few different contact methods which is a hassle and a waste of his precious time.
- At long last, Sam stumbles across our app. Rotas can be uploaded and viewed by the employee community, "hours worked" are viewable and more. He likes the sense of community and feels a lot less stressed.



CREATED WITH SMAPLY TRIAL



Key Research insights

After looking at some competitors and conducting some user research, we were able to gather a number of key insights and opportunities in which we thought would benefit our application.

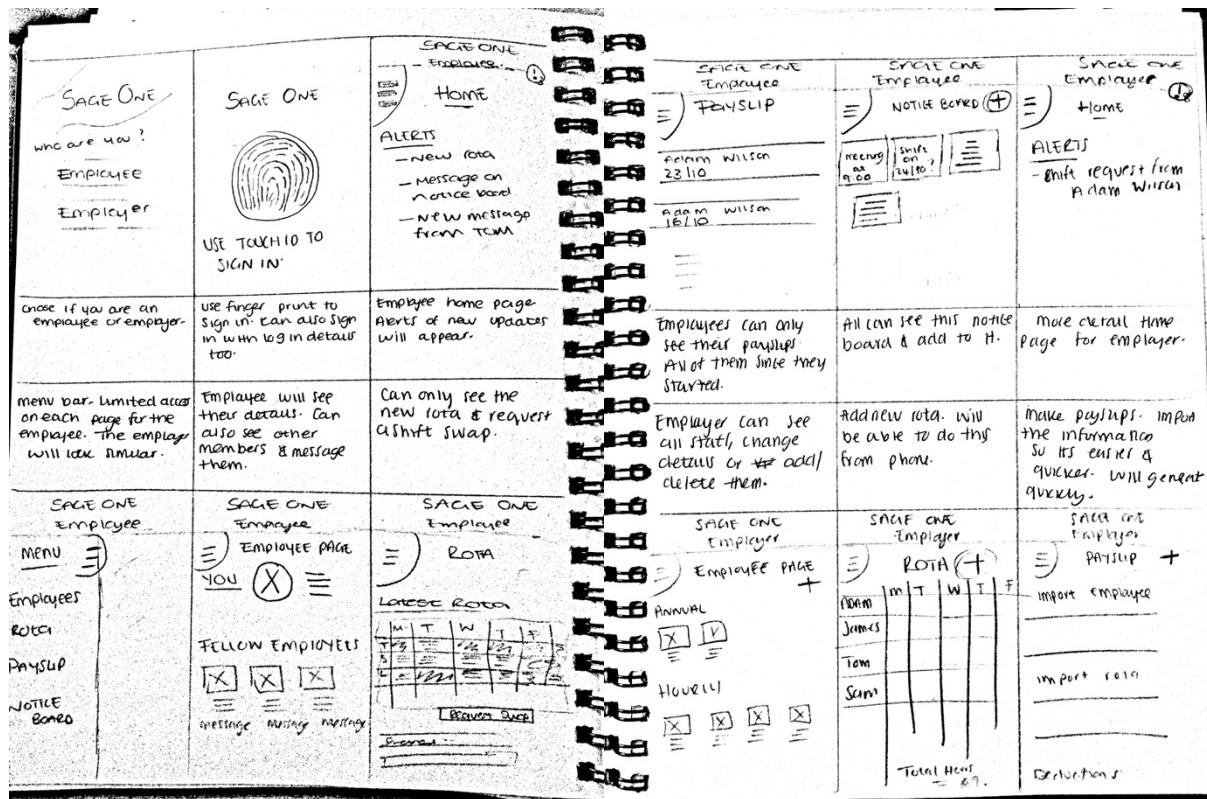
- A number of the applications we looked at had the latest tax rates on them. We could use this in our application so the employer/employees will know the amount of deductions will be taking off the pay. This could be a useful tool for when it comes to filling in the payslips for the employees.
- An aesthetically pleasing design allows more interest in an application. If we use a unique design which will be easy to use, the target audience will use our application rather than competitors.
- Having a page which will allow the users to plan out their bills could be useful. On the Splitwise competitor app, you're able to plan out a budget based on the income that you have. If we use this feature, then both the employer and employees will benefit from it. The employer will be able to calculate how much money he has to spend on staff and the employees will be able to see how much money they need in order to cover their bills etc.
- From looking at the user research, certain features could be incorporated within the application. For the employer, a way to make the rota on the go, i.e., from their mobile phone. This could be updated whenever in case of any changes etc. A group messaging service could also be a possibility. This will allow all members of staff to communicate with each other, which will make requesting shift swaps a lot easier than it currently seems to be.

Initial Development Phase

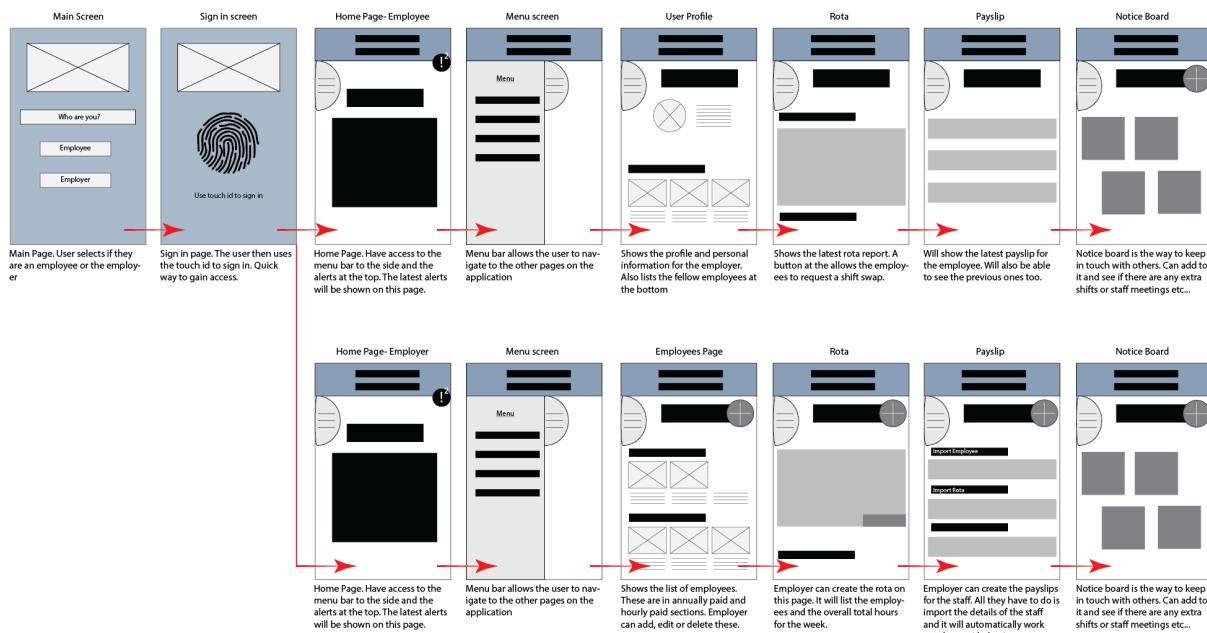
After conducting the research, we felt that we had enough knowledge and ideas, that we began to make a start on a few concepts for the mobile phone application of the payroll software. We initially created three concepts, each focusing on a different aim/goal. These concepts incorporated some of the key insights that we found whilst we were conducting our research.

Concept 1

For the first concept, we decided to focus on the ease and accessibility of the application. We started by creating a hand drawn storyboard of the screens showing the information we wanted to include, as well as stating the features that we could also incorporate to meet the brief.



After we created this initial sketch, we then went onto create a digital wireframe for the employer and employee point of view from the application. We used Adobe Illustrator to do this and the results can be seen below.

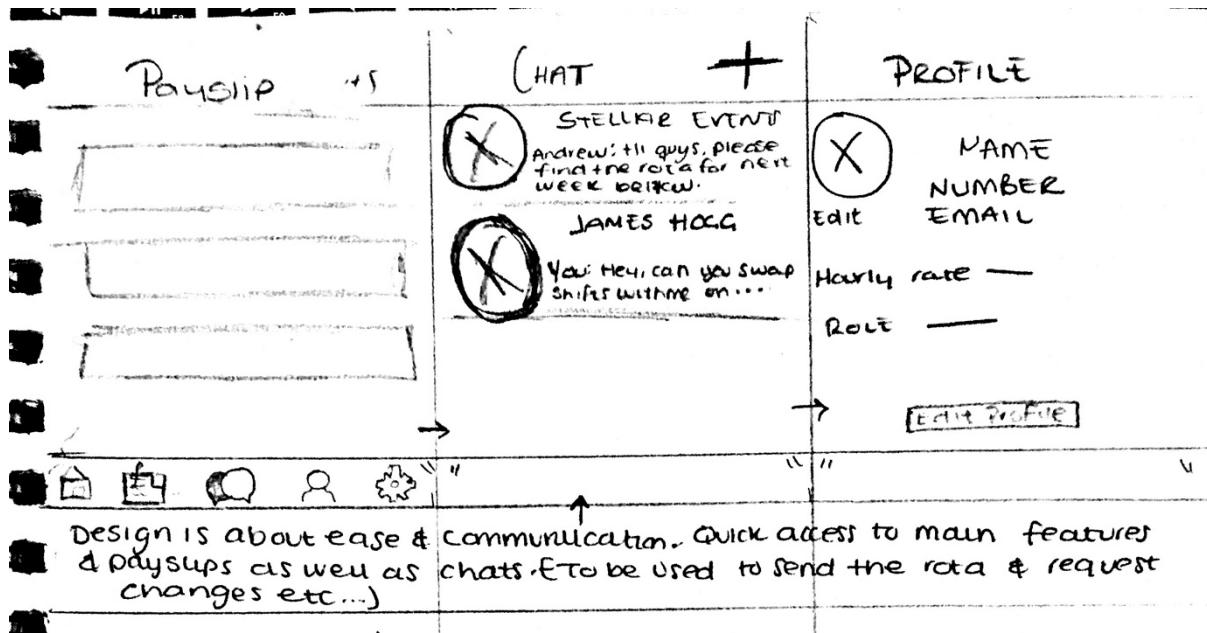


We felt that we needed to create a few of the main pages from this concept, so we decided to create a hi-fi mock up. Again using Adobe illustrator, we began to design some of the pages, using colour and the text that could be used on each screen.

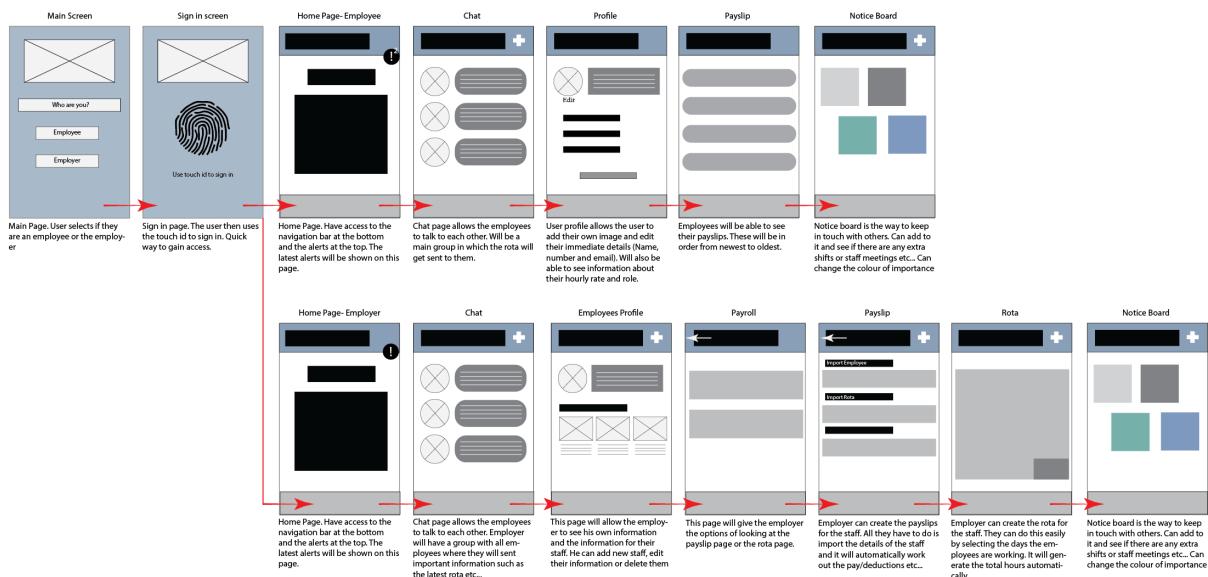
The image displays six wireframe prototypes for a mobile application interface, arranged in two rows of three. The top row consists of three screens: 1) A sign-in screen with 'sageOne' logo and 'Who are you?' question, with 'Employee' and 'Employer' buttons. 2) A fingerprint scan screen with a large fingerprint icon and 'Use touch id to sign in' text. 3) An 'Alerts' screen with a green header 'sageOne Employee', a blue circular badge with an exclamation mark and the number '3', and a list of notifications. The bottom row consists of three screens: 1) A 'User Profile' screen for an employee named Adam Wilson, showing a profile picture, name, age (19), role (Events Staff), and employee number (30378). It also shows 'Team Mates' profiles for Megan Sharot, Eleanor Osada, and Patrick Atchison. 2) An 'Employees Page' for employers, showing sections for 'Annual Pay' (with a photo of Patrick Atchison) and 'Hourly Pay' (with photos of Megan Sharot, Eleanor Osada, and Adam Wilson). 3) A 'Notice Board' screen for employers, showing a yellow box for 'Extra Shift' (extra shift on 9/11/18), a blue box for 'Staff meeting changes' (staff meeting moved from 11/11/18 to 15/11/18 due to other commitments), and a red box for 'Shift swaps?'. Each screen includes a navigation bar with a menu icon on the left.

Concept 2

For the second concept, we decided to focus on the communication side of the application. We started by creating a hand drawn storyboard of the screens showing the information we wanted to include, as well as stating the features that we could also incorporate to meet the brief. We used some of the elements we drafted in the first design within this concept/



Again from the initial sketches, we created a wire framed mock up using Adobe Illustrator.



Concept 2- Initial Idea First Draft

Sage One Payroll Application

Adam Wilson & Eleanor Osada

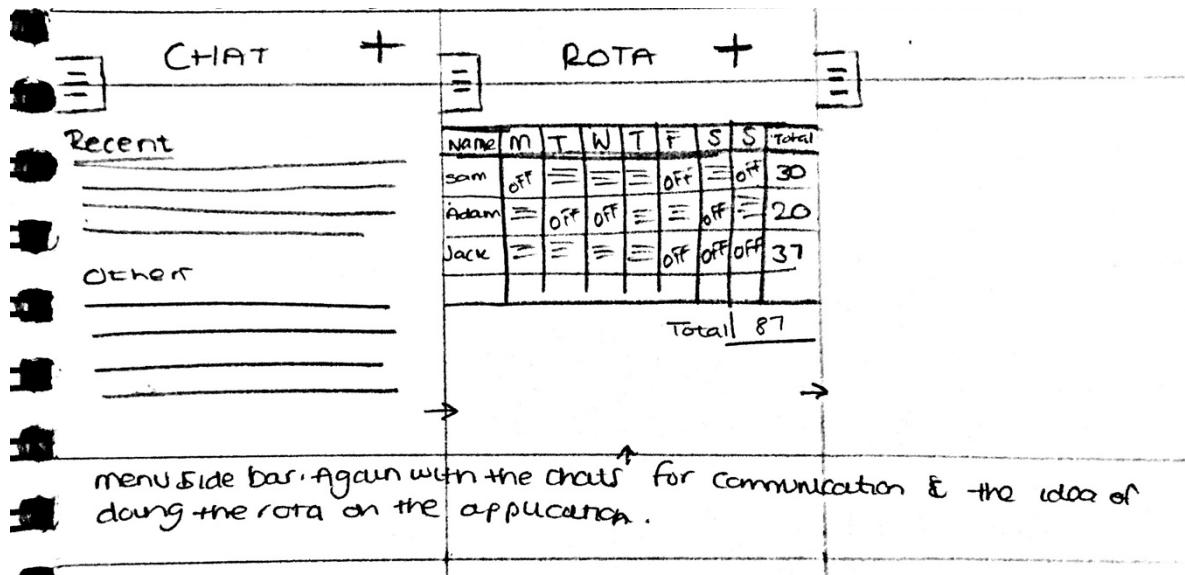
We felt that we needed to create a few of the main pages from this concept, so we decided to create a hi-fi mock up. Again using Adobe illustrator, we began to design some of the pages, using colour and the text that could be used on each screen.

The first screenshot shows the main login screen with two primary options: 'Employer' and 'Employee'. The second screenshot shows a modal dialog for 'Touch ID for "Sage One"' which requires a fingerprint to log in. The third screenshot shows the main dashboard for a user named 'Prezzo General Manager', displaying recent updates and the user's profile information.

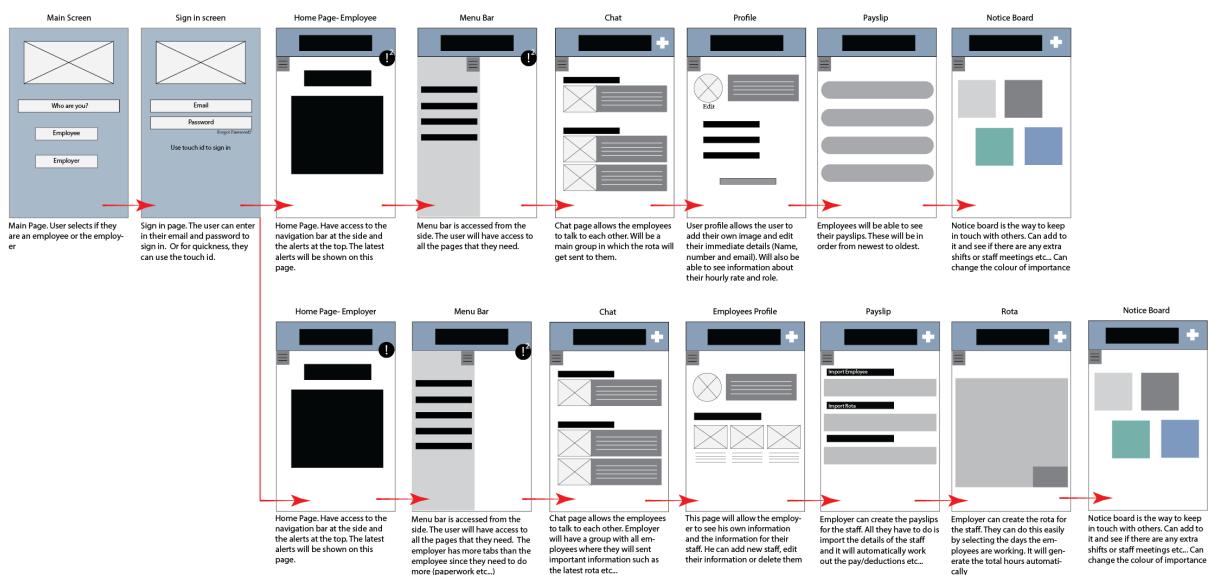
User	Post	Time	Content
Hodor	Hodor! Hodor Hodor. HODOR!!!!	now	
Tyron Lannister	I am not questioning your honour; I am denying its existence.	15m	
The Starks	Sansa Stark: We need to get rid of Ramsay.	22m	
Daenerys Targaryen	I value your advice, but if you ever question me in public a...	1hr	
Jon Snow	Winter is coming.	2hr	
Arya Stark	Valhar Morghulis	1 day	
Sansa Stark	Sent an attachment.	5 days	

Concept 3

For the third concept, we decided to focus on this idea of community and accessibility. Again, we used some of the elements of the other two design for this concept.



Just as we did with the other concepts, we used Adobe Illustrator to create a wire framed mock up of this concept.

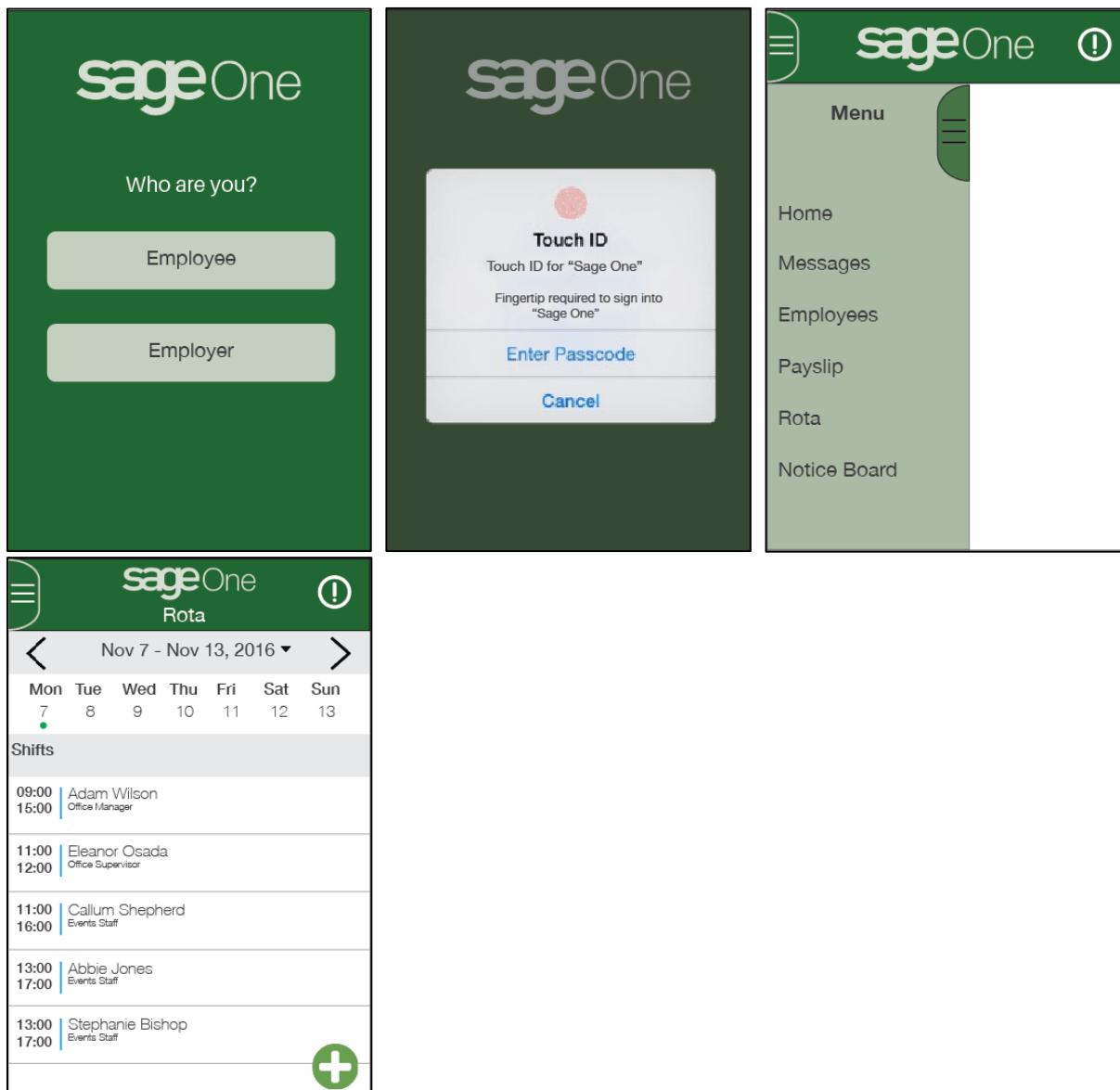


Concept 3- Initial Idea First Draft

Sage One Payroll Application

Adam Wilson & Eleanor Osada

From this, we picked a few of the main pages and turned these into hi-fi mock ups. These can be seen below.



Ideas Presentation to Sage One

Once we had created a mixture of different concepts and created some potential users, we presented these to Sage One in the form of a presentation. This 8 minute presentation allowed Sage One to get an idea as to where we were planning on taking our software.

Some of the feedback we received was the following.

- Flesh out the employee page
- Focus on the brand and guidelines of the application
- Would your software benefit from a desktop supporting application?
- Gather some user testing to see how it would work with others

From this, we decided that we were going to create a desktop version which would link in with the mobile phone application. This desktop version would be created for the employers, as an easier way of completing their payroll paperwork. We would change the

employee page so that there was more information about each employee on show. This would also be seen from the desktop version with a quick employee overview. Once we create an initial desktop idea, we will then conduct some user testing from potential users.

Brand Guidelines

Before we carried on with the design for our application, we felt that we needed to have a set of brand guidelines to which we would use when creating our final designs. These guidelines included the placement of the logo, the range of colours we could use as well as the font that can be used throughout the applications. Creating these brand guidelines would allow keeping consistency throughout the mobile phone application and the desktop version to be easier.

Sage One

Payroll Brand Guidelines/Values

Introduction: This document represents the brand and identity guidelines put in place to maintain the consistency throughout the Sage One payroll application and desktop. It will explain how to use the logo correctly, the colour scheme used throughout the branding as well as the fonts used throughout.

Logo Specifications: The logo is the most important part of the Sage Company. It is the main way that audiences associate certain applications/software to Sage via the visual identity.

Sage One

When it comes to using the logo, the colour of the main logo may not be best suited for the task in hand. In circumstances like this, alternative colour versions can be used (Black and Silver White).



Green Sage:

R:0 G:127 B:100
Hex: #007f64
C: 100% M:0% Y:65% K:30%



Silver White:

R:243 G:239 B:239
Hex: #f0f0f0
C: 3% M:4% Y:3% K:0%



Black:

R:0 G:0 B:0
Hex: #000000
C: 75% M:68% Y:67% K:90%

Colour Variation



Green One:

R:92 G:186 B:71
Hex: #5ba447
C: 67% M:0% Y:100% K:0%

The minimum amount of clear space is equal to the x-height of the logo. The recommended minimum size for the Sage One logo, is 36mm across the width.



36mm

Typography: In order to keep consistency, there will be one main font being used throughout the payroll application and the desktop. This main will be Helvetica, in all variations (regular, light, *oblique* and **bold**). Certain parts may require the use of Myriad Pro.

Helvetica- Regular

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over
the lazy dog

Myriad Pro- Regular

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over
the lazy dog

Helvetica- Light

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps
over the lazy dog

Myriad Pro- Condensed

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over the
lazy dog

Helvetica- Oblique

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over
the lazy dog

Myriad Pro- Italic

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over the
lazy dog

Helvetica- Bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps
over the lazy dog

Myriad Pro- Bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnoprstuvwxyz

012345678910

The quick brown fox jumps over the
lazy dog

Things to avoid: When it comes to using the logo, there
a few things that you need to avoid doing.



1. Placing the logo on a diagonal Angle

2. Stretching the logo in a horizontal or
portrait way

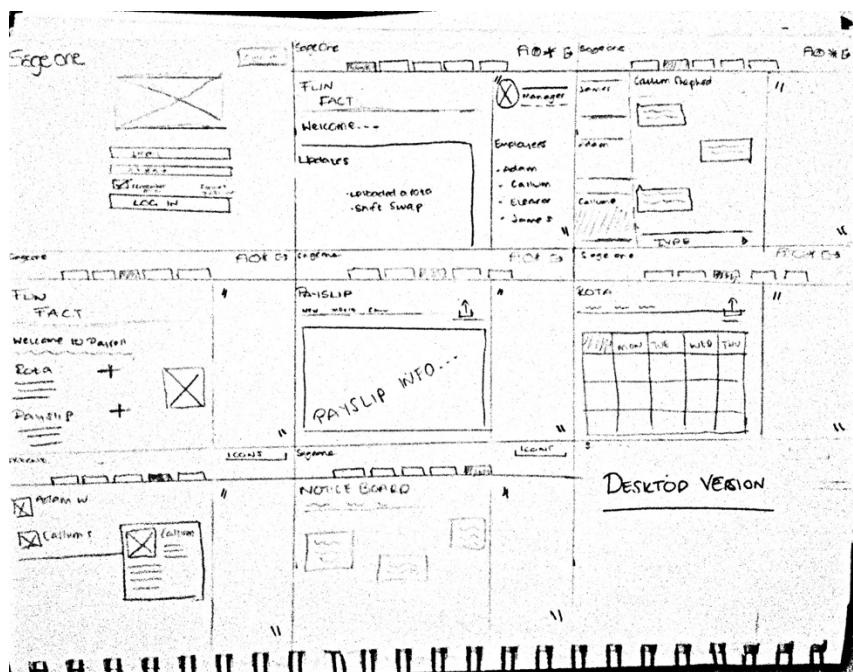
3. Placing the image
ontop of an
unauthorised colour
variation

4. Changing the
colour of the logo to an
unauthorised colour
variation

Desktop Application

As we found out from the feedback from Sage One, we needed to incorporate a desktop version of our software into the overall application. To make a start on this, we created an initial wireframe of the screens we felt the desktop would benefit from.

Wireframe

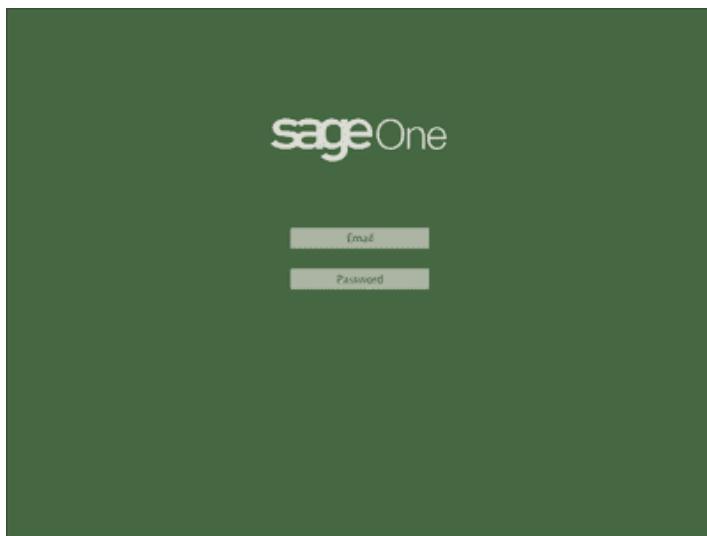


<u>Home Page</u>	<u>Overview Page</u>	<u>Messaging</u>
<p>Standard login process. User email + password. Remember me + forget password. Employee image in the centre as away to say its "that". Sign up button - top right corner.</p>	<p><u>Navigation</u> at the top to all pages Fun fact to make it interesting Click employees list on the right hand side. (See who's online). [Will be an app later] Most recent updates. Click to access these.</p>	<p>Online messaging service to get instant contact With staff. Employee list is visible.</p>
<u>Rota Page</u>	<u>Rota</u>	
<p>Page to get access to rota + timesup. See most recent of each. Quick add button for each to create new ones.</p>	<p>Automatically import employee details. (Save time). Standard layout. Will automatically send to individual staff.</p>	<p>Create online rota. Maybe add in the 'timesup' as requested by the staff. Click add in employee.</p>
<u>Employee Page</u>	<u>Notice board</u>	<u>Desktop Version</u>
<p>List of all employees. Hover/click on one to get an overview of their details.</p>	<p>Digital notice board. Sticky note style for "relaxness".</p>	

Design

From the initial sketches that we created, we went on to make some rough digital versions. Using Adobe Photoshop, we made a few examples of the pages, using the colours from our brand guidelines and the colours that Sage One uses in their software.

The pages that we mocked up were the log in screen, home screen, messaging service screen and the rota screen. These can be seen below.



sageOne

Overview Paylip Rota Employee Notice Board

Tuesday 15th November 2016

Welcome, Andrew Watts

Stellar Events Ltd
Event Planning, bar staff, catering, silver service

Updates:

- Mary has requested time off
- You uploaded a rota
- James posted on the noticeboard

sageOne

Overview Paylip Rota Employee Notice Board

Welcome, Andrew Watts

Stellar Events Ltd
Event Planning, bar staff, catering, silver service

Updates:

- Mary has requested time off
- You uploaded a rota
- James posted on the noticeboard

Messages

User	Last Message	Time Ago
Hodor	Hodor! Hodor Hodor HODOR!!!!	new
Tyron Lannister	I am not questioning your Honour, I am denying its necessity.	1m
The Starks	Sansa Stark We need to get rid of Ramsay	22m
Baratheon's Targaryen	I value your advice, but if you ever question me in public a...	1h
Jon Snow	Winter is coming. ☃	2hr
Arya Stark	Winter is coming. ☃	1 day
Sansa Stark	GOT GOT GOT! Sent an attachment.	3 days

The screenshot shows a software application window titled "sageOne". At the top, there's a navigation bar with tabs: "Overview", "Payslip", "Rota" (which is currently selected), "Employee", and "Notice Board". Below the navigation bar, there's a date range selector showing "November 21st - November 27th, 2016". A large central area displays a calendar for "December 2016" with days numbered from 1 to 31. To the left of the calendar, there's a list of shifts assigned to employees:

- Monday 21: Adam Wilson (Office Manager) at St James Park
- Tuesday 22: Eleanor Osada (Office Supervisor) at Jejmond Office
- Wednesday 23: Calum Shepherd (Events Staff) at St James Park
- Thursday 24: Abbie Jones (Events Staff) at Add Location
- Friday 25: (No shift listed)
- Saturday 26: (No shift listed)
- Sunday 27: (No shift listed)
- Monday 28: (No shift listed)
- Tuesday 29: (No shift listed)
- Wednesday 30: (No shift listed)
- Thursday 31: (No shift listed)

Each shift entry includes a "Additional Comments" field.

Once created, we gathered some feedback from our peers and potential users. They stated that although the idea for the pages were good, the colour scheme was not very appealing so this needed to be improved on.

From this, we improved the colour scheme and made a few changes to the design, to make it more up to date and fresh. We also created an employee overview page with an example of how the “hover” overview idea would look like.

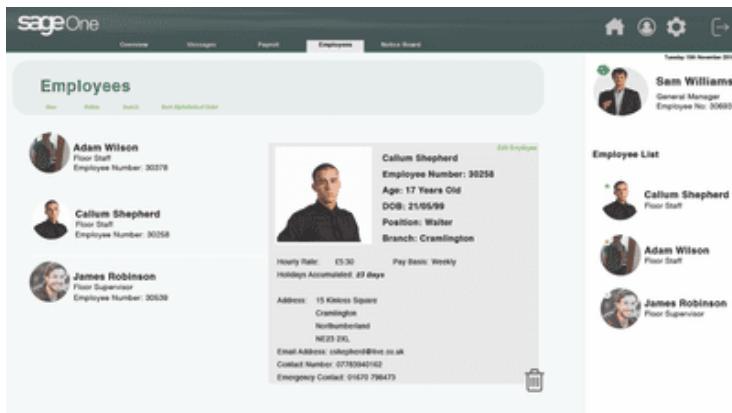
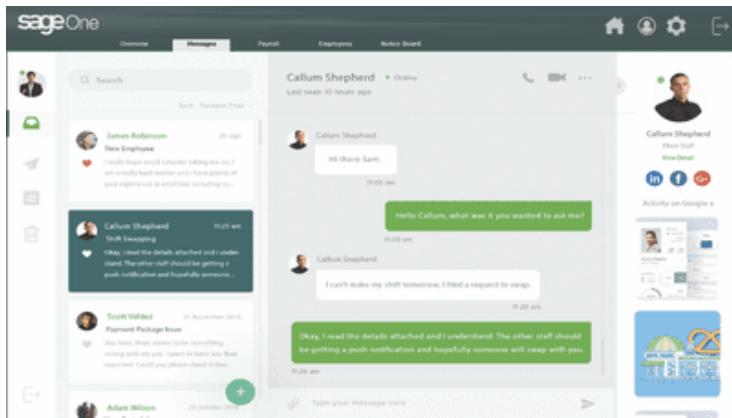
The screenshot shows a modernized login page for "sageOne". The background is a dark teal color with a subtle dotted grid pattern. At the top right is a "Sign Up" button. In the center is a large circular profile picture of a man in a suit. Below the picture are two input fields: the top one for "Email Address" and the bottom one for "Password". To the right of the password field is a link "Forgot Your Password?". At the bottom is a large "Log In" button.

The screenshot shows a modernized employee overview page for "sageOne". The header is dark with the "sageOne" logo and a navigation bar with tabs: "Overview", "Messages", "Payroll", "Employees", and "Notice Board". A "Fun Fact!" box is visible on the left with the text: "Taste buds go through a life cycle where they grow from basal cells into taste buds and then die and are sloughed away. According to Dr. Bartoshuk, these normal life cycle is anywhere from 10 days to two weeks. However, 'burning your tongue on hot foods can also kill taste buds,' she says." Below the fun fact is a welcome message "Welcome, Sam." and an "Updates" section with three items:

- You uploaded a rota
- Calum switched shifts with Adam
- James has posted on the Notice Board

On the right side, there's a sidebar titled "Employee List" showing profiles for:

- Sam Williams (General Manager, Employee No. 3068)
- Calum Shepherd (Floor Staff)
- Adam Wilson (Floor Staff)
- James Robinson (Floor Supervisor)



User testing from potential users

Before we finalised the designs, we decided that we would conduct some user testing from a manager of the Prezzo Restaurant to which we used when it came to creating the software and personas. Since Adam used to work here, he still had contact with the manager Paul.

This is what Paul had to say.

"The overall design is really good. The colours work well together and the idea that you have is really good. The features that you have incorporated are what most employers use in everyday life when it comes to running a business. The way you have added the communication side will benefit the users also, as I know from past experience that it can be a pain to try to get in touch with staff."

The idea of the employer being able to write the payslips and just import the user details is a good one. However, you need to think about the data protection side of this. How will the employees receive their payslips? If they have to get access to their own payslip then you need to make sure there is some sort of password protection, so no one else can get their personal data. But if the staff receive their payslip via the application then there will be no need for the data protection of the payslips.

Few changes to make it more realistic include the follow:

Add in some information about the employee holidays. This could be put on the employee overview page just to make it look more realistic. Apart from this, your idea looks really useful. “

We also got some initial feedback from a design student, in the purpose of them looking over each page of the desktop version to see if there were any changes to make.

The following is what [Holly](#) said.

“Login page- make the circle image proportional like 8x8 or 9x9 whatever
Change the green font to white maybe? Its a bit hard to read and put a box around sign up.

Welcome page- change Callum switch to Callum switched and check use of capital letters in wrong places, maybe create icons for the type of updates? Might look more professional?
Love this page though.

Chat page? Cant see Anything wrong with this one looks good.

Rota page - change opening sentence to - welcome to the payroll page (slightly bigger font for that bit). (New line) here you can create the weekly Rota and your employees payslips.

Change that pie chart image as colours don't match maybe it could be a pie chart to do with target percentage or a leader board of employee productivity? Something like that.

Payslip page - change light green font to black as you can barely see it.
The light green font is hard to see though. I think black would be better cause you can see it and its neutral.

Rota page - November is spelt wrong but otherwise its good I like the colour coding.

Notice Board- Check spellings on this page but overall it's a really good idea. The colours work well and I can't see anything wrong with it. “

From this Holly went on to state that the idea we created for a separate desktop version for the employer would be better than just creating a single application. The overall is really good!”

[Final Designs](#)

After the research, presentations to Sage One and some user testing, these are the final designs that we created for both the Mobile Phone application and the Desktop version for the employer. You can see the progress that we have made from the initial sketches, to the first hi-fi mock-ups to this final end result.

Mobile Phone Application

The mobile phone application had two different sides to it, the employer side and the employee side. A lot of the pages/screens found within the application were the same if not similar for both the employer and the employee. The menu bar feature will allow the user to go to a number of different pages, some of which aren't functioning but will be there. (The how to/help guide being an example of this)

Technical Specification

The mobile phone application that we created was made on Just in Mind. With this software, you're able to download their application to get the full view of the app. You can also view the application and all the features via the link, which will take you to the webpage the application was created on. If you want to view this via a mobile phone, the application was created for an iPhone 6+ so this would be the recommended device to use.

For the employer side, the pages that can be seen are as followed;

- Home Page with built in notices
- Messages
- Employee overview page
- Rota
- Payslip





Features:

For the employer side of the application, the employer is able to get a full page overview of the employees of the company. This gives them the hourly rate, holidays elapsed (as mentioned when it came to the user testing), a chart taken from the last appraisal as well as the chance to arrange a request for a shift swap. Another feature the employer has that the employee side does not is the ability to remove notices on the notice board.

For the employee side, the pages that can be seen are as followed;

- Home Page with built in notices
- Messages
- User Profile
- Rota
- Payslip







Features:

For the employee side of the application, the employee is able to get a brief overview of their fellow employees. This gives them the image of the employee and what their job position is. The user of the employee application is able to look at their payslips. From the recent updates on their home page, they can click to see their recent payslip, with a notification screen telling to rotate their phone so they get a full on view as shown.

<https://www.justinmind.com/usernote/tests/22954609/22958725/22958727/index.html#/screens/d12245cc-1680-458d-89dd-4f0d7fb22724>

Desktop Version

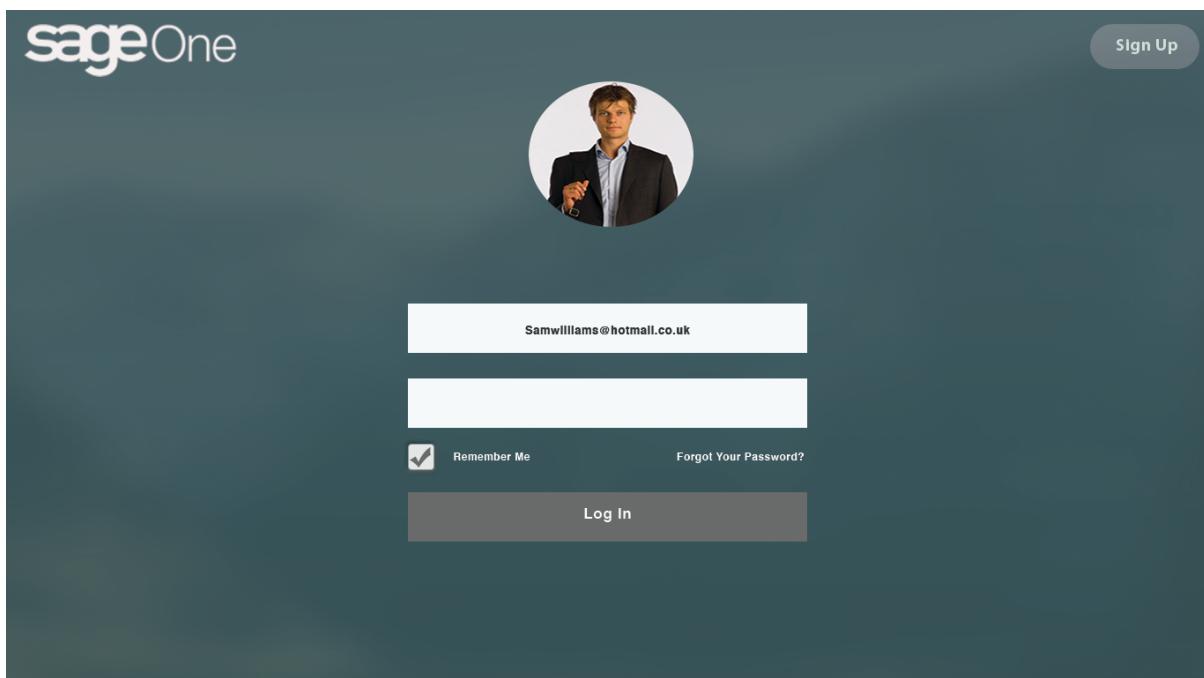
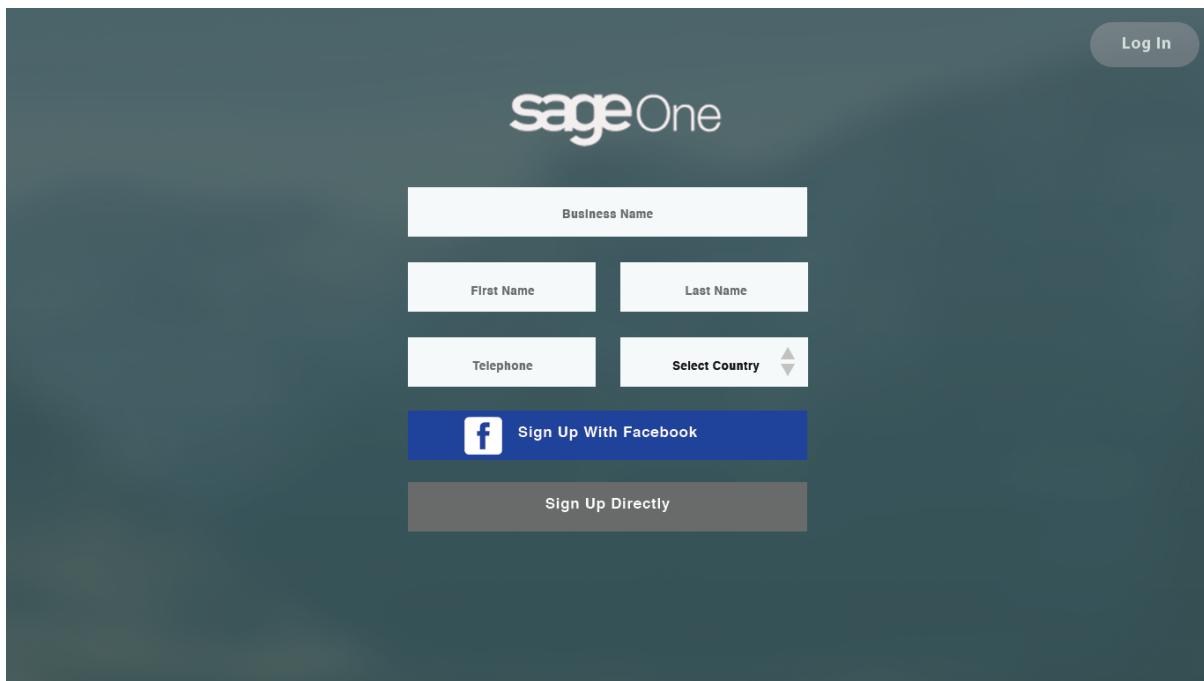
Technical Specification

The desktop version of the software was created in invision. You can view the application and all the features via the link, which will take you to the webpage the application was created on. This was created with the standard desktop size, 1366, 768. When you view this via the link, you get the chance to reduce the size of the canvas, in order to increase it or decrease it depending on your computer screen size.

The pages that we created are as followed;

- Sign up Page

- Log In
- Home
- Message
- Payroll
- Rota
- Payslip
- Employees
- Notice Board



sageOne

Overview Messages Payroll Employees Notice Board Support and Help Tuesday 15th November 2018

Fun Fact!

Taste buds go through a life cycle where they grow from basal cells into taste cells and then die and are sloughed away. According to Dr. Bartoshuk, their normal life cycle is anywhere from 10 days to two weeks. However, "burning your tongue on hot foods can also kill taste buds," she says.

Welcome, Sam.

Updates:

-  You uploaded a rota
-  Callum switched shifts with Adam
-  James has posted on the Notice Board

Employee List

- **Sam Williams**
General Manager
Employee No: 30693
- **Callum Shepherd**
Floor Staff
- **Adam Wilson**
Floor Staff
- **James Robinson**
Floor Supervisor

The screenshot displays the sageOne software interface. At the top, there's a navigation bar with tabs for Overview, Messages (which is selected), Payroll, Employees, and Notice Board. To the right of the tabs are icons for Home, User Profile, Settings, and Help.

The main area shows a list of messages. A search bar at the top left allows users to search through their messages. The messages are sorted by newest first. Each message card includes a profile picture, the recipient's name, the time sent, and a preview of the message content.

A detailed message view is open for Callum Shepherd, who is online and last seen 10 hours ago. The message history shows:

- James Robinson (New Employee) at 2h ago: "I really hope you'd consider taking me on. I am a really hard worker and I have plenty of past experience in retail too, including su..."
- Callum Shepherd (Shift Swapping) at 11:25 am: "Okay, I read the details attached and I understand. The other staff should be getting a push notification and hopefully someone..."
- Scott Valdez (Payment Package Issue) at 21 November 2016: "Hey boss, there seems to be something wrong with my pay. I seem to have less than expected. Could you please check if ther..."

In the bottom right corner, there's a sidebar for Callum Shepherd, which includes his profile picture, name, title (Floor Staff), and a "View Detail" button. Below that, there are social media links for LinkedIn, Facebook, and Google+. Further down, there's a section titled "Activity on Google +" showing a snippet of a Google+ post from Avery Clayton.

sageOne

Overview Messages Payroll Employees Notice Board Support and Help Tuesday 15th November 2016

Fun Fact!

Taste buds go through a life cycle where they grow from basal cells into taste cells and then die and are sloughed away. According to Dr. Bartoshuk, their normal life cycle is anywhere from 10 days to two weeks. However, "burning your tongue on hot foods can also kill taste buds," she says.

Welcome to the payroll page.
With this page, you will be able to create a rota for the week and the payslips for your employees.

Rota
Week: 7th November to 13th November 2016
[Preview](#) [Edit](#) [Delete](#)
Week: 31st October to 6th November 2016
[Preview](#) [Edit](#) [Delete](#)
Week: 24th October to 30th October 2016
[Preview](#) [Edit](#) [Delete](#)

Payslips
Adam Wilson: Friday 11th November
[Preview](#) [Delete](#)
Callum Shepherd: Friday 11th November
[Preview](#) [Delete](#)
James Robinson: Friday 11th November
[Preview](#) [Delete](#)

Response	Percentage
Yes, they are always satisfied	40%
Sometimes satisfied	25%
Never satisfied	10%
Want to use again	25%

Customer Satisfaction
Do the customers feel satisfied with the service on offer?

Employee List

- Sam Williams**
General Manager
Employee No: 30693
- Callum Shepherd**
Floor Staff
- Adam Wilson**
Floor Staff
- James Robinson**
Floor Supervisor

sageOne

Overview Messages Payroll Employees Notice Board Support and Help Tuesday 15th November 2016

Payslip

[Import Employee Details](#) [Save as draft](#) [Tax Rates](#)

Employee Number	Employee Name	Processing Date	NI Number				
30258	Callum Shepherd	18/11/16	PB748392C				
Payment	Units	Rate	Amount	Deductions	Amount		
Tronic	1	£20.01	£20.01	Tax	£0.00		
Hours	36	£5.30	£190.80	NI	£4.30		
Employee Address				This Period	Year to date		
15 Kinloss Square Cramlington Northumberland NE23 2XL				Total Gross Pay Gross for Tax Earnings for NI	£210.81 £210.81 £190.80	Total Gross Pay TD Gross for Tax TD Tax Paid TD NI TD Pension TD Holiday Pay TD	£4660.96 £4660.96 £0.00 £31.31 £0.00 £180.32
Tax Code	Pay Basis- Weekly	Payment Method	Bank Sort Code	Net Pay			
1060L	Pay Period- 3B	Bacs	Bank Account Number	£206.51			

Employee List

- Sam Williams**
General Manager
Employee No: 30693
- Callum Shepherd**
Floor Staff
- Adam Wilson**
Floor Staff
- James Robinson**
Floor Supervisor

sageOne

Overview Messages Payroll Employees Notice Board Support and Help Tuesday 15th November 2016

Rota

Prezzo Rota- Week 21st November- 27th November 2016

	Mon 21st November	Tues 22nd November	Wed 23rd November	Thur 24th November	Fri 25th November	Sat 26th November	Sun 27th November
Adam Wilson 20 Hours- 6 Shifts	10:00 - 14:00 <i>Bar</i>	18:00- 22:00 <i>Bar</i>		18:00- 23:00 <i>Floor- Middle Sections</i>	10:00- 12:00 <i>Opening</i>		17:00- 22:00 <i>Floor- Top Section</i>
Callum Shepherd 26 Hours- 6 Shifts		10:00- 15:00 <i>Floor- Front Section</i>	14:00- 18:00 <i>Bar</i>	17:00- 23:00 <i>Floor- Top Sections</i>	18:00- 22:00 <i>Floor- Top Section</i>	10:00- 12:00 <i>Opening</i>	17:00- 21:00 <i>Floor- Top Section</i>
Dawn Watson 10 Hours- 5 Shifts					18:00- 22:00 <i>Bar</i>	18:00- 22:00 <i>Bar</i>	10:00- 12:00 <i>Opening</i>
James Robinson 40 Hours- 6 Shifts	10:00 - 22:00 <i>Management</i>		12:00- 23:00 <i>Management</i>	10:00- 17:00 <i>Management</i>	17:00- 23:00 <i>Management</i>		10:00- 14:00 <i>Management</i>
		1					

sageOne

Overview Messages Payroll Employees Notice Board Support and Help Tuesday 15th November 2016

Employees

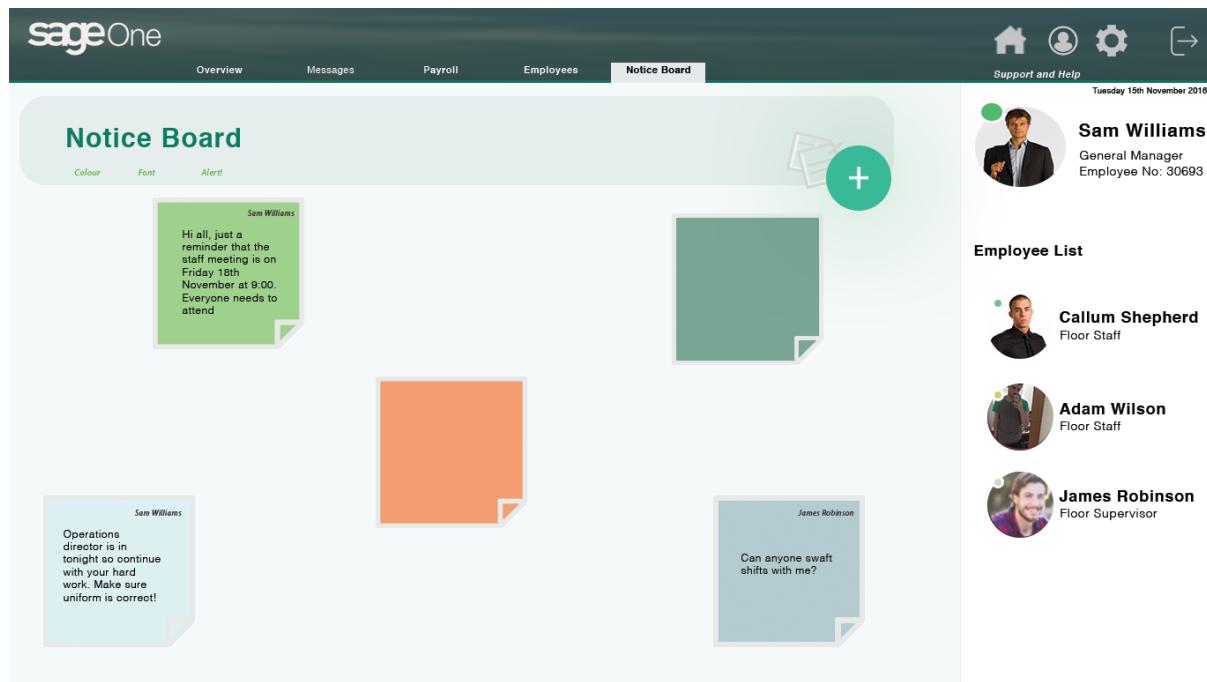
New Delete Search Sort: Alphabetical Order

	Adam Wilson Floor Staff Employee Number: 30378		Callum Shepherd Employee Number: 30258 Age: 17 Years Old DOB: 21/05/99 Position: Waiter Branch: Cramlington
	James Robinson Floor Supervisor Employee Number: 30539		Hourly Rate: £5.30 Pay Basis: Weekly Holidays Accumulated: 23 Days Address: 15 Kinloss Square Cramlington Northumberland NE23 2XL Email Address: cshepherd@live.co.uk Contact Number: 07783940162 Emergency Contact: 01670 798473

Edit Employee

Employee List

- Callum Shepherd**
Floor Staff
- Adam Wilson**
Floor Staff
- James Robinson**
Floor Supervisor



All of the features have their own individual features on each page; which can be tested from the prototype. When you get to the home page, the “support and help” feature can be seen at the top right hand corner of the navigation. This will be shown through the desktop one the employer has logged in.

<https://invis.io/YE9WYJR48>

Evaluation

Overall, we felt that this project was completed to a very high standard. We conducted a lot of research and created the software based on a real life company which was similar to Stellar Events. We had a number of different concepts to which all helped in the creation of the final designs. Throughout this project, we worked well together and inputted a number of different ideas, which we believe was the main reason to why we completed the project to a very high standard. From gathering user testing, we were able to improve the different applications to meet the standards and requirements of our potential users.

If we were to develop this project further, we would have a more fully functioning desktop and mobile phone application. This would include the fully functioning pages with more features. In terms of the mobile phone application, we would create a version for an Android phone, since most people either have an iPhone or android. The desktop would potentially have more working features on it, which was limited due to the software that was used for when it came to its creation.