

Accion Labs Digital Excellence

Driving Digital Excellence through Innovation

Our Digital Pillars & Capabilities

Service Pillars

Digital Products

- AWS / Open Source Cloud Native Apps
- Microsoft Cloud Native Apps
- Experience Design
- Full Stack Development
- Microservices
- IoT
- Blockchain & dApps

Data

- Data Architecture
- Microsoft Data Solutions
- Big Data & Realtime Analytics
- AI/ML
- Data Ops

Cloud

- Microsoft Azure
- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)
- DevSecOps

Automation

- Salesforce
- ServiceNow
- Microsoft RPA
- RPA

Technology Levers

 Adaptive UX/UI Engineering	 Data Lake & Big Data Analytics	 Cloud Strategy & Transformation	 SFDC, ServiceNow, IBM Solutions, Azure	 Blockchain, Payment Technologies
 Mobile Development	 Artificial Intelligence & Machine Learning	 MicroServices & Serverless Computing	 QA, RPA & DevOps Automation	 NLP, Voice Interface & ChatGPT

CoE Responsibilities

1

Requirements Analysis

2

Strategy and Roadmap

3

Solution Approach and Design

4

Skills Development and Training

5

Solution Blueprints, Frameworks and Reusable Components

Experience Design Competencies

User Research

Design Thinking

Product Design

Design Systems

Service Design

Design Quality & Governance

User Testing

Content Strategy

Immersive Design

Mobility & Wearables

Accessibility

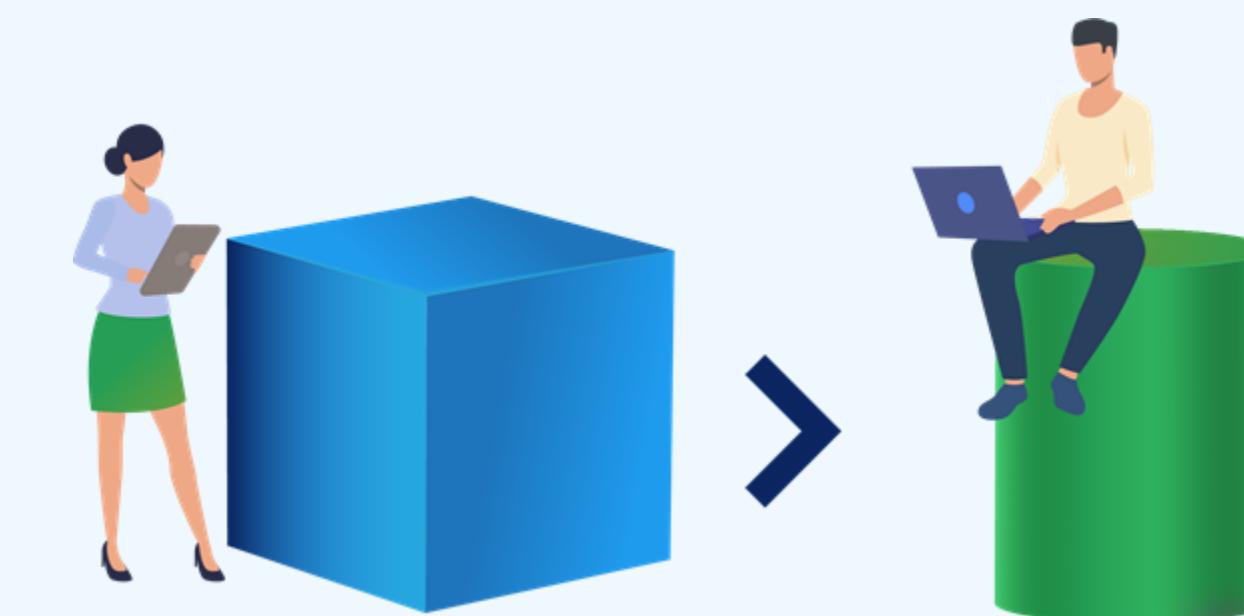
User Interface Design

3 Types of Business Needs

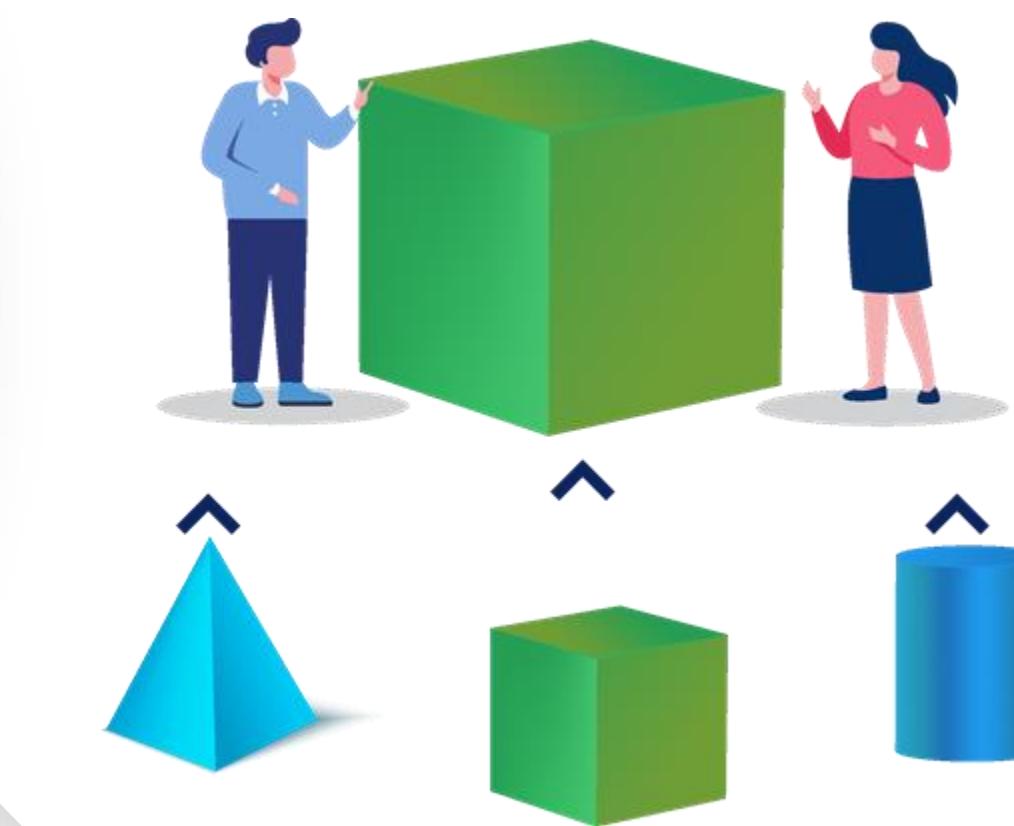
New Product



Re-engineering & Modernization

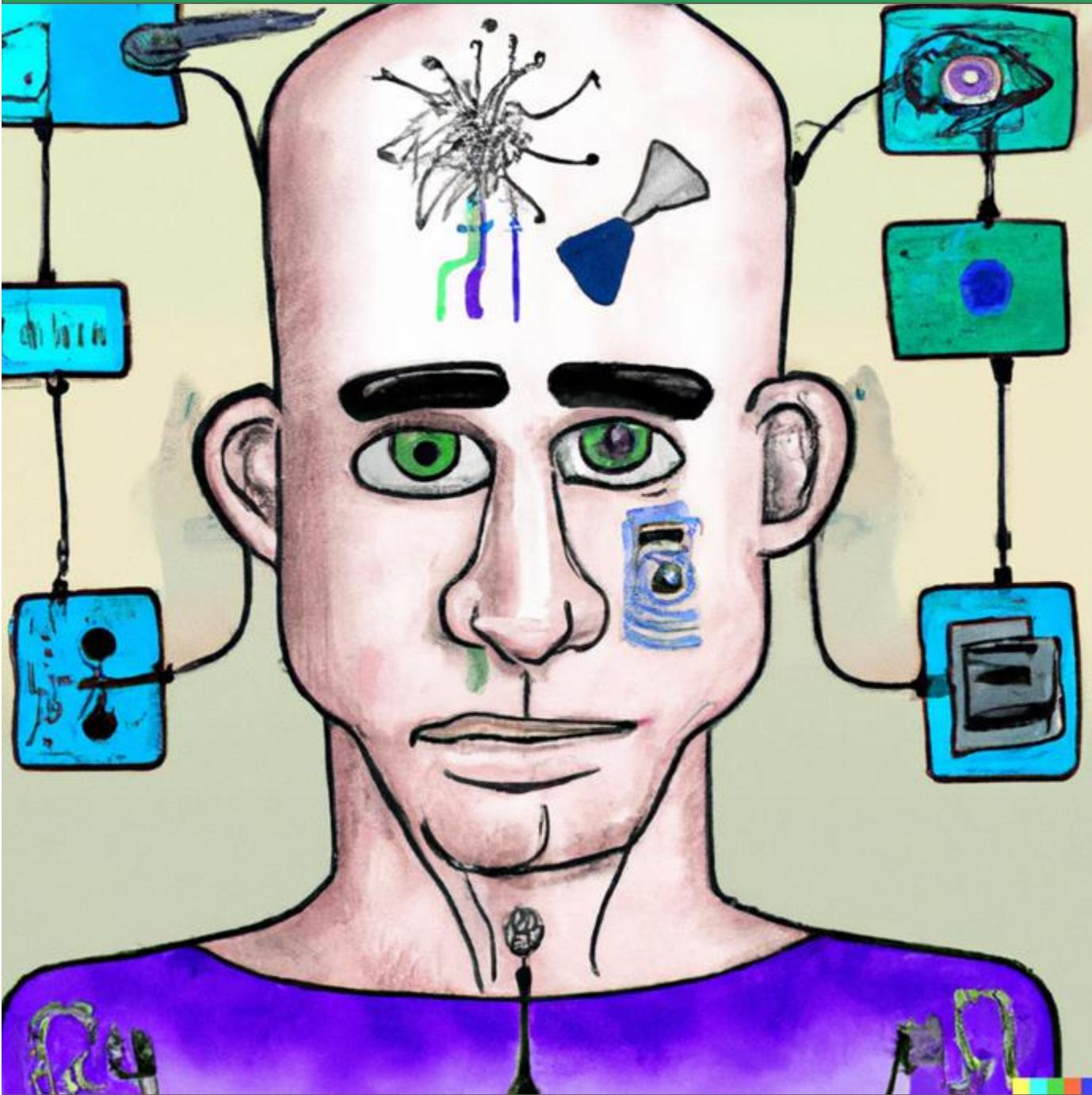


Product Portfolio Rationalisation



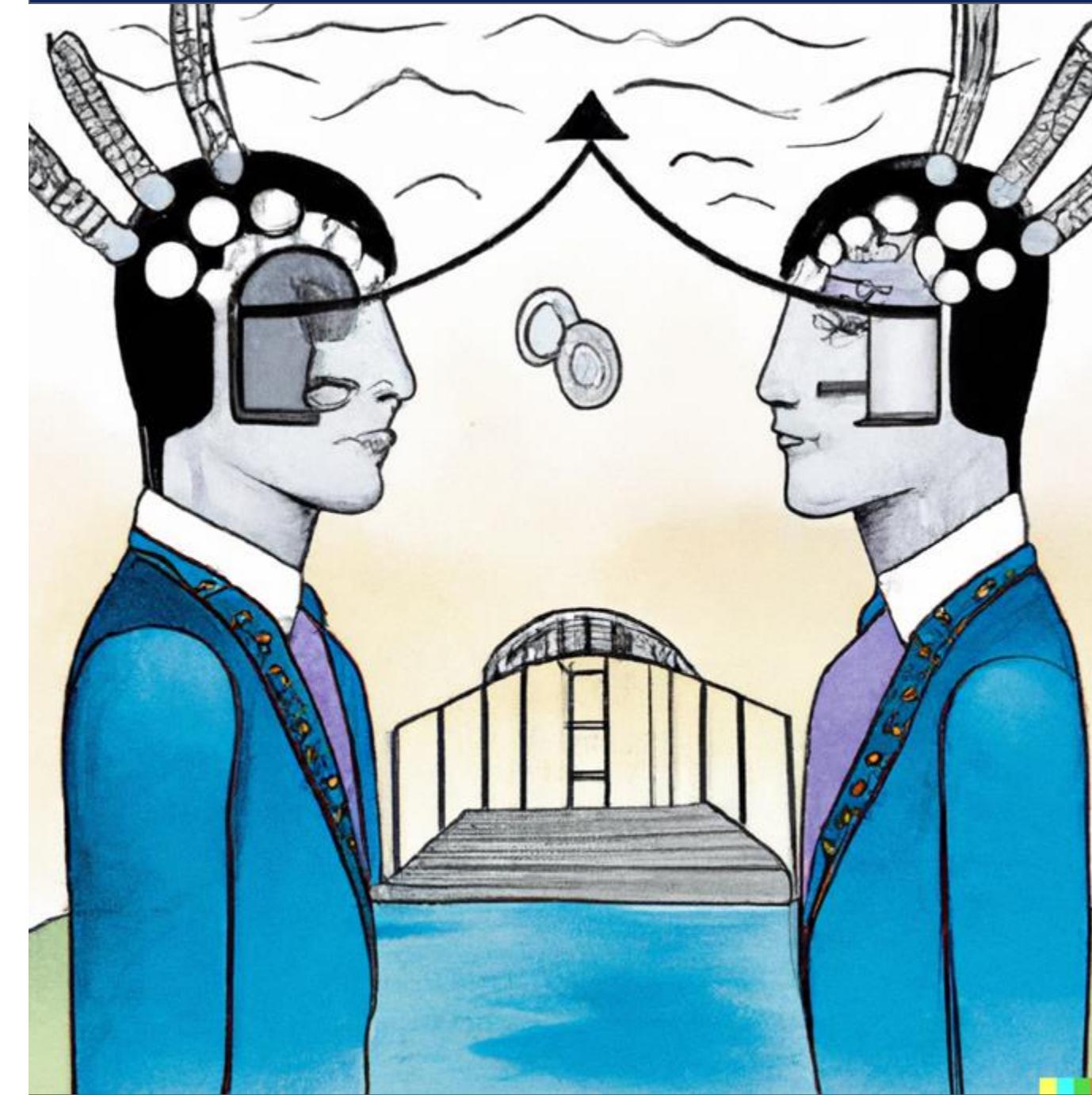
3 Types of Human Needs

Psychological Need



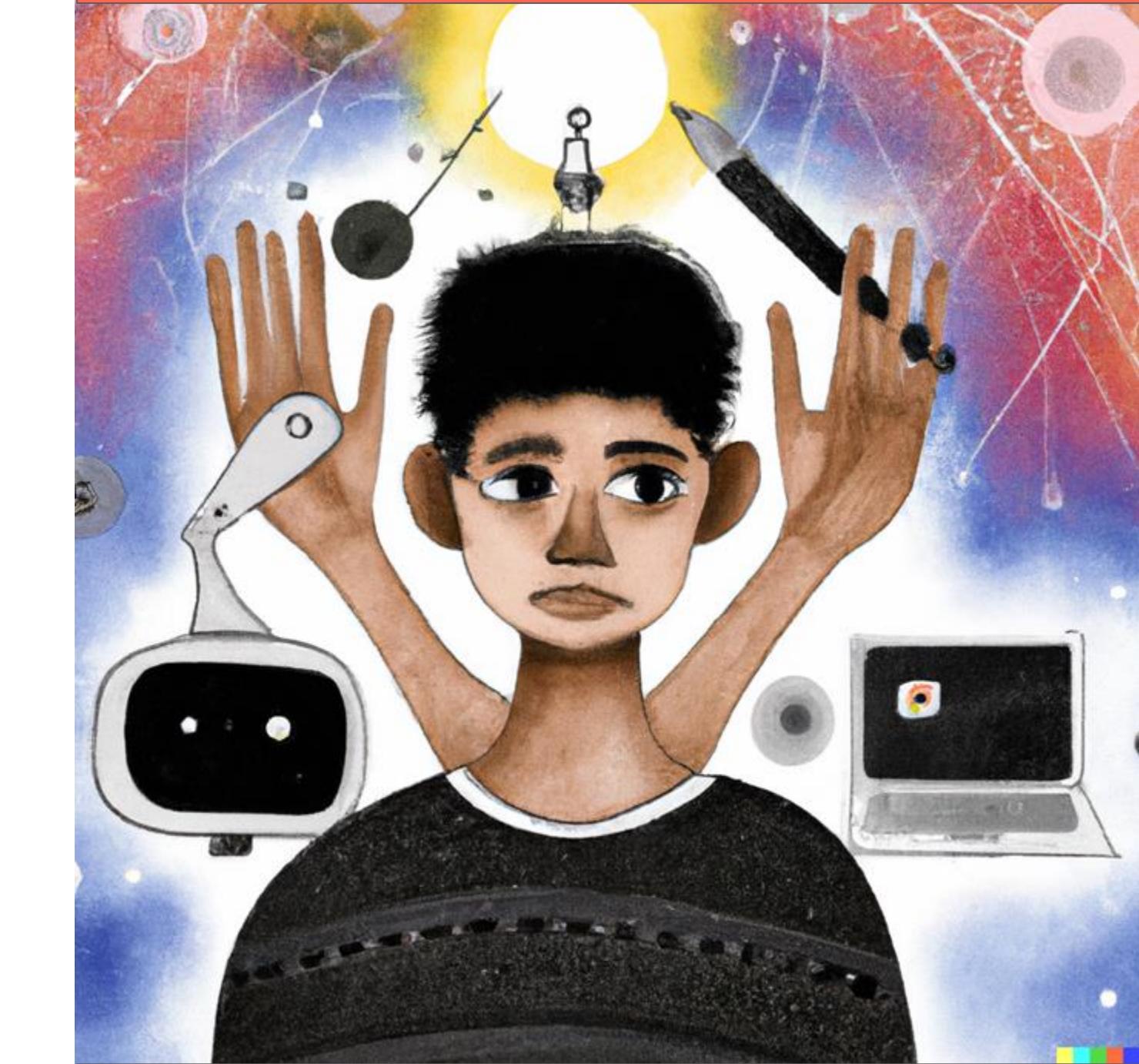
- Users have complex cognitive and emotional needs
- Products should be usable, sensible and pleasurable

Dynamic Need



- Users keep changing their minds
- Products should be rapidly modified to my new requirements

Substance Need



- Users keep wanting more features
- Products should add new features that stands out from the competition

We build Products & Services for Human needs



Image Credits: Ideogram

The Frictions / Pain points of digital experience

Visual Load
**Where
should I
focus?**

Example: Busy Layouts

Intellectual Load
**What
should I
do next?**

Example: Confusing Navigation

Motor Load
**How do I
interact?**

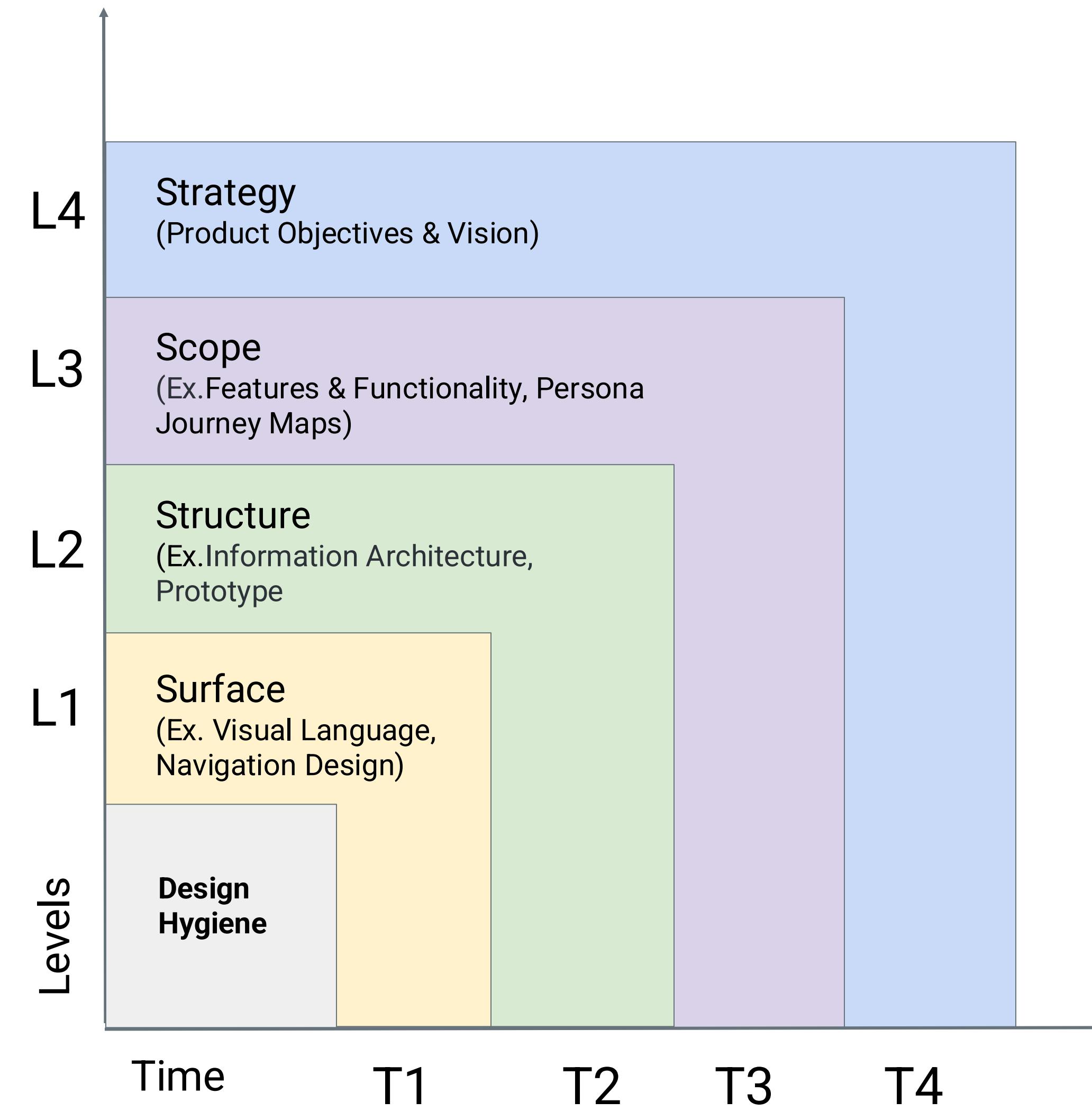
Example: Error pertaining to wrong
input (fat-finger syndrome)

Memory Load
**What
should I
remember?**

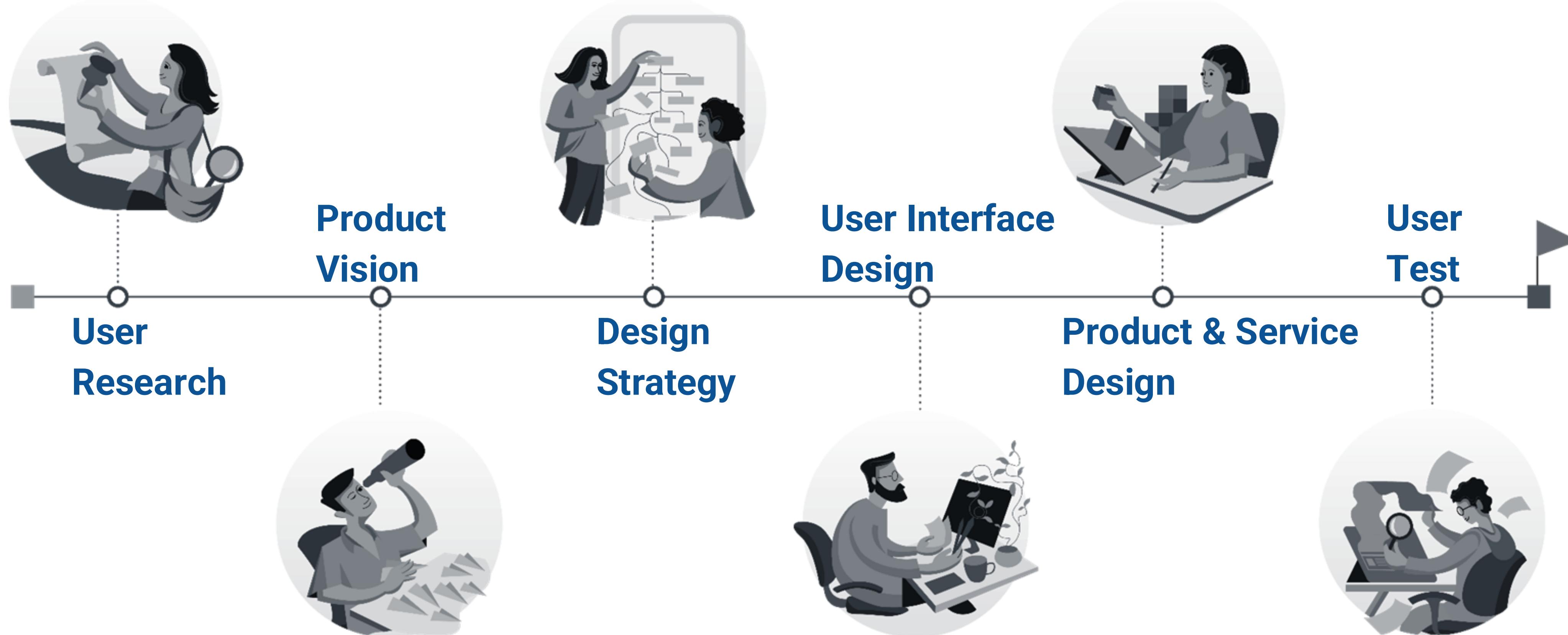
Example: Retention & Retrieve of
information

VIMM Model

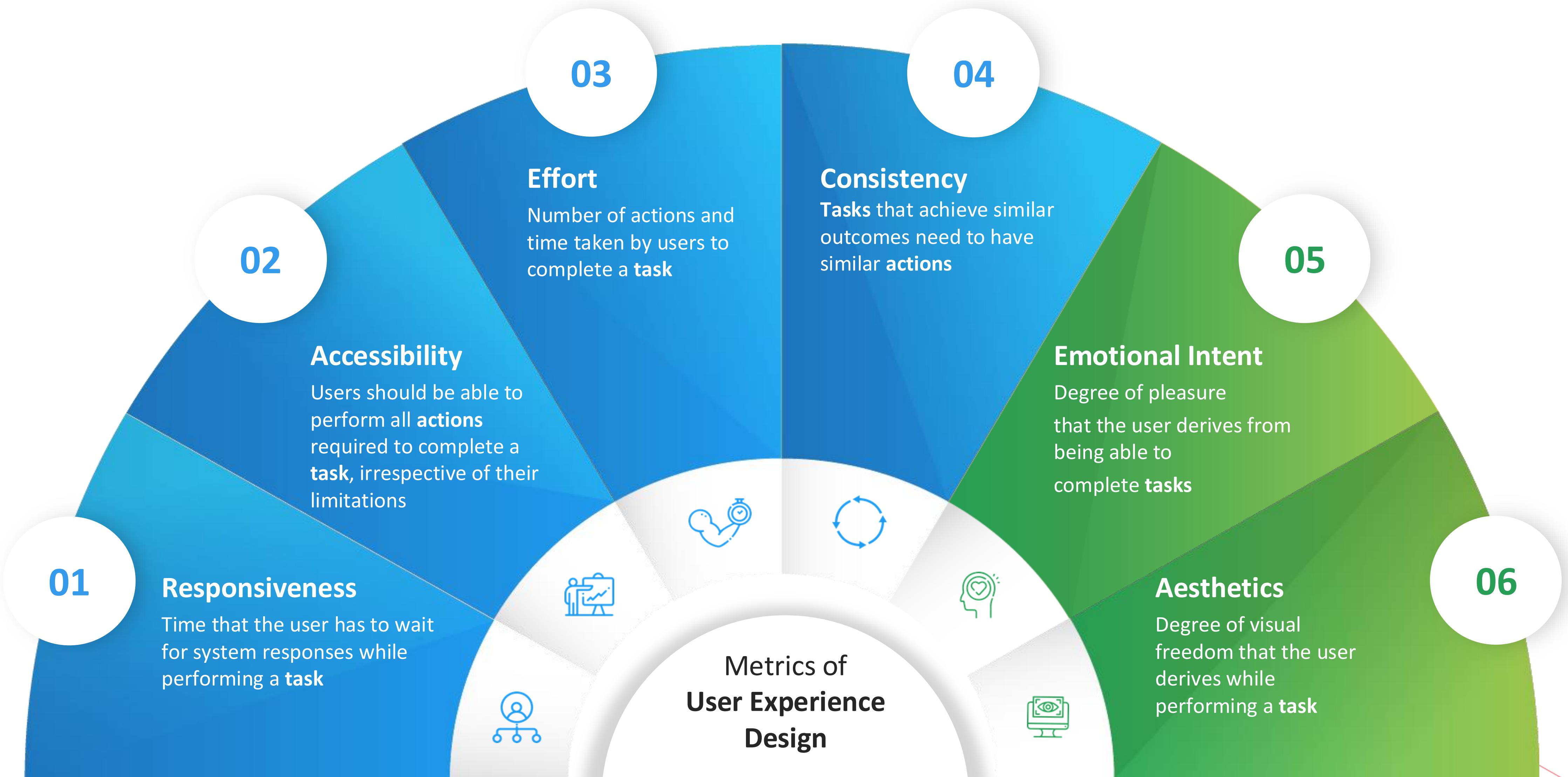
Our Solution Approach Framework - 4 Levels



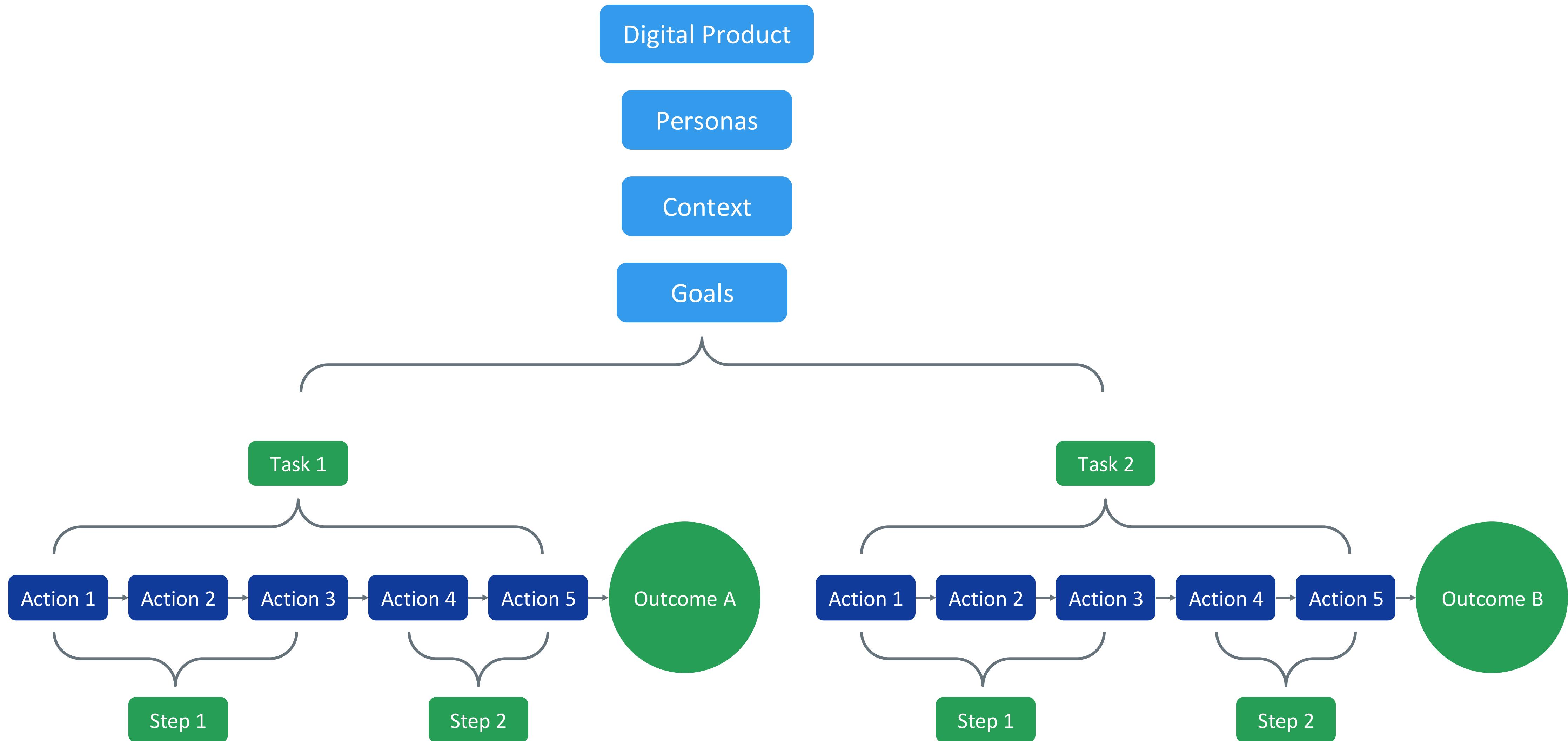
Our Solution: User-Centered Design



Our Solution: QUM (Pathology Test of Digital Products)



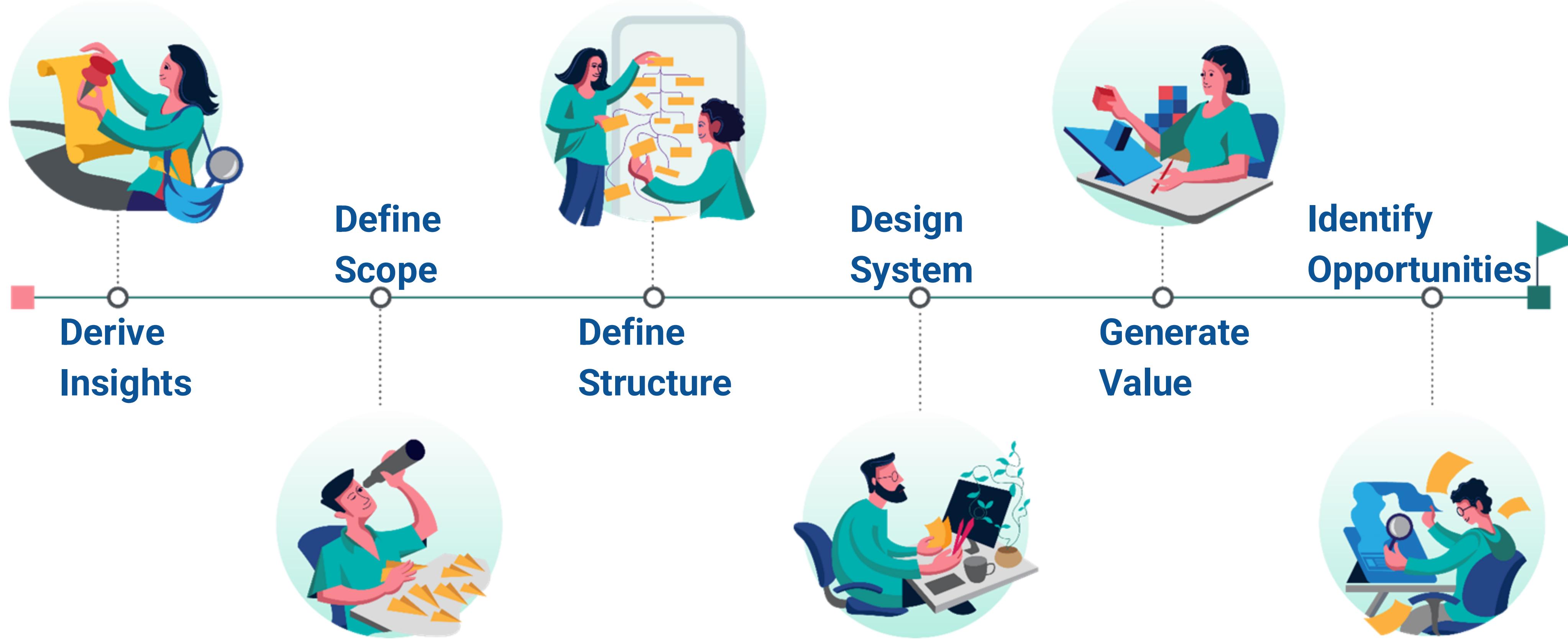
Pathology Report Formula



6 Steps of Design Process



Experience Design Outcomes

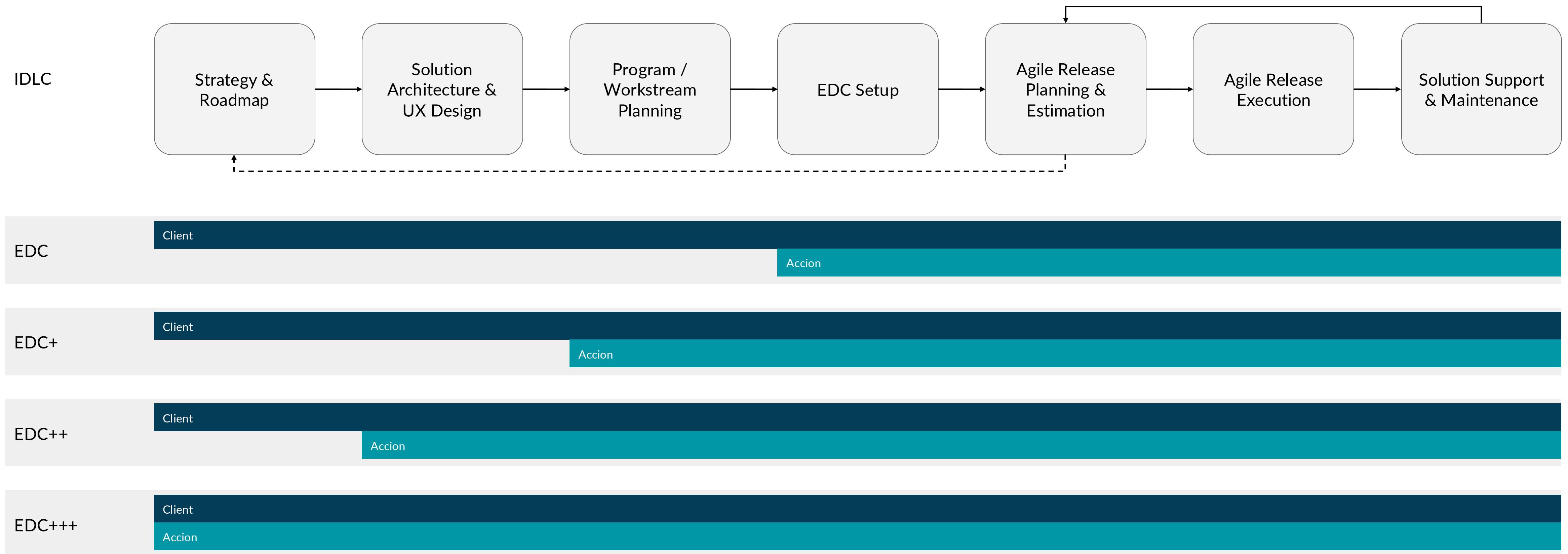


Our Design Deliverables

DELIVERABLES	DEFINITIONS
Product Vision	Document on the business value and needs
Persona Identification	Document to outline the specific users from the Target Audience
User Journey Maps	Document with Scenarios, User Goals and Tasks
Information Architecture	Document with Navigation Flow, Menu Structure
Design System	Document with design language and UI components styling to be followed during implementation
Static Low Fidelity Wireframes	Document with initial concept sketches and interactions of the User Interface
Interactive Prototype	Prototype with end-to-end flow of UI screens (Figma Prototype)
Working Prototype	Prototype with HTML/ CSS in place (Frontend UI Screens)
User Test (Qualitative: Prototype Testing)	Document with insights on usability and user acceptance of the product (Early Field Trial before implementation)
System Analysis (Quantitative: Pathology Report)	Document with an as-is analysis of the digital product with defined metrics to measure

Accion EDC Models for Innovation Lifecycle

Accion Innovation Engineering Lifecycle & Engagement Models with different levels of Collaboration



Design Methodology

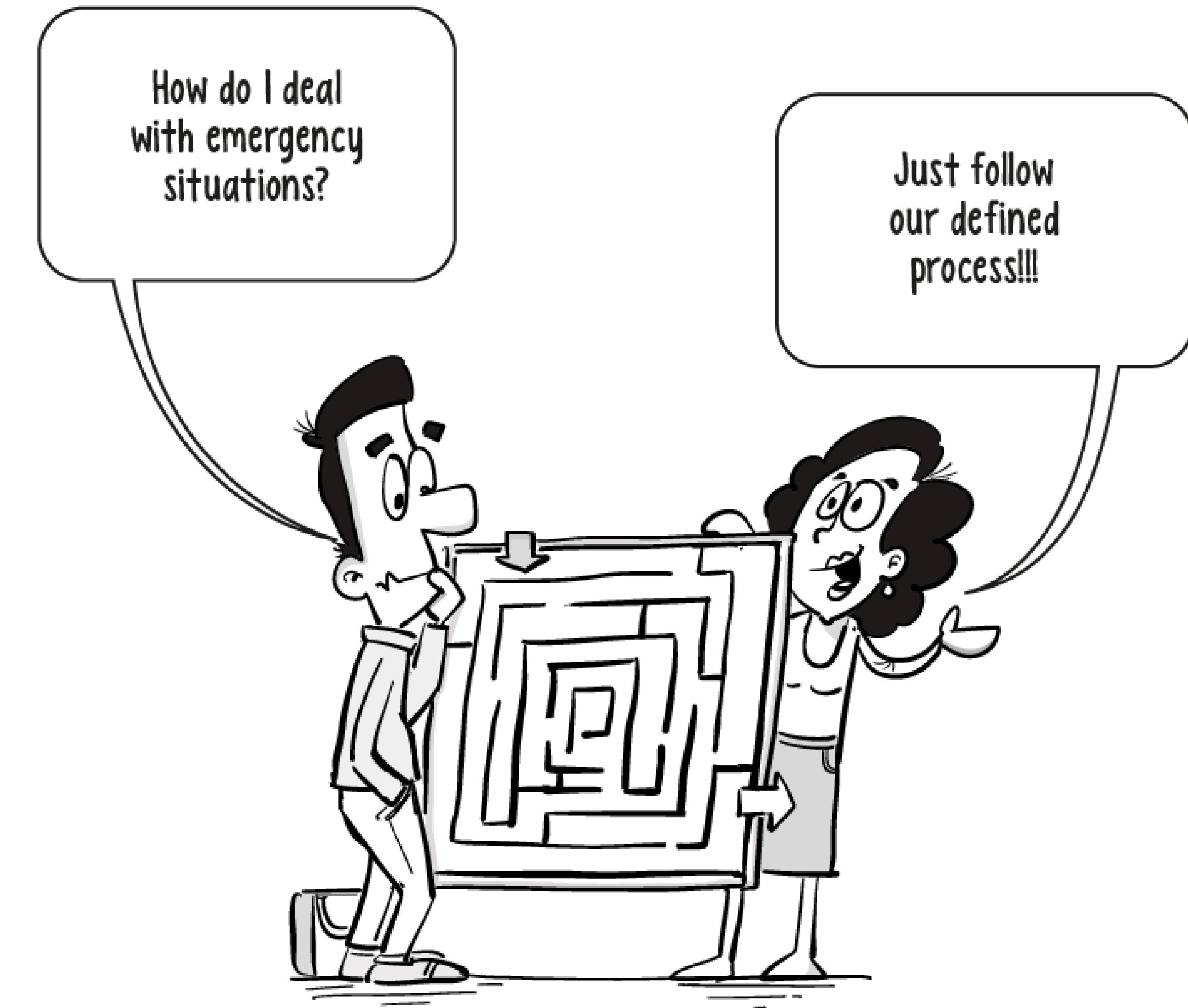
Test. Build. Test. Iterate...

The Background

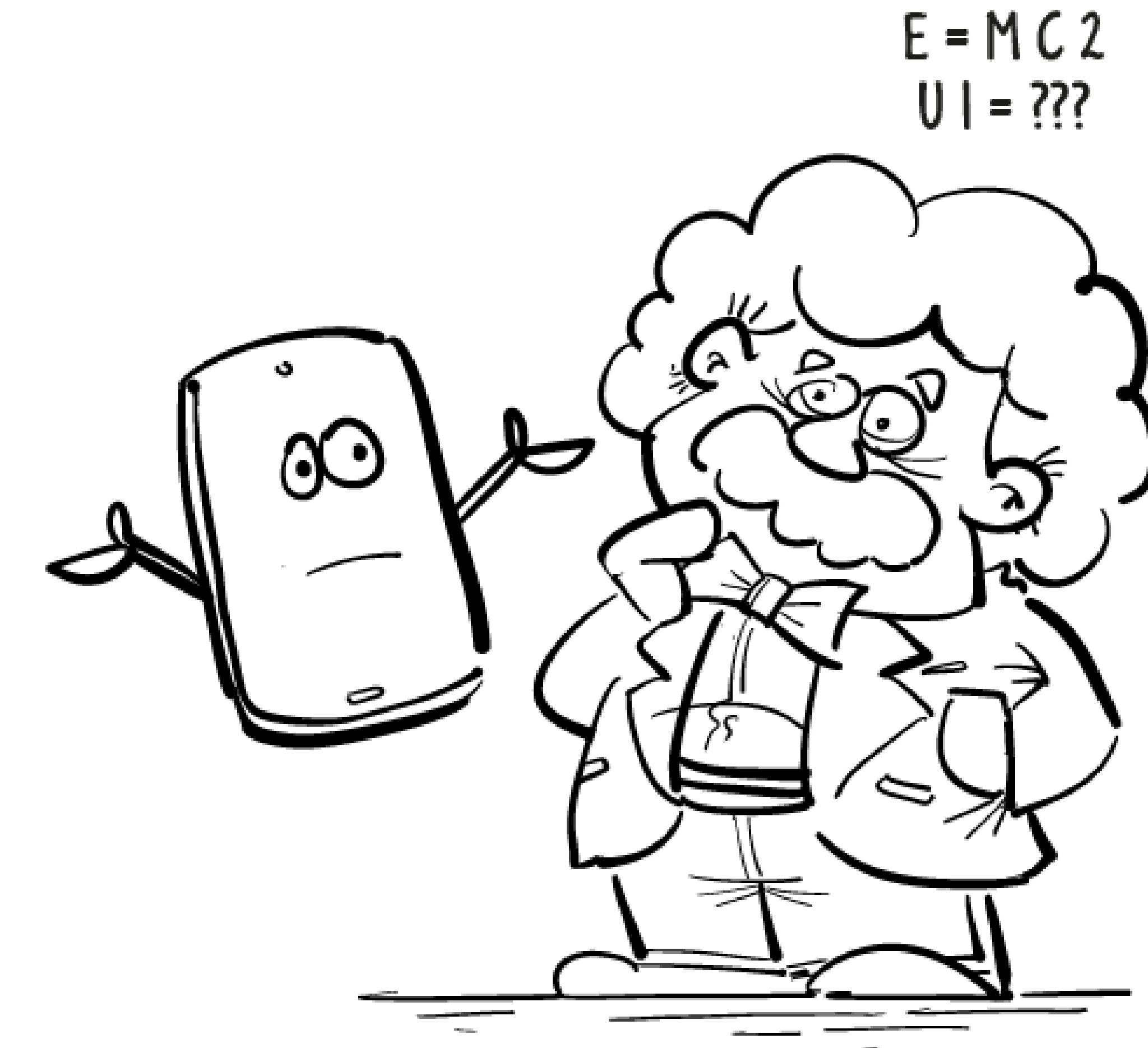
What are the concerns of the Customers about digital products?

What are the symptoms of an unhealthy digital product?

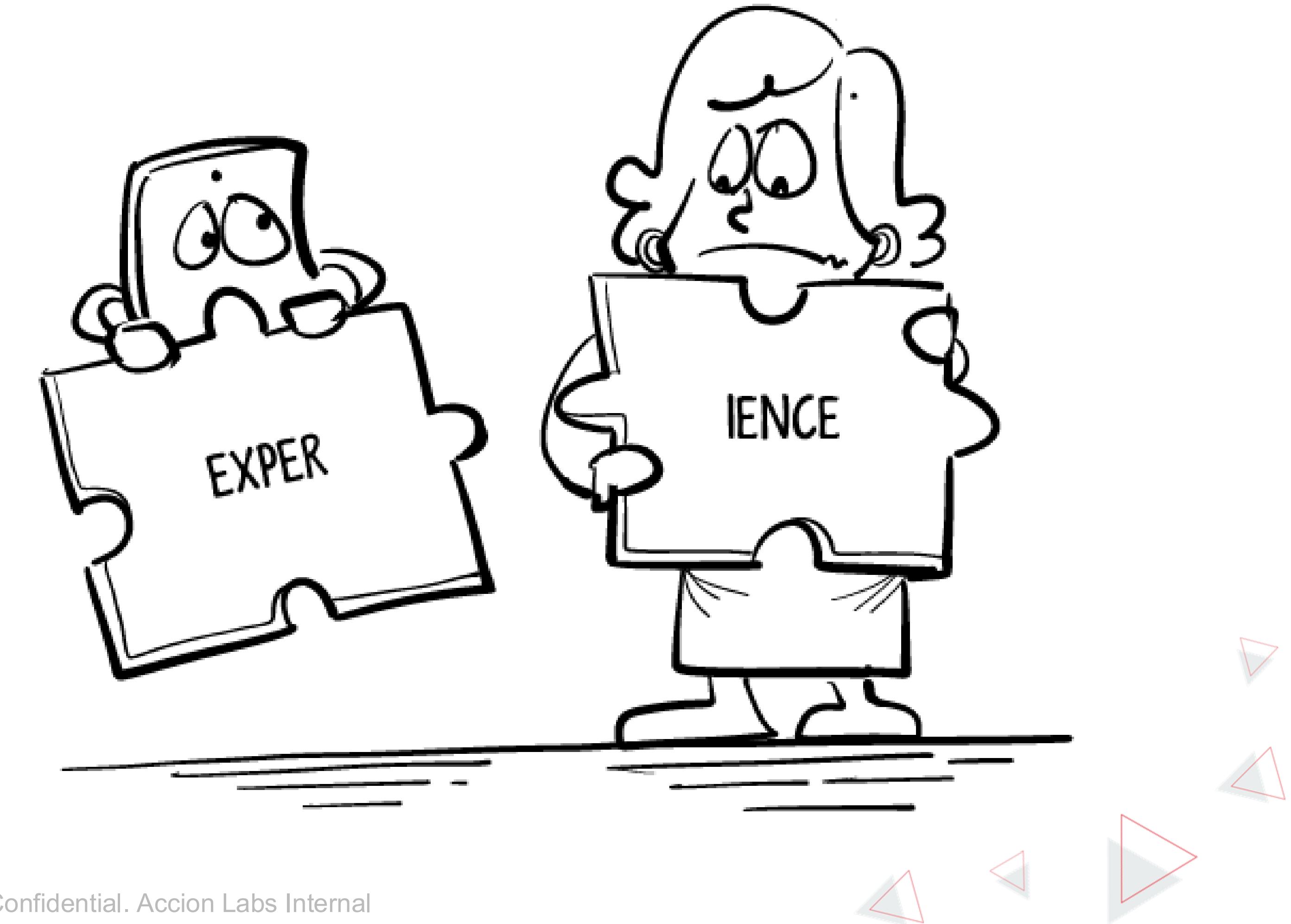
“Customers can't
figure out the User
Interface!”



“The Use Interface is
not intuitive
enough!”



“Experience is not
seamless!”



The Problem

How do you design a product in a way that it actually works
for the users and they accept it?

What is the proof that the design decisions are working?

Conventional methods used to measure User Acceptance

Qualitative User Test



It is an analysis of **behaviours** and **cognition**. It is used to formulate a hypothesis



1-on-1 Interviews,
Observations, Focus Groups



Manual Process



Humans are involved in conducting test and data analysis



Quantitative User Test



It is an analysis of **numerical data** in large quantities. It is used to test or confirm a hypothesis



Statistical data
(ratings, rankings, scales)



Partially automated



Humans are involved in data analysis, tests can be automated by simulation of User tasks

Conventional Quantitative Metrics measures

01 Task

- It is an outcome achieved by performing certain actions
- It is a series of actions performed by the users
- Any feature/ functionality can be converted to task

02 Action

- It is what an user does to complete a task
- Actions are specific interface elements or events such as login, submit form

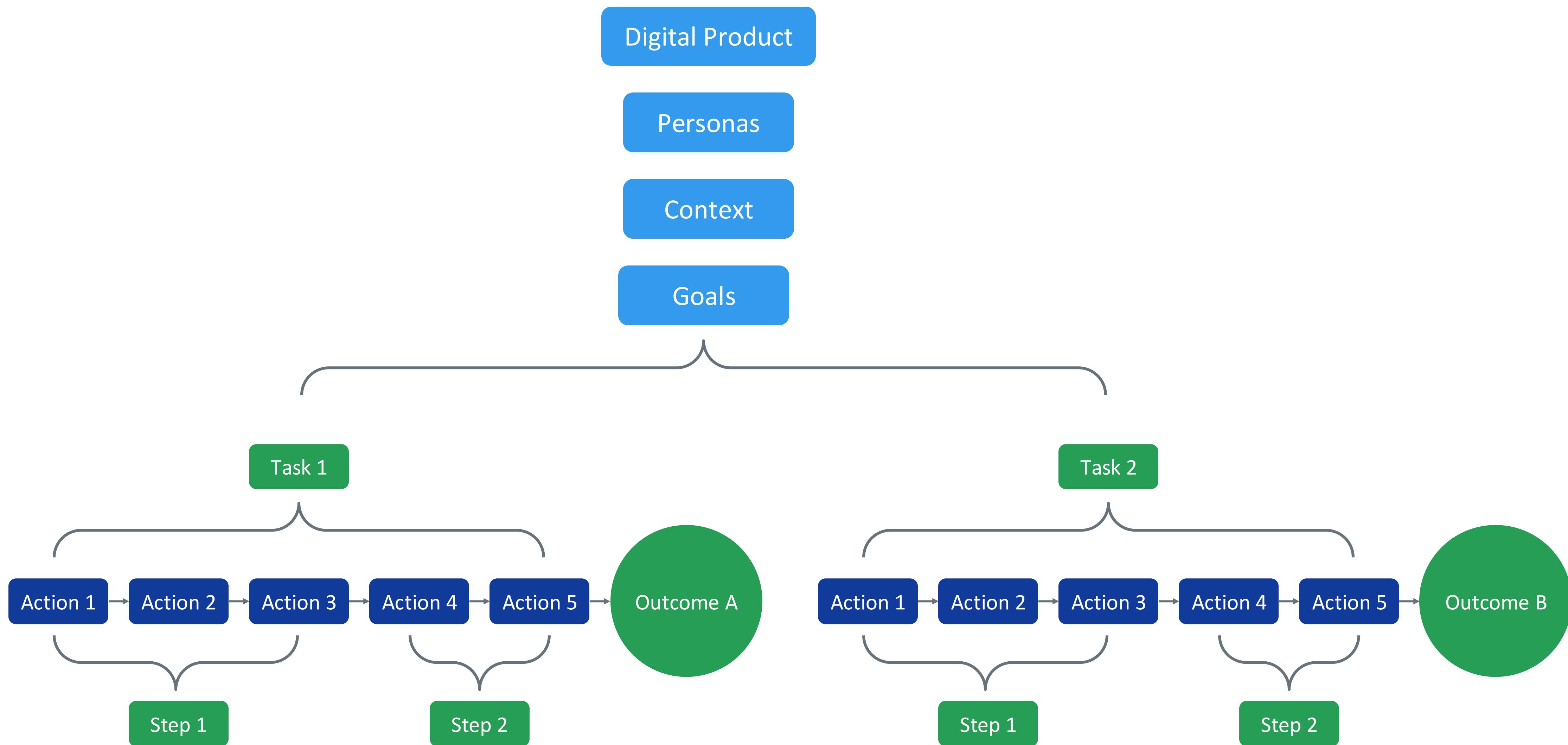
03 Outcome

- It is a result that the user wants to achieve by performing a task

Solution- QUM (Pathology Test of Digital Products)



Pathology Report Formula

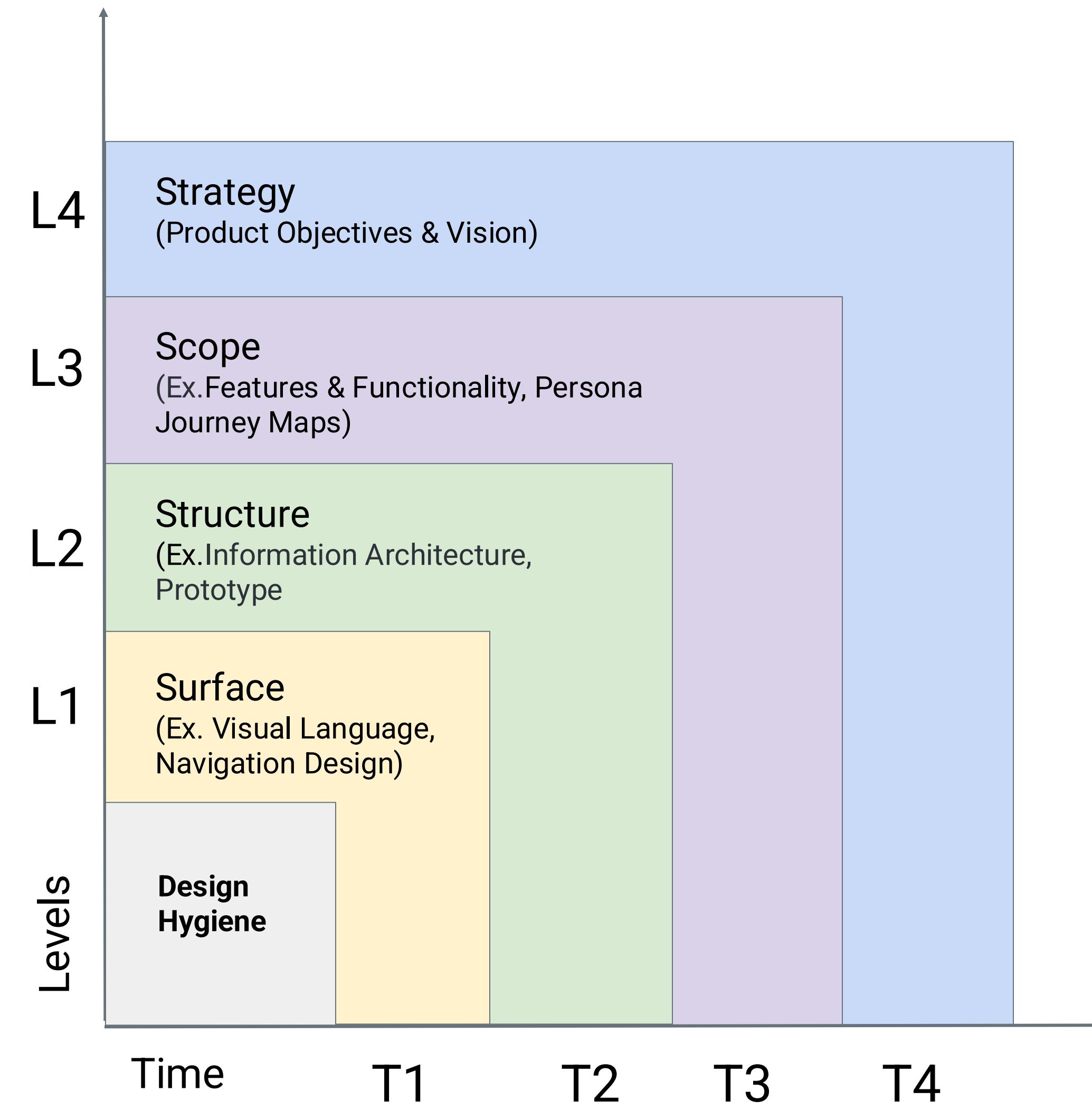


QUM Demo

Our Approach to User Testing (/Accessibility)

Design Strategy & Roadmap	Product Vision Deep Dive	Design Solution & Architecture	Design	Build	Test
<ul style="list-style-type: none">Identify the maturity level of User Testing /AccessibilityInclude it as part of the IDLC process	<ul style="list-style-type: none">Identify the standards to be met. Example WCAG/ ADA/ Section 508/ ISO 9241-11:2018	<ul style="list-style-type: none">Define the level agreed upon. (specifics of WCAG, A/AA etc)Define the right UI framework/ library	<ul style="list-style-type: none">Use plugins in the design tool (Figma-Contrast)Follow Design principles (JN 10 heuristics)WCAG2.1(Level A)UK Home Office Guidelines	<ul style="list-style-type: none">Use Semantic HTMLInclude ARIA attributesBuild Responsive Design	<ul style="list-style-type: none">Quantitative User Insights with defined UX metrics to measure Experience DesignTest with Screen readers like JAWS, NVDA, VoiceOverManual & Automated

Our Solution Approach Framework - 4 Levels



Deliverables at each Level

Lift and Shift/ Greenfield/ Re-engineering/Portfolio Rationalization

L1 Surface	Design System 1.0	<ul style="list-style-type: none">Collection of reusable components, UI patterns, guided by design principles and standards.Single source of truth for all UI design. Surface level enhancementsSkillset: Interaction Designer
L2 Structure	Design System 2.0 + Usability Analysis 1.0	<ul style="list-style-type: none">Understanding of the workflows and analysis of User tasks on the systemMapping user's task and system's tasksIdentification of breaks in the user's journey through the systemSkillset: Usability Analyst, Interaction Designer
L3 Scope	Design System 3.0 + Usability Analysis 2.0 + Contextual Inquiry 1.0	<ul style="list-style-type: none">Understanding the User's Ecosystem, the context of the user and the systemSkillset: Experience Designer, Usability Analyst, Interaction Designer
L4 Strategy	Complete Product Vision & Strategy	<ul style="list-style-type: none">End to end digital transformation. Starting from product vision to discovering requirements to defining design system to testing with users and validating.Skillset: Experience Design Architect, Usability Analyst, Interaction Designer



4 Stages of Level 1 (Design System 1.0)

01

Design Guidelines & Methodologies

1. Typography Usage
2. Iconography Usage
3. Color Usage Guidelines
4. Grid System
5. Inclusive Design Principles (Accessibility Standards, Internationalizations)
6. Interface Design Execution Framework

02

User Interface Components

1. Typography
2. Iconography
3. Color Palette
4. Interface Components (Forms, Tables, etc)
5. Errors/ Messages Styles
6. Call-To-Actions

03

User Interaction Screen Templates

1. Login / Registrations
2. Global Navigations
3. Contextual Menus & Tabs
4. Filters & Search
5. Content Containers
6. Dashboards

04

Customized to a Product

1. Templates with global components (Repetitive Screens)
2. Templates for contextual components (Unique Screens)
3. Screens mapped to User Stories
4. Pixel Perfect Redline Specifications



Guiding Principles - Level 01

01

Design Principles

1. Jakob Nielsen's 10 general principles for interaction design, popularly known as usability heuristics help design screens that facilitates ease of use, perform better and aids in user satisfaction.
2. Gestalt Principles /laws of human perception helps in creating meaningful designs that are not only aesthetically pleasing but easy to interpret as well, reducing the visual load on human eyes.
1. Fitts' Law for human motor system this law influenced the convention of making interactive buttons large (especially on finger-operated mobile devices)—smaller buttons are more difficult (and time-consuming) to click. Likewise, the distance between a user's task/attention area and the task-related button should be kept as short as possible. Address human motor concerns, like Fat-finger syndrome, or a more serious concerns like Parkinson's disease
1. Rule of Third of Image Compositions is popular among photographers, which could be adding value while designing graphical layouts that enhances the visual impact.
1. Responsive Design Guideline: Grid Layouts & Pixel Perfect Redline Specifications, thumb rule for responsive design to maintain consistency across cross browsers and a seamless experience
1. Inclusive Design Principles (Accessibility Standards, Internationalizations)

Key Customers



ACQUIA



rackspace[®]



Wolters Kluwer



Design Team Capabilities

User Researchers

Design Architects

Product Designers

**Interaction
Designers**

Graphic Artists

Content Strategist

Experience Design Centers of Excellence



**Arathi Shamabhatta
(Arathi)**

Design



**Vaibhav Satam
(Vaibhav)**

Development



**Dhanapathi Marepalli
(Dhana)**

Quantitative User
Metrics

Case Studies

Impacting lives by transforming businesses through Innovation

Digital Transformation - Becoming the Amazon of Water!

Homeowner Insurance E-Commerce Portal

See this page in Select Language ▾

Contact Us 24/7
1.855.800.5195

LOGIN / REGISTER

Your Safety is Our Top Priority

Caring for our customers is at the heart of everything we do.

[Learn More](#)

Check pricing and availability

Enter Your Zip Code

GET STARTED

Water Line Protection

Sewer Line Protection

In Home
Plumbing
Emergency
Program

Leak Detection

Water Heater
Repair &
Replacement

Interior Electric
Line Protection

The AWR Protection Process

Sign Up

Enroll now and get protection from repair costs and hassles associated with unexpected home repairs.

[ENROLL NOW](#)

Remain Calm and Call

We offer 24/7 support. So if something happens to your home, even if it's at 2am, just breathe. And call us.

And call us.

[CONTACT US](#)

Relax

Your covered repairs will be handled promptly and professionally, and you'll enjoy the peace of mind that coverage can bring.

[REQUEST A REPAIR](#)

The Dog
Days of
Summer

AMERICAN WATER
RESOURCES

Tips for Getting Through the Dog Days of Summer

The phrase "dog days of summer" brings to mind the hot humid days of July and August, when long daylight hours mean that the sun is shining hot and bright for an extended amount of time each day.

[READ MORE](#)

Voice Activated Customer Portal

AI Driven Employee Intranet Portal

The image is a collage of four screenshots from different software applications, each illustrating a specific aspect of business operations. 1. Top Left: A screenshot of a 'Work Orders' interface showing two tasks: 'Investigate No Leaking Low Pressure' and 'Investigate No Leaking High Pressure'. Each task card includes details like location, date, and status. 2. Top Right: A map titled 'Map - Specific' showing several investigation locations across a coastal area with labels like 'Investigate No Leaking Low Pressure' and 'Investigate No Leaking High Pressure'. 3. Middle Left: A screenshot of the 'H&S Incident App' showing 'Brief Incident Info' for an incident involving an employee named Rupert Brown. It includes fields for incident ID, employee ID, and description. 4. Middle Right: Another view of the 'H&S Incident App' showing 'Incident Description' (John fell on the floor and injured his right leg), 'Employee Details' (Rupert Brown, ID 3000555), 'Incident Location' (3906 Church Rd, Mount Laurel, NJ, 8054), and 'Injuries (1) Injuries' (One Hand). 5. Bottom Left: A screenshot of the 'METEROPS' platform's 'Consumption' dashboard. It features three main cards: 'Inactive with Consumption' (0.7%, 0.9%, 0.9%), 'Meter with Backflow' (1.4%, 1.4%, 1.1%), and 'Meter Alarms' (2.2%, 2.2%, 2.1%). Below these are detailed tables for 'Inactive' and 'Backflow' data. 6. Bottom Right: A screenshot of the 'Customer 360 View' platform. It includes a map showing service locations, a 'Bills Tracker' section with current and previous bills, and a 'Payments Tracker' section showing payment history and trends.



Artificial Intelligence / Machine Learning



Cloud Computing



UI / UX Design



Conversational UI / Chat Bots



Microservices & Distributed Computing

Homeowner Services Platform for Utilities



American Water Resources (AWR) offers utility service line warranties that protect homeowners against unexpected home repair costs. Accion Labs designed an interactive, intelligent and intuitive ecommerce interface for customers and agents.

Features

- Utilities Customers spread across entire country
- Direct Customers with Integrated Service and Billing
- Indirect Customers through external partners - white labeled Platform
- Entire range of E-commerce products and services for Water
- Location based and partner controlled pricing models

Technical Solution

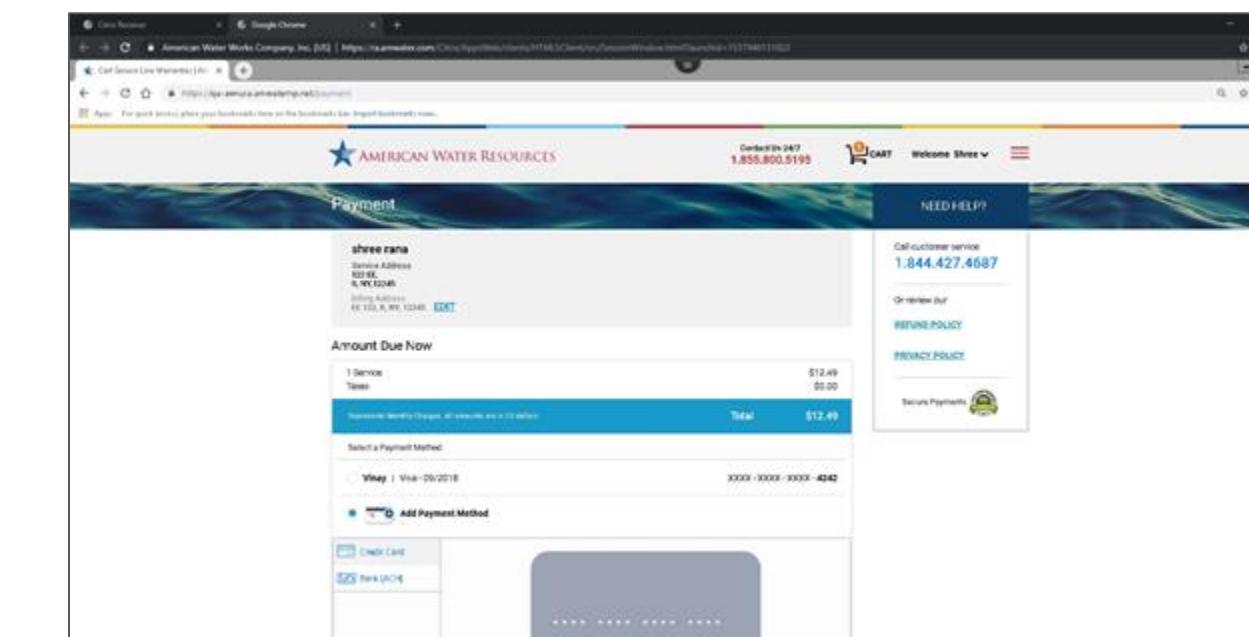
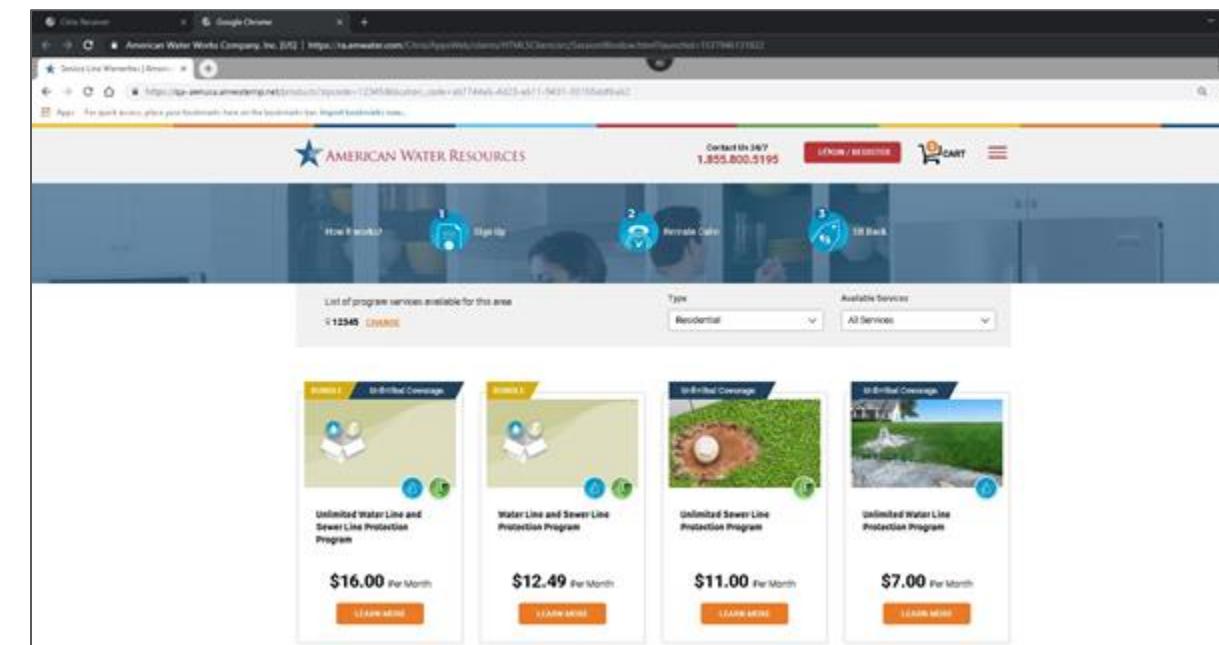
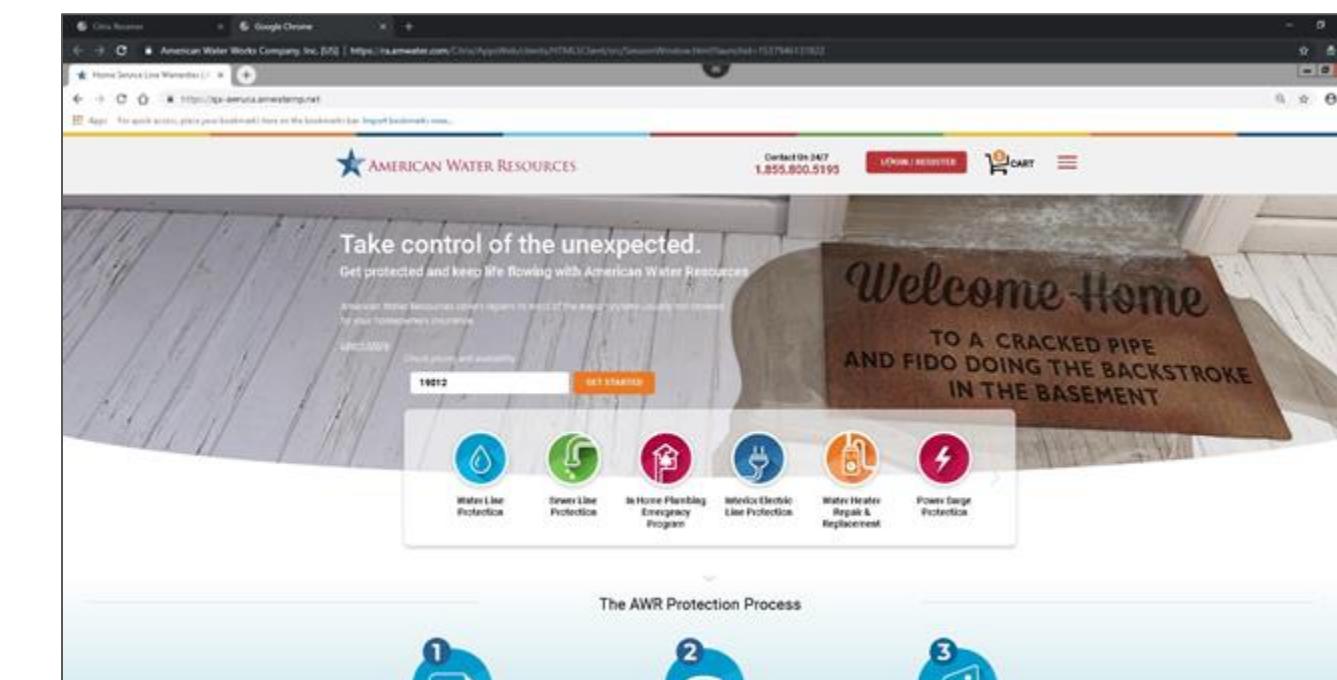
- Microservices-powered architecture for improved scalability and flexibility
- UI Design encompassing multiple Partner Sites
- Integration of backend service platforms for billing, service tracking and product provisioning
- Separate web and mobile portal access for end users and administrator
- Interactive dashboards with visualization, enabling end users to understand data quickly

Technology Stack

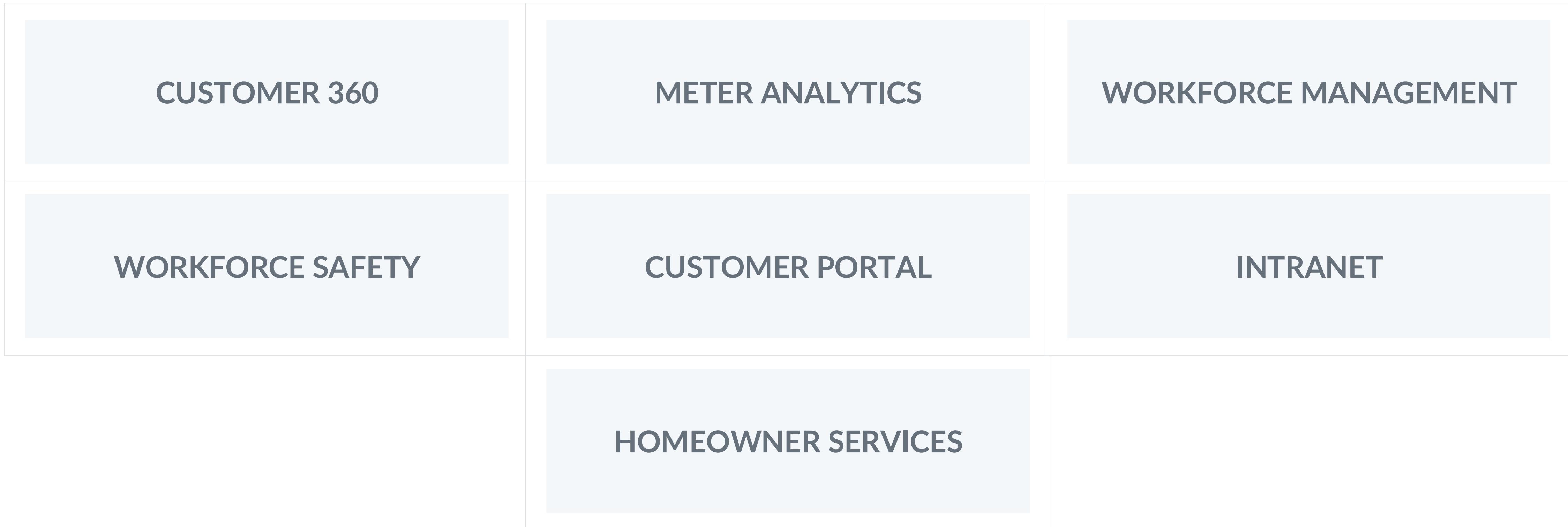
- | | | | |
|-----------------------|---------------------|--------------------------|--------------------|
| ● Frontend
ReactJS | ● Backend
NodeJS | ● CRM
MS Dynamics CRM | ● Cloud
AWS EC2 |
|-----------------------|---------------------|--------------------------|--------------------|

Benefits

E-commerce play for Utilities Business

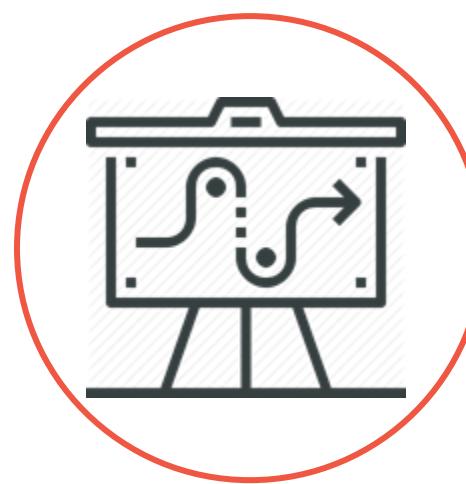


Scope of Work



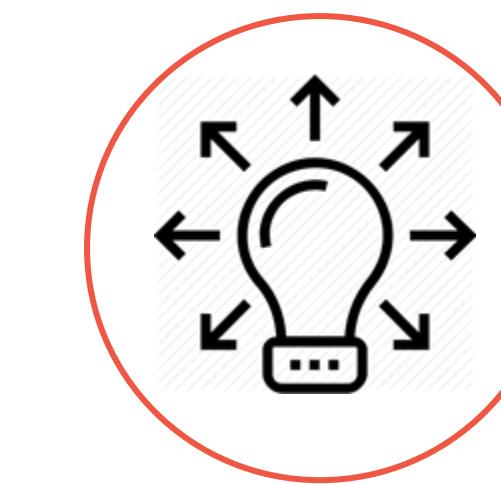
Customer 360

A consolidated application for American Water employees, offering them all available information about a customer, along with personalized recommendations



Business Challenges

- Customer data “scattered” across various systems
- Legacy software used by field employees
- Lack of a single, unified app/portal for American Water employees, leading to a lack of coherent, actionable customer data
- The need for predictive analytics and a comprehensive recommendation system



Solution Delivered

- A 360-degree view of the customer’s profile in a single application
- AI-driven, advanced predictive analytics and recommendations
- Customer data available at one place, allowing employees to take action as necessary

Customer 360 Screens

★ AMERICAN WATER

1 CUSTOMER ONE

Arun Vasudevan

Customer Interactions

Calculator

5th ave ny

Search

Alert !! : Active Service Orders Nearby

Map for Premise 9380056253

Bills for Premise 9380056253

Payments for Premise 9380056253

Meters At Glance for Premise 9380056253

Contact History for Business Partner 1200263644

★ Esther Wiener
1200263644

Customer For 5 year | Connections 1

Move In: 12/14/13

220002337083 | 9380056253

465 5TH AVE
Cedarhurst
NY, US, 11516-1537

Water Dunning

Primary Contact Information

✉ Mailing Address:
465 5th Ave
Cedarhurst
NY, US, 11516-1537

☎ Primary Tel. Number :
(516)-569-3472

✉ Email:
dewiener@verizon.net

Alert !! : Active Service Orders Nearby

Map for Premise 9380056253

Bills for Premise 9380056253

BILLS TRACKER (24MOS)

ABOVE AVERAGE	REBILLS	ESTIMATES	E-BILL	BUDGET BILL
0	0	2	NO	NO

CURRENT **PREVIOUS (2MOS)**

\$ 156.18 BILL DATE: SEP 24, 2018	\$ 160.41 BILL DATE: AUG 27, 2018	\$ 120.23 BILL DATE: JUL 26, 2018
--------------------------------------	--------------------------------------	--------------------------------------

— Above Average — Current Charges — Balance Forward — Neighborhood AVG

Payments for Premise 9380056253

PAYMENT TRACKER(24MOS)

ON TIME	LATE	TOTAL	PAY. METHOD	INSTAL PLAN	MAIL NO	OUTSTANDING BALANCE
6	20	26	NO	NO	NO	\$156.18

LAST 3 PAYMENTS

\$ 45.00 PAID: AUG 27, 2018	\$ 45.55 PAID: JUL 20, 2018	\$ 41.99 PAID: JUN 25, 2018
--------------------------------	--------------------------------	--------------------------------

— Payment Allocations

Meters At Glance for Premise 9380056253

Meter Details Notes View Meter Ops

METER INFO | INSIDE LOCATION

EQUIPMENT NO 52719920	METER NO 19227261	MANUFACTURER BADGER	SIZE 5/8"
DATE INSTALLED 09/26/03	MIU NO 0021143050	HEAT TYPE UNKNOWN	

CURRENT **PREVIOUS (2MOS)**

SEP 21, 2018 UNITS: 9688	AUG 20, 2018 UNITS: 9655	JUL 23, 2018 UNITS: 9623
-----------------------------	-----------------------------	-----------------------------

Contact History for Business Partner 1200263644

CONTACTED (24MOS) **RECENT**

16 09/21/18 SERVICE ORDER CANCEL / RESCHEDULE

09/21/18 IVR ACCOUNT BALANCE INQUIRY

Activate Windows
Go to Settings to activate Windows.

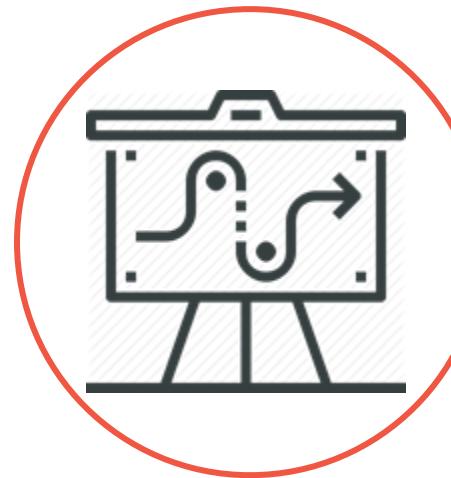
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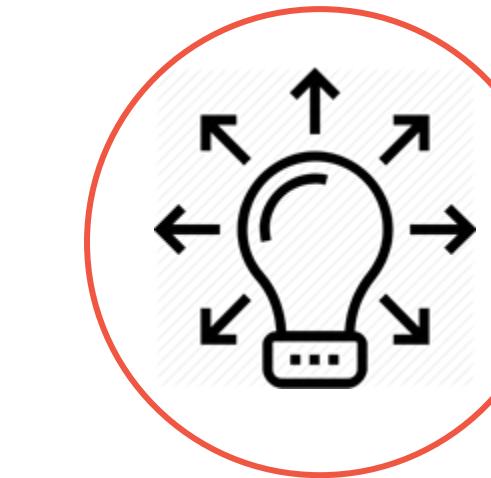
Meter Analytics

A platform that predicts failures and outages based on artificial intelligence gathered data, helping American Water carry out preventive maintenance on schedule, saving them both money and time.



Business Challenges

- Millions of meters and sensors installed across customer locations
- Loss of revenue due to faulty meters, undetected leaks, and other anomalies
- Lack of standardized approaches to analyze all the data generated



Solution Delivered

- Real-time advanced analytics of all the meter and sensor data
- Detect a variety of anomalies like leaks, tampered/faulty/unread devices
- Detect potential loss of revenues /resources early
- AI-driven predictions for failures/outages and timely recommendations on preventive maintenance

Meter Analytics Screens

AMERICAN WATER METEROPS Arjun Bhukya ▾

Looking for a specific meter? Search

All States All Districts

Operations Insights

Enterprise

Inactive with Consumption

Month	Count	Percent
AUG 2018	21.0K	0.7%
JUL 2018	29K	0.9%
AUG 2017	23.2K	0.9%

Meter with Backflows

Month	Count	Rate
AUG 2018	63.2K	1.4%
JUL 2018	63.2K	1.4%
AUG 2017	49.3K	1.1%

Meter Alarms

Month	Count	Rate
AUG 2018	103.5K	2.2%
JUL 2018	101.6K	2.2%
AUG 2017	94K	2.1%

Summary

- Binning

States Gallons Percent Rate

State	Gallons	Percent	Rate
Tennessee	63.0M	2.8 %	2.8 %
West Virginia	62.0M	1.9 %	1.9 %
Missouri	87.5M	0.9 %	0.9 %
Iowa	5.7M	0.7 %	0.7 %
Kentucky	19.3M	0.7 %	0.7 %
New Jersey	104.2M	0.7 %	0.7 %
California	28.1M	0.6 %	0.6 %

States Count Percent Rate

State	Count	Percent	Rate
Illinois	14055	3.4 %	3.4 %
Indiana	13735	2.4 %	2.4 %
New Jersey	12411	1.5 %	1.5 %
Maryland	26	1.3 %	1.3 %
Tennessee	826	0.5 %	0.5 %
Virginia	2207	2.2 %	2.2 %
West Virginia	623	0.2 %	0.2 %

Activate Windows Go to Settings & activate Windows

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Meter Analytics Screens

★ AMERICAN WATER

⌚ METEROPS

Search

⚙️ Trend History

📍 Map

✖️ Analysis Findings and Actions Taken

⭐ Equipment Number
50208265

ACTIVE

▶ Meter History

Size
2"

Age
0 year

METER INFO

Location: Inside	Serial Number: 060580023T
Date Installed: 01/18/18	Date Removed: 01/01/00
District: IA1102	Type: Water Service
Manufacturer: Neptune	Manufacturer Sr. No: 060580023
Positional Location: Shop	Supplemental Location: Inside - Appointment Needed
Directional Info: Rear	

CURRENT CUSTOMER INFO

👤 Name/Id: STERILITE CORPORATION 50208265	📍 Premise Address: 2021 Sloptown Rd DOM Davenport IA 52806
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👤 Customer At A Glance (1/3)

⭐ CUSTOMER
STERILITE CORPORATION
1202190543

CUSTOMER FOR 1 YEARS	CONNECTIONS 2	STATUS ACTIVE 🕒
PREMISE ADDRESS 2021 SLOPPTOWN RD DOM, DAVENPORT, IA, US, 52806		
PRIMARY NUMBER (978)-597-1121	EMAIL SAGUILAR@STERILITE.COM	MOVE IN DATE 01/18/18
CALLED ON DATE 09/25/18		
⽔ SERVICES		

[OPEN IN CIV](#)

📅 Meter Reading History

CURRENT	PREVIOUS (2mos)
5,848 🕒	15,993 🕒
METER READ DATE: SEP 21,2018	METER READ DATE: AUG 22,2018

in gallons (l)

— Actual — Estimate

⚙️ Service Orders

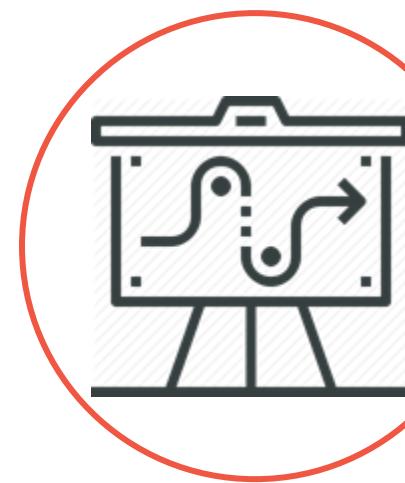
● All [10] ● Most Recent [0] ■ Customer Appt. [5] ■ Within 15 Days [5]

WORK ORDER DATE	WORK ORDER #	CHANGED ON	CHANGED BY	ORDER DESCRIPTION	PRIORITY	STATUS
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Activate Windows
Go to Settings to activate Windows.

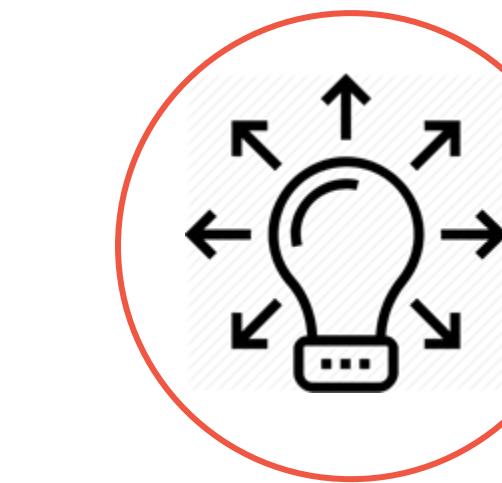
Workforce Management

Think of it as Uber for work management - an application that will manage an employee's regular activities such as route and appointment planning.



Business Challenges

- Legacy work management system
- High travel time overheads in work assignments
- Does not consider changing conditions to make swift adjustments in work assignment plans



Solution Delivered

- Comprehensive work management system for field employees
- Optimized route planning, appointment slot assignments
- Correlate traffic, weather and crime data in assignment allocations

Workforce Management Screens

W1V

View: Map Calendar

Q Looking for a specific work-order?

Total Orders: 5 Time: 96 mins

Work Orders

My Truck 15 Requested Others

1 Inspect for Leak/High-Low Usage - DISP
8 Meridian Ln , Cape May Court House, Nj. 08210-1927 11:48am 08:48pm
WorkOrder: 514208812 (06:45PM - 07:05PM)
Estimate: 20 Mins With Travel: 20 Mins
5/8" Outside Declined Dunning
View Details Start

2 Inspect for Leak/High-Low Usage - DISP
46 S Shore Rd , Upper Township, Nj. 08223-1433 11:48am 08:48pm
WorkOrder: 514208813 (07:22PM - 07:42PM)
Estimate: 20 Mins With Travel: 20 Mins
5/8" Outside Declined

3 Inspect for Leak/High-Low Usage - DISP
401 Springdale Ct , Cape May Court House, Nj. 08210-1662 11:48am 08:48pm
WorkOrder: 514208814 (07:56PM - 08:16PM)
Estimate: 20 Mins With Travel: 20 Mins
5/8" Outside Declined

Check Meter, Verify Serial #, Read - ACPY Total : 5 Time (est.) : 96 mins

06:45 PM 07:00 PM 07:15 PM 07:30 PM 07:45 PM 08:00 PM 08:15 PM 08:30 PM 08:45 PM 09:00 PM

1 Inspect for Leak/High-Low 514208812 Customer Investigative Work Order 06:45PM - 07:05PM Est. 20 Mins With Travel: 20 Mins
2 Inspect for Leak/High-Low 514208813 Customer Investigative Work Order 07:22PM - 07:42PM Est. 20 Mins With Travel: 20 Mins
3 Inspect for Leak/High-Low 514208814 Customer Investigative Work Order 07:56PM - 08:16PM Est. 20 Mins With Travel: 20 Mins
4 Check Meter, Verify Serial # 514208426 Customer Investigative Work Order 08:16PM - 08:34PM Est. 18 Mins With Travel: 18 Mins
5 Check Meter, Verify Serial # 514208422 Customer Investigative Work Order 08:34PM - 08:52PM Est. 18 Mins With Travel: 18 Mins

Map Satellite Layers (2)

Google

Map data ©2018 Google Terms of Use Report a map error

Workforce Management Screens

W1V

START > ENROUTE > ON SITE > DONE

Work Order: 514208426

Status: ACPY

FSR ID: 18501989

FSR Name: Sam Birdbath

Address: 1321 N Route 9, Cape May Court House, NJ, 08210-1631

Meter Size: 5/8"

Meter Location: Outside

Turn on Liability: Declined

Due Date: 2018-10-15

Contact Person: NA

Call Back #: NA

WORK ORDER DETAILS:

Description: Check Meter/Verify Serial #&Read

Scheduled Date: 2018-09-26 20:16:00

CSR comments: No Notes Available

Support Doc(s):

- Data Logging Mueller Meters
- E-Coder Resolution
- Hot Rod error codes and values
- Hot Rod Street Machine Error Codes 2014
- Neptune R900 MIU Wall and Pit Installation and Maintenance Guide
- NGO Users Manual
- Wiring a Mueller Hot Rod Instructions

Checklist and

Installation Video(s):

- Activating a R900 after attached to a meter
- Installing Hot Rod Nicor bracket to Meter Pit Lid

Customer At A Glance

RAY SHAWN
1102610393

CUSTOMER FOR 7 YEARS

PREMISE ADDRESS 1321 N ROUTE 9, CAPE MAY COURT HOUSE, NJ, US, 08210-1631

EMAIL ULSOLDJA87@YAHOO.COM

MOVE IN DATE 2011-03-01

MOVE OUT DATE 9999-12-31

CALLED ON DATE 2017-01-08

SERVICES

Meter Info.

Meter Details **Notes** **View Meter Ops**

METER INFO | OUTSIDE LOCATION

EQUIPMENT NO	METER NO	MANUFACTURER	SIZE
52372055	83594210	NEPTUNE	5/8"
DATE INSTALLED	MIU NO	HEAT TYPE	
03/01/07	1549577758	UNKNOWN	

CURRENT **PREVIOUS (2 MO)**

JUL 11, 2018 UNITS: 389	JUN 22, 2018 UNITS: 381	MAY 22, 2018 UNITS: 372
----------------------------	----------------------------	----------------------------

IN GALLONS CONSUMPTION HIGHCHARTS.COM

Notes

Payment Information [3] Work Order [4]

Work Order 511181255

Work Order 511048783

Work Order 510123403

Payment Information Web Self Service Pay Bill - E-Check

Work Order 509470079

Timeline: 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020

Service Orders

All [8] Most Recent [0] Customer Appt. [1] Within 15 Days [1] Within 160 Days [5] Within 5 Days [1]

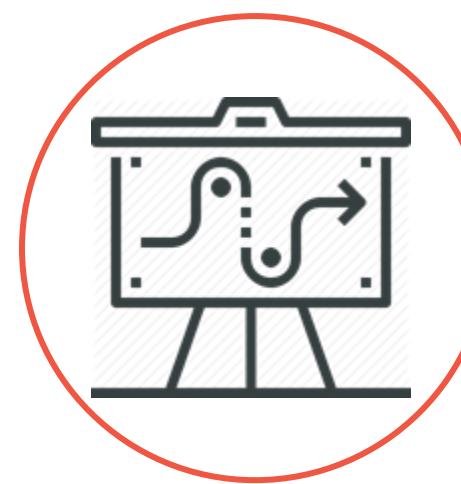
WORK ORDER DATE	WORK ORDER #	CHANGED ON	CHANGED BY	ORDER DESCRIPTION	PRIORITY	STATUS
03/09/17	510123403	06/09/17	SYS_BCH_MTC	Change Meter/PeriodicContractor	Within 160 Days	Cancel
06/19/18	514041476	07/12/18	ZARATER	Change Meter/PeriodicContractor	Within 160 Days	Field Complete
07/17/17	511181255	07/18/17	MARTINS2	Check Meter, Verify Serial #, Read	Customer Appt.	Field Complete
08/22/17	511514142	11/22/17	SYS_BCH_MTC	Change Meter/PeriodicContractor	Within 160 Days	Cancel

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47

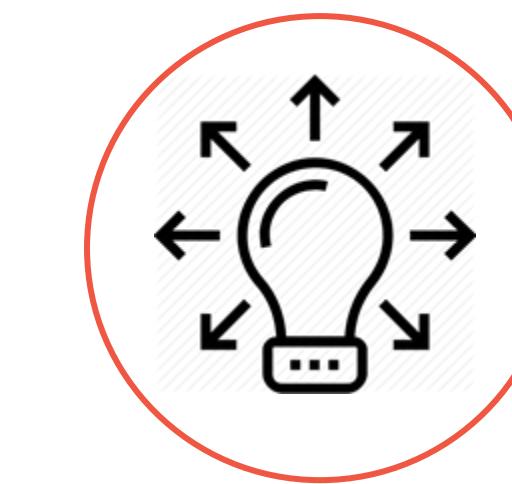
Workforce Safety

An AI-powered application that helps employees report work-related critical incidents, helping the organization collect data and provide accurate future recommendations



Business Challenges

- Field employees operating in challenging conditions
- High risk of accidents causing injuries
- Incidents and near misses left unreported
- No data captured to analyze and prevent future incidents



Solution Delivered

- Capture extensive details of all safety incidents including near misses, injuries, etc.
- AI-driven analytics for predicting risky conditions
- Correlate weather and crime data for predictions
- Comprehensive, real-time safety alerts for employees to prevent mishaps

Workforce Safety Screens

AMERICAN WATER

H&S Incident App

1:58 am Billy Jack ▾

QUICK VIEWS

All 410

Incidents 365

Near Misses 45

TIME FILTER

All (radio button selected)

Past 24-hours

Past Week

Past Month

Past year

CAUSE FILTER

All (radio button selected)

Weather

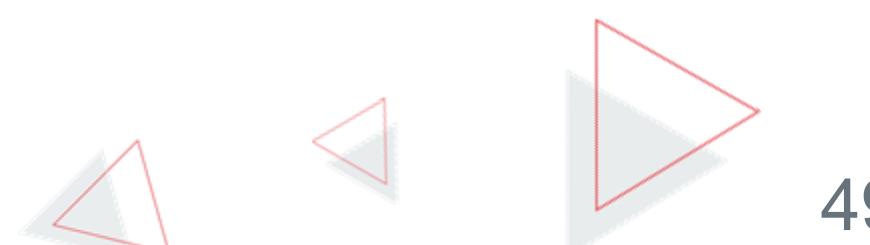
Crime

Map Satellite

Map data ©2018 Google Terms of Use Report a map error

Date	Incident/Near Miss	Category	Description
07, AUG 2018	Incident	-	today john fell on the floor and injured his left leg.
21, JUN 2018	Incident	-	null
20, JUN 2018	Incident	-	null
13, JUN 2018	Incident	-	null

1 - 10 of 410 items



Workforce Safety Screens

AMERICAN WATER

X EXIT

BRIEF INCIDENT INFO

Incident Id: 1586

Employee Id: 3000555

Employee Name: Rupert Brown

Employee Status: Active

Incident Reported On: 09/20/2018 03:50 am

Incident Occurred On: 09/26/2018 01:58 am

SIF Indicator:

Injury Type:

Disposition:

Incident Status: Incident Reported

Incident Description:

Sep 26, 18

01:58 Am Incident Details - Incident Time Recorded

01:58 Am Incident Details - Injuries Recorded

01:59 Am Incident Details - Incident Description Updated

01:59 Am Incident Details - Incident Description Updated

02:01 Am Incident Details - Incident Description Updated

H&S Incident App

INCIDENT INVESTIGATION CLAIMS CLOSURE

TapRoot®
Changing the Way the World Solves Problems

2:12 am Billy Jack ▾

INCIDENT DESCRIPTION

John fell on the floor and injured his right leg.

EMPLOYEE DETAILS

Rupert Brown
ID: 3000555

Employee Since: Apr 05, 1995

Occupation/Title: Dir Engineering - Construction

Operating Center: NJSV-Mt Laurel (Church Rd)

Open Employee Details

INCIDENT LOCATION

Map Satellite

3906 Church Rd, Mount Laurel, NJ, 8054

TravCARE Nurse Line

INJURIES [1 INJURIES]

Chest Injured

PRELIMINARY CARE

DATE CARE PROVIDED

09/26 - 01:58 AM -

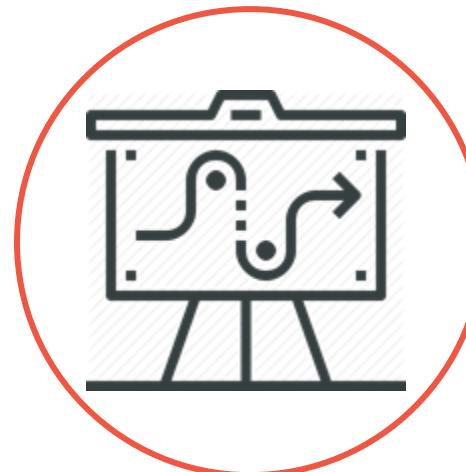
MEDICAL CARE

DATE MAIN COMPLAINT

- -

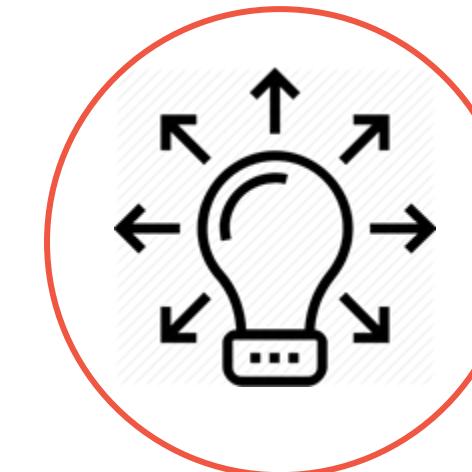
Customer Portal

An interactive dashboard for an American Water customer, enabling him to view analytics related to his usage along with paying bills, finding bill payment locations, among a host of other features



Business Challenges

- The customer had no way to manage his American Water account from one place
- A platform to perform regularly recurring activities such as paying bills
- Agents could not view what a customer did when logged in, not allowing the agent to service the customer properly



Solution Delivered

- A single, unified platform that enables an American Water customer to perform recurring activities such as paying bills, along with generating service requests, etc.
- Interactive dashboards with visualization, enabling end users to understand data quickly
- A ‘customer view’ for agents that allows them to help customers perform account activity easily

Customer Portal Screens

The screenshot shows the West Virginia American Water Customer Portal. At the top, there's a navigation bar with links for 'Payments', 'Usage', 'Contact Us', and a dropdown for 'Thomas'. Below the navigation is a banner featuring a child drinking from a water bottle. The main content area includes:

- User Profile:** Thomas Rist, Email: americawater@gmail.com, Primary Phone: (304) 090-5792, Customer Since: 08-06-2009, Last Login: Jun 24, 2019 03:39:04 EDT.
- Address:** South Lee Apts, Fayetteville, WV 25840.
- Account Summary:** Prior Bill: \$ 92.49, Balance Forward: \$ 0.00, Current Charges: \$ 104.34, Total Amount Due: \$ 82.72.
- Service Request:** Buttons for 'Add New Service' and 'Turn OFF Service'.
- Contact Information:** 1-800-685-8660, Hours: Monday - Friday 7 am - 7 pm, For emergencies: We are available 24/7.
- Meters:** Account Type: Residential, Service Type: Water, Sewer. S/N: E020295920, Size: 5/8", Location: Outside, Installation Date: 06/15/2010.
- Alert Settings:** High Usage Alert, Continuous Flow Alert, Account Notification, User Preferences. A button to 'Edit' these settings.
- Service Alerts:** A message from Huntington, Huntington, 29th Street: West Virginia American Water has issued a precautionary boil water advisory for customers in the Huntington area. A 'Learn More' link is provided.
- Follow Us:** Links to social media platforms.

Customer Portal Screens

Sun Jun 23 2019 12:00 pm EMERGENCY ▲

 Barbourville, Salt Rock West Virginia American Water has issued a precautionary boil water advisory for customers in the Barbourville area.

Fri Jun 21 2019 8:03 pm EMERGENCY ▲

[Learn More >](#)

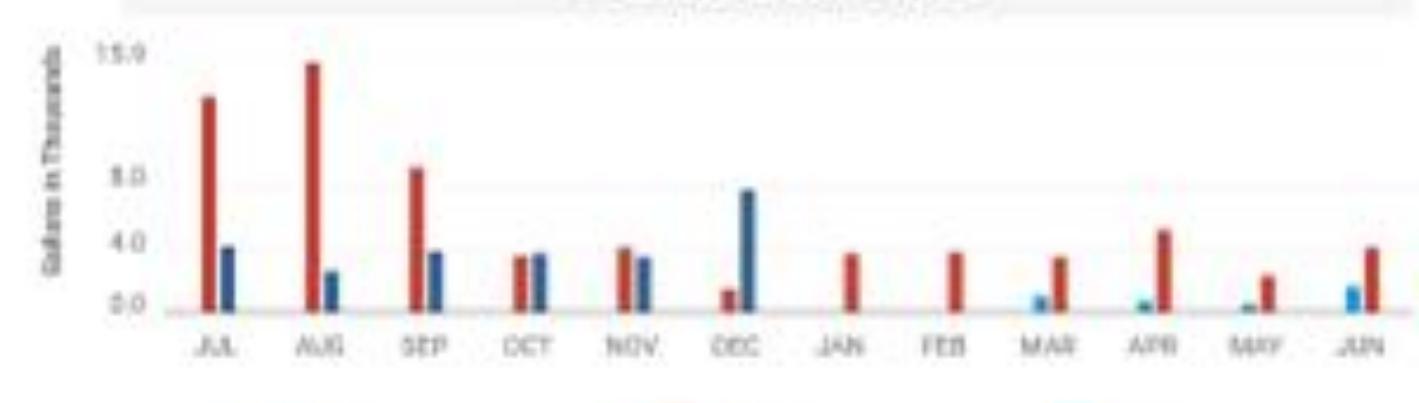
Usage Projection

Previous Month Usage	Current Month Projection	Days Left	Service Period
4,700 Gallons	19,875 Gallons	45 Days	AUG 07 - SEP 25

Usage Overview

24 Hours 20 Days 12 Months 24 Months 36 Months Neighborhood Average Usage

Data displayed for the last 2 years



Month	2017 (Thousands)	2018 (Thousands)	2019 (Thousands)
JUL	3.5	12.0	3.0
AUG	3.0	15.0	3.0
SEP	3.0	8.0	3.0
OCT	3.0	3.0	3.0
NOV	3.0	3.0	3.0
DEC	3.0	2.0	3.0
JAN	3.0	2.0	3.0
FEB	3.0	2.0	3.0
MAR	3.0	1.0	3.0
APR	3.0	4.0	3.0
MAY	3.0	1.0	3.0
JUN	3.0	2.0	3.0

Payment Locations

Find Your Nearest Payment Location

[Zip Code](#) 



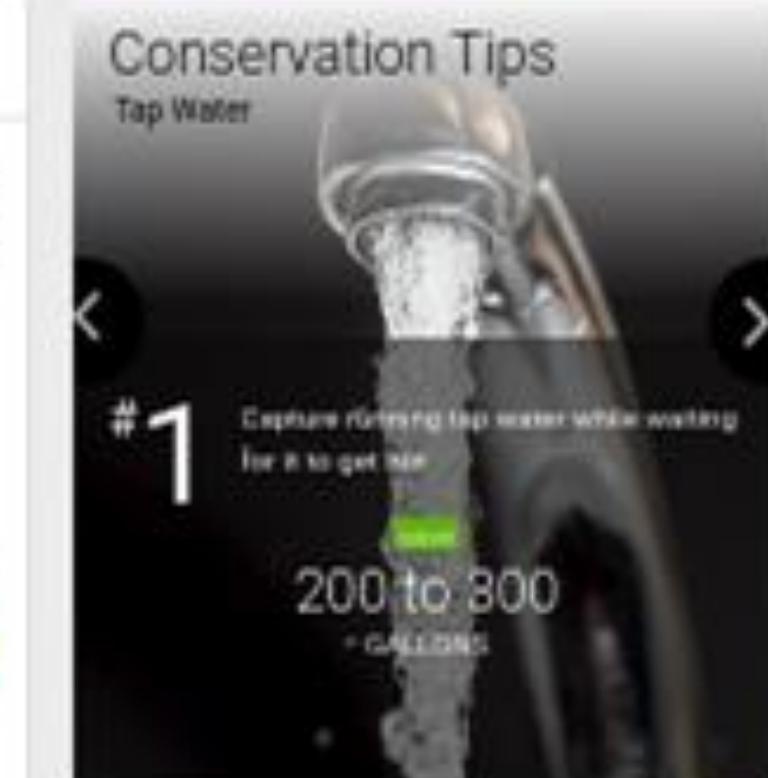
PROMOTING ENVIRONMENTAL STEWARDSHIP



Conservation Tips

Tap Water

#1 Capture running tap water while waiting for it to get hot
200 to 300 GALLONS



Detecting Leaks

If you suspect you might have a leak, our helpful resources to follow leak detection information can help you find it.

[Leak Detection Information](#) [Leak Detection Information Spanish](#)

Contact Us

Phone: 1-800-665-5600

Call 24/7 for any emergency. Water emergencies don't keep business hours. For non-emergencies, call M-F 7am-7pm.

[General Inquiries](#) [General Events](#)

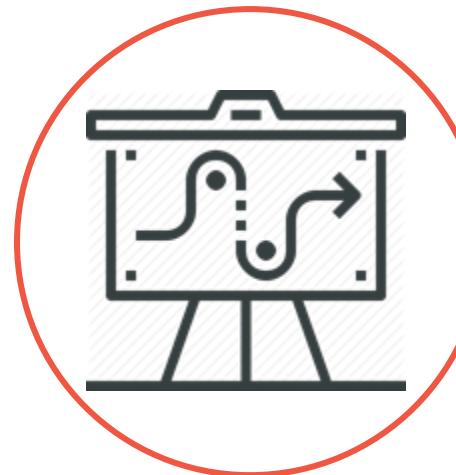
[Search for Openings](#)

[View our EEO/AA nondiscrimination policy](#)

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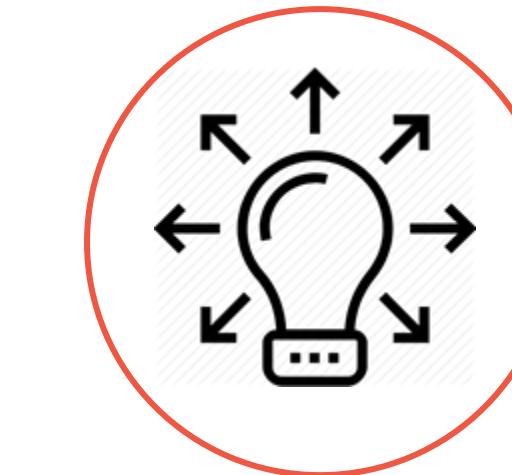
53

An interactive, personalized, voice-enabled, conversational UI-powered platform to engage over 6700 employees spread across 47 states in the US.



Business Challenges

- Rich content available, but poor dissemination
- Diverse employee base spread geographically, without a global communication and collaboration platform
- Limited online social engagement + poor metadata tagging in photo gallery
- Blogs, videos and articles published needed linking



Solution Delivered

- An experience with innovations similar to Amazon services, with comprehensive content offerings for employees
- Collaboration tools to facilitate teamwork and productivity
- Responsive across disparate devices
- Personalization and on-demand support through automation such as NLP and Chatbots
- Pages indexed for search

Intranet Screens

MENU ⚡ ⭐ Q What would you like to ask today?

Hello, Abhash Sinha

AWK 86.66 Brindletown, US 71°F Light Rain

WHAT'S NEW MY WORKSPACE RECOMMENDED GET SOCIAL

FEATURED

LogMeInRescue to be replaced with Bomgar

On Wednesday, Sept. 26, LogMeIn Rescue, used as American Water's remote support tool, will be replaced with Bomgar.

READ MORE

• • • •

What's New Today

American Water is enhancing the Employee Stock...

1 | 63 | 0

T&I career fair seeks candidates with a can-do...

2 | 44 | 0

Missouri employees raise funds for victims of human...

0 | 27 | 0

Introducing the Environmental, Health &...

2 | 32 | 2

You make ice cream possible - how AWesome is that!

1 | 11 | 0

AMERICAN WATER WE KEEP LIFE FLOWING™

Intranet Screens

My Apps

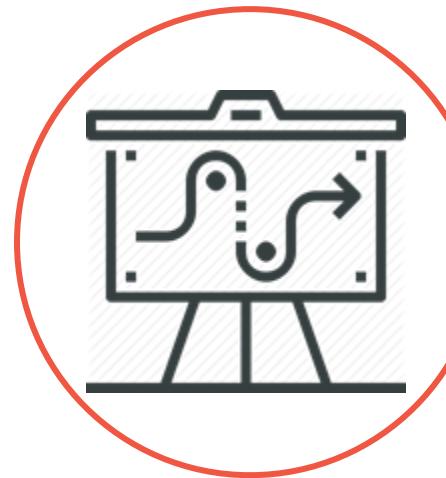
- LEARN
- MCS
- MY JOB TOOLS
- REPORT A SECURITY INCIDENT
- MY ACCESS
- MY LEARNING SUPPORT
- MY SERVICES
- PASSWORD STATION
- MORE

Recommended Articles

SAFETY	PEOPLE	CUSTOMERS	ENVIRONMENTAL	TECHNOLOGY	OPERATIONS
51 ARTICLES  01 Walter Lynch talks safety at Moving Forward Conference JAN 04, 2018 9:31 AM	323 ARTICLES  Susan Story SEP 17, 2018 2:20 PM	35 ARTICLES  Karen Cotton of ILAW leads-up new speaker series featuring American Water women focused on Customer Experience (CX) SEP 11, 2018 12:04 AM	25 ARTICLES  Moving Forward Conference 2017 MAR 15, 2017 1:42 PM	40 ARTICLES  Technology Initiatives panel at Moving Forward Conference... JAN 04, 2018 9:31 AM	421 ARTICLES  Illinois American Water hosts safety fairs during National... JUL 03, 2017 1:06 PM

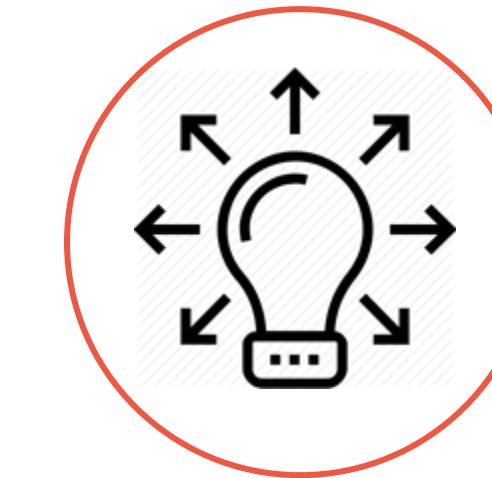
Homeowner Services

American Water Resources (AWR) offers utility service line warranties that protect homeowners against unexpected home repair costs. Accion Labs designed an interactive, intelligent and intuitive ecommerce interface for customers and agents.



Business Challenges

- Offline customer relationship management
- Information distributed in silos with no unification of claims management.
- Bundling of claims difficult to track and service
- Online customer interface absent
- No self-service feature for customers regarding claims status and other queries online



Solution Delivered

- Microservices-powered architecture for improved scalability and flexibility
- Seamless B2B platform integration
- Separate web and mobile portal access for end users and administrator
- Interactive dashboards with visualization, enabling end users to understand data quickly

HOS Screens

The screenshot shows a web browser window for American Water Works Company, Inc. [US] at https://ra.amwater.com/Citrix/AppsWeb/clients/HTML5Client/src/SessionWindow.html?launchid=1537946131822. The page displays the American Water Resources logo and contact information (Contact Us 24/7 1.855.800.5195). A 'LOGIN / REGISTER' button and a 'CART' icon are visible. The main content features a large image of a wooden staircase with a 'Welcome Home' sign that includes a humorous note about a cracked pipe and a dog swimming. Below the image, a call-to-action section encourages users to take control of the unexpected and get protected. It includes a 'GET STARTED' button and icons for various protection services: Water Line Protection, Sewer Line Protection, In Home Plumbing Emergency Program, Interior Electric Line Protection, Water Heater Repair & Replacement, and Power Surge Protection. The bottom section shows the 'The AWR Protection Process' with three numbered steps: 1. Initial consultation, 2. Diagnostic inspection, and 3. Repair and replacement.

HOS Screens

The screenshot shows a web browser window for American Water Works Company. The URL is https://qa-awrusa.amwaternp.net/products?zipcode=12345&location_code=ab7744e6-4d23-e611-9431-00155ddf6a62. The page displays a banner with three steps: 'How it works?', 'Sign Up', 'Remain Calm', and 'Sit Back'. Below the banner, there is a search bar with the placeholder 'List of program services available for this area' and dropdown menus for 'Type' (Residential) and 'Available Services' (All Services). Four service bundle options are listed:

BUNDLE	Program Name	Price
Unlimited Coverage	Unlimited Water Line and Sewer Line Protection Program	\$16.00 Per Month
BUNDLE	Water Line and Sewer Line Protection Program	\$12.49 Per Month
Unlimited Coverage	Unlimited Sewer Line Protection Program	\$11.00 Per Month
BUNDLE	Unlimited Water Line Protection Program	\$7.00 Per Month

Each listing includes a 'LEARN MORE' button.

HOS Screens

The screenshot shows a web browser window for American Water Works Company. The URL in the address bar is <https://qa-awrusa.amwaternp.net/payment>. The page title is "Cart Service Line Warranties | Am". The header includes the American Water Resources logo, contact information (Contact Us 24/7, 1.855.800.5195), a shopping cart icon with 1 item, and a welcome message for "Shree". A "Payment" section displays customer details: "shree rana", service address "123 EE, R, NY, 12345", and billing address "EE 123, R, NY, 12345" with an "EDIT" link. Below this is a table showing "Amount Due Now": 1 Service (\$12.49) and Taxes (\$0.00), totaling \$12.49. A note states "Represents Monthly Charges. All amounts are in US dollars". The "Select a Payment Method" section shows a selected card ("Vinay | Visa - 09/2018") with the last four digits "4242" and an option to "Add Payment Method". Other payment options like "Credit Card" and "Bank (ACH)" are listed. The right side of the page has a "NEED HELP?" section with links to customer service (1.844.427.4687), refund policy, privacy policy, and secure payments (SSL). The bottom of the page features decorative triangles.

Accessibility

Our Approach to User Testing (/Accessibility)

Design Strategy & Roadmap	Product Vision Deep Dive	Design Solution & Architecture	Design	Build	Test
<ul style="list-style-type: none">Identify the maturity level of User Testing /AccessibilityInclude it as part of the IDLC process	<ul style="list-style-type: none">Identify the standards to be met. Example WCAG/ ADA/ Section 508/ ISO 9241-11:2018	<ul style="list-style-type: none">Define the level agreed upon. (specifics of WCAG, A/AA etc)Define the right UI framework/ library	<ul style="list-style-type: none">Use plugins in the design tool (Figma-Contrast)Follow Design principles (JN 10 heuristics)WCAG2.1(Level A)UK Home Office Guidelines	<ul style="list-style-type: none">Use Semantic HTMLInclude ARIA attributesBuild Responsive Design	<ul style="list-style-type: none">Quantitative User Test with defined UX metrics to measure Experience DesignTest with Screen readers like JAWS, NVDA, VoiceOverManual / Automated

Accessibility Services

Advisory Services

- Define Roadmaps.
- Suggest on the next steps taken by looking into the app and its architecture.
- Suggestion on Ally guidelines

Architecture Consulting

- Architecture reviews.
- Suggestion on the practices, tools, libraries.
- Suggestion on Ally guidelines

Support Services

- Testing with help of inhouse accessibility tools - Nexial

Implementations & Integration

- End to end implementation experience
- Integration of voice tools

Testing

- Manual testing with help of Screen Readers.
- Automation testing to enhance code coverage.

Audits

- Accessibility audits for customer websites
- Accessibility solutions
- Detailed reports



Case Study : End to End Accessibility Solution

Customer Profile

- It is a nonprofit organization whose members include more than 200 law schools throughout the United States, Canada and Australia
- It enables students to take Law exam preparations and help them with guided contents and mock/live exams.
- It has over 50k live students who takes the tests simultaneously every quarter.

Challenges Faced

- Requirement of a modern UI of web application
- Their major focus was on adding accessibility in their existing website for students to take up tests.
- They came up with an idea of having core platform for content creators having accessibility as a primary constraints.

User Interface

HTML5, CSS, JS, ReactJs, Redux, Jest, Enzyme

App Services & Integration

REST API integration, MSAL, JSON

Databases & Indexing Engines

Microsoft Azure

Testing Tools

Selenium, Appium, JAWS, NVDA, Postman, Vox Reader, Axe Tools

Solution Delivered

- Accessibility taken as a primary constraint from the design phase. UX provided to the customer is accessibility tested.
- Accessibility tickets were created for the devs while doing the new module so as to put attention towards accessibility while development phase.
- Various tools were utilized to make sure accessibility tested by developer end itself.
- Manual and Automation testing were given a major emphasis while testing any new module specially on accessibility.
- Automation testing is linked with code coverage which is coupled in CI/CD.
- Few libraries were also used to give the Automated results of Accessibility inside the application.
- Reports with every release were provided to put attention on coverage of Accessibility across the apps.



Case Study : Accessibility Re-architecture

Customer Profile

- It helps students in suggesting Colleges, University for higher studies.
- It has a platform and connectivity with different colleges and universities across the globe with which students can prepare for their courses and preferred institutes.
- It also has career progression program where it connects students with various companies for internship/full time jobs.

Challenges Faced

- Their website was already live and lacks accessibility capabilities.
- Their architecture was bounded with a library which did not have accessibility capabilities.
- They were looking for re-architecturing and Accessibility testing.

User Interface

HTML5, CSS, JS, ReactJS, Redux, Jest, Enzyme

App Services & Integration

REST API integration, MSAL, JSON

Databases & Indexing Engines

MongoDB

Testing Tools

Selenium, JAWS, NVDA, Postman, Vox Reader, Axe Tools

Solution Delivered

- Accessibility based UI libraries were suggested to be implemented.
- Existing tech team was trained to write Accessibility based code.
- Code written by the developers was unit tested.
- Various tools were utilized to make sure accessibility tested by developer end itself.
- Additional Accessibility testers were added to test and provide solutions to the tech team.
- Testers implemented libraries with the automation scripts so as to provide the % of code coverage w.r.t to Accessibility.
- Reports with every release were provided to put attention on coverage of Accessibility across the apps.



Case Study : Accessibility Testing

Customer Profile

- It is a software & data company which provides data for companies and business individuals.
- It has patented technology identifies the names of people mentioned on business-related websites, and automatically organizes their employment history into a ZoomInfo profile.

Challenges Faced

- Their website lacks accessibility capabilities.
- They were looking for Accessibility testers who can give them insights on Accessibility and also who can give them training on accessibility compliance.

User Interface

HTML5, CSS, JS, ReactJs, Redux, Jest, Enzyme

App Services & Integration

REST API integration, MSAL, JSON

Databases & Indexing Engines

MongoDB

Testing Tools

Selenium, JAWS, NVDA, Postman, Vox Reader, Axe Tools

Solution Delivered

- Manual and Automation Accessibility testers were provided.
- In phase 1, the reports were shared with the customer on all their platform websites.
- In phase 2, the basic trainings was provided to their tech team.
- In phase 3, identified issues were fixed with help of solutions provided by core team.
- Lastly, builds were tested extensively by the testing team after every release.
- Reports with every release were provided to put attention on coverage of Accessibility across the apps.

User Research Engagement

Project Overview - DDI - Pinpoint

The screenshot shows the Pinpoint Administration Dashboard for the client 'Samsung'. The dashboard has a dark header with the title 'Pinpoint Administration Dashboard' and a 'Hide X' button. Below the header is a 'User Search' bar with a placeholder 'Name, Email, or ID' and a search icon. To the right of the search bar is a 'Release Notifications' section with a 'View' button. On the left side, there is a vertical navigation menu with the following items: DASHBOARD, CLIENT SETUP, USERS, CX TOOLS, ROLES, PORTFOLIO, SUBSCRIPTIONS, CONTENT, TESTS, ASSESSMENTS, EMAILS, PROCESSES, EVENTS, and REPORTS. The 'ASSESSMENTS' item is checked. At the bottom of the dashboard, there is a callout box with the text: 'Looking for help with something? Check out the Pinpoint Help Tab on the right'. A small orange circle with the number '11' is located at the bottom right corner of the dashboard area.

Workshop Plan

Timeline	Phases	Activities Planned	Team Structure
Week 1	1. Discovery / Understanding Requirements of Current System	Pinpoint system walkthrough, dependent applications on Pinpoint, Helpdesk calls, other primary research documents analysis, QUM of Pinpoint	1. User Experience Architect 2. User Experience - Junior Researcher
Week 2	2. User Research Plan and Strategy	Create Research Plan, Research Method, Measure Of Success, Task based scripted Interview Questionnaire based on the existing application, Identify Sample Group	1. User Experience - Senior Researcher 2. User Experience - Junior Researcher
Week 3	3. User Research Execution Plan	Detail out Personas, Conduct Interviews, Collect important data points	1. User Researcher - Moderator 2. User Researcher - Interviewer 3. User Researcher - Observer/ Note Taker
Week 4	4. User Research Conclusion	Synthesize data and share Insights that help define the features and functionalities for the future system	1. User Experience - Senior Researcher 2. User Experience Architect 3. Interaction Designer
Week 5	5. To be Product Vision	Finalize the MVP for the new product, create rapid prototype and along with development execution plan	1. User Experience Architect 2. Interaction Designer

Deliverables

Timeline	Phases	Deliverables	Participants
Week 1	1. Discovery / Understanding Requirements of Current System	<ol style="list-style-type: none">1. As-is Application QUM Report2. Dependent Applications Analysis Report3. Helpdesk Calls Analysis Report	Product Owners, Marketing Head, Product Designer, Business Stakeholders
Week 2	2. User Research Plan and Strategy	<ol style="list-style-type: none">1. Product Vision Report2. Research Execution Kit3. Research Sampling Report	Product Owners, Marketing Head, Product Designer, Sample Users
Week 3	3. User Research Execution Plan	<ol style="list-style-type: none">1. Persona Identification Report2. User Journey Maps	Product Owners, Marketing Head, Product Designer, Sample Users
Week 4	4. User Research Conclusion	<ol style="list-style-type: none">1. Information Architecture Report2. Design System - Level 1 (Basic Hygiene)	Product Owners, Marketing Head, Product Designer, Business Stakeholders
Week 5	5. To be Product Vision	<ol style="list-style-type: none">1. Low Fidelity Wireframes2. Rapid Prototype	Product Owners, Marketing Head, Product Designer, Business Stakeholders

Deliverables Definition

DELIVERABLES	DEFINITIONS
As-is Application Analysis Report	Document highlighting the friction points identified from the existing system
Dependent Applications Analysis Report	Document outlining the dependencies with other applications on the future to-be system
Helpdesk Calls Analysis Report	Document to understand User needs and blocks
Product Vision Report	Document on the business value and needs and measurement of ROI
Persona Identification Report	Document to outline the specific users from the Target Audience
User Journey Maps	Document with Scenarios, User Goals and Tasks
Information Architecture Report	Document with Navigation Flow, Menu Structure, Work Flows
Design System	Document with design language and UI components styling to be followed during implementation
Rapid Prototype	Figma click through prototype based on the insights from the research activity
Development Plan	Design handover and development execution plan

Fleet Cost & Care

A case study on design user research engagement scenario at Accion Labs

Fleet Cost & Care Customer Overview

Fleet Cost & Care is affiliated with the JJ Curran Crane Company with 70 plus years of experience

NexGen is designed by fleet owners, for fleet owners to help heavy equipment rental companies operate more efficiently

Currently the software is being used by 40 of the top 100 crane companies listed in American Cranes & Transport Top 100 list

Serve businesses all over North America, the Caribbean, Africa, Australia, and New Zealand to help them achieve more from their fleets



In NexGen, you can quote and schedule jobs, add or remove equipment, view daily, weekly, or monthly schedules, and perform all of the back office administrative tasks required by your business

The Ask-User Research & Design Consulting

The opportunity was to re-engineer and modernize the legacy NxtGen equipment management system

The project was planned to start with a design discovery workshop at onsite, and then continue with design and build at offshore

Phase 1 completed with CPQ (1/19 modules of NextGen application)

Phase 2 tentatively to start from June 2023 with 3 scrum teams running in parallel

Ux Architect to start a workshop for Phase 2

Fleet Cost & Care - Defining the Visual Language

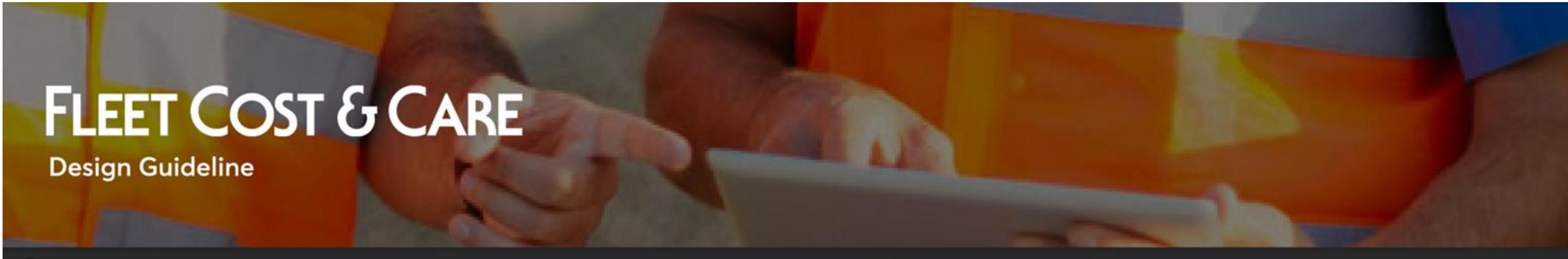


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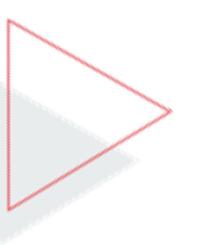
Interface Design Execution Framework

- a. Grid System
- b. Redline Specification
- c. Atomic System

UI Components Library

Templates

Inclusive Design Principles



Fleet Cost & Care - Creation of Templates

Atomic Design

Pages

Following the completion of the templates, we proceed to the final stage of the atomic design - pages. Pages are particular applications of templates. To accurately portray what a user will eventually view, placeholder material is replaced with genuine, representative content.

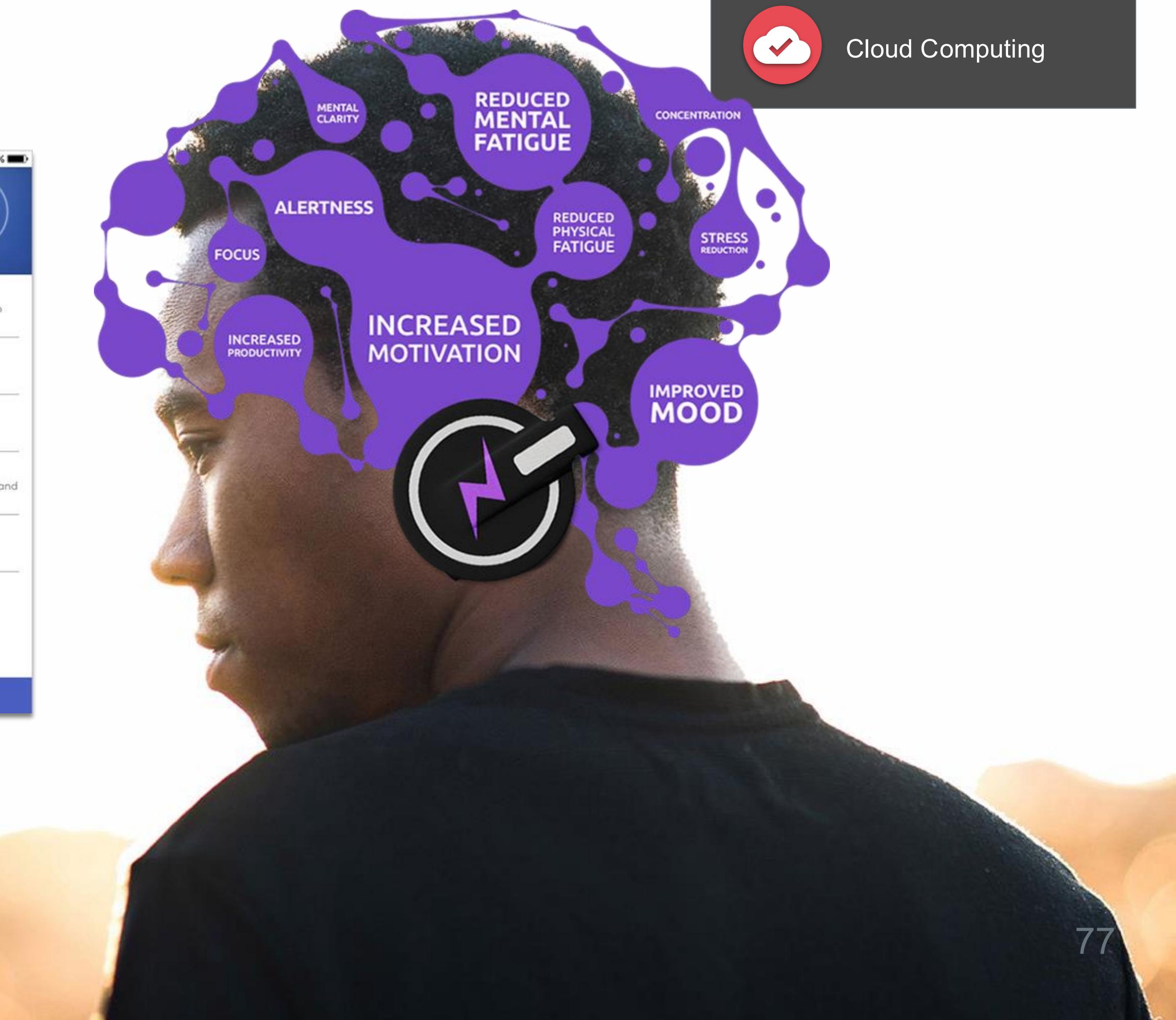
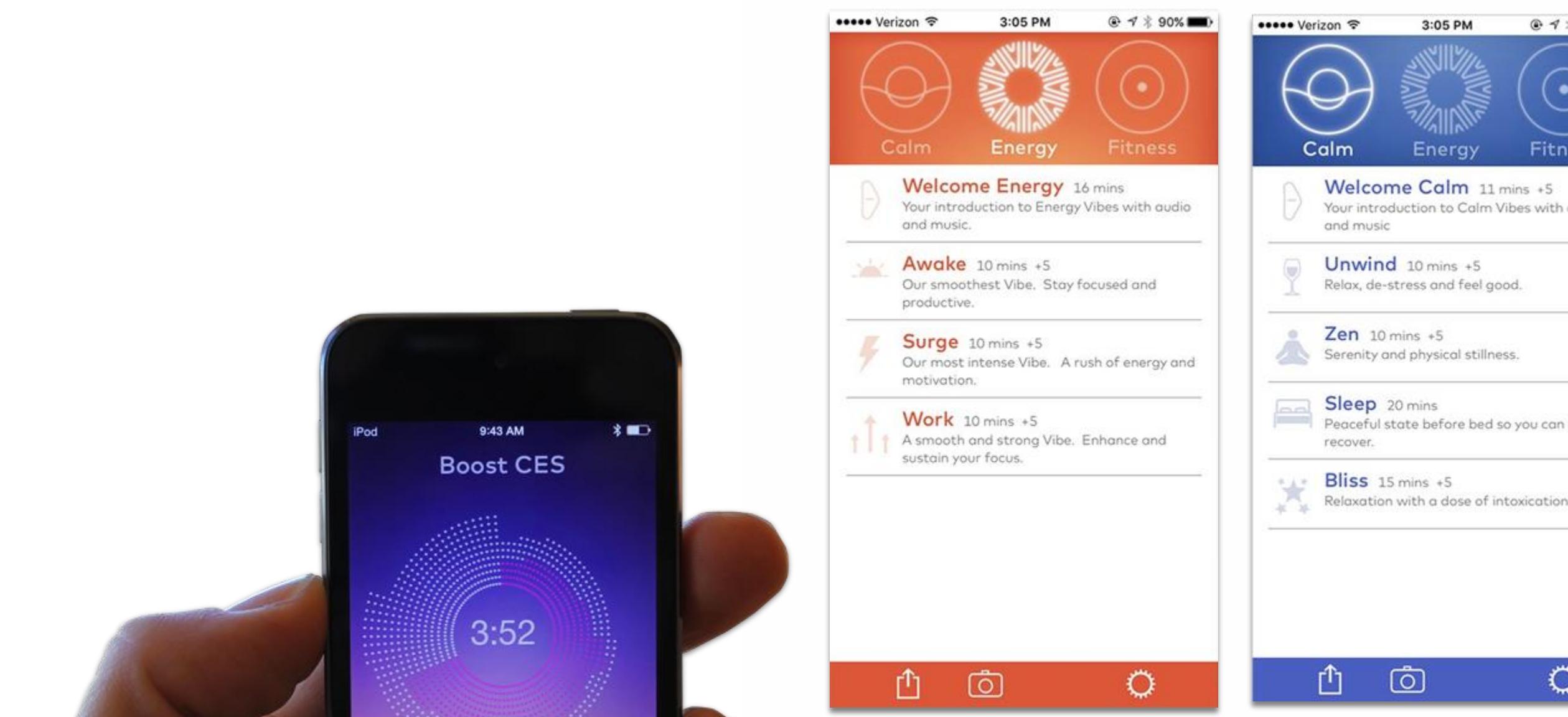
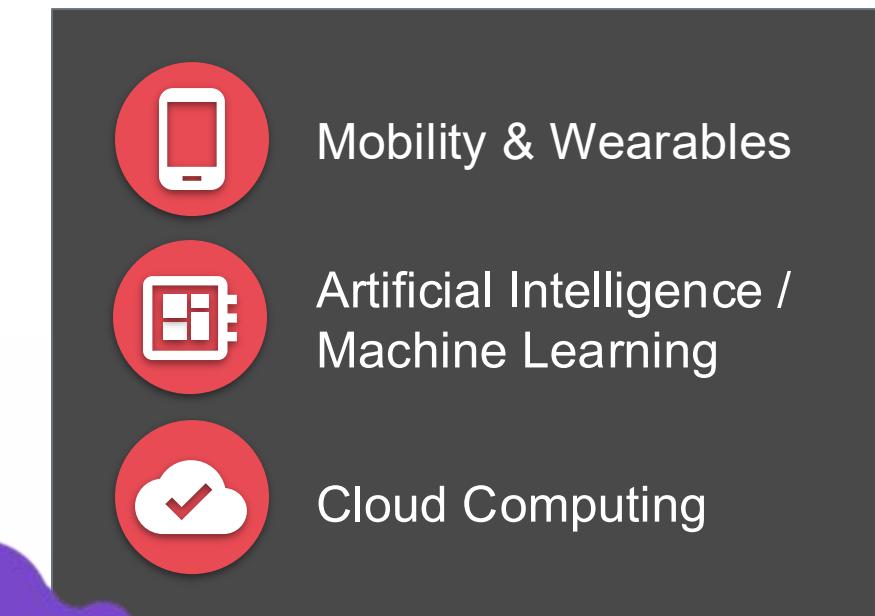
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A wearable device that reduces stress!



Thync is a technology platform that includes a wearable patch, a mobile app and a data platform using AI/ML, that stimulates the wearer's sympathetic nervous system to energize or calm the mind

The technology is now undergoing clinical trials to evaluate it as the first digital drug to treat psychosomatic diseases such as Psoriasis



The Concept

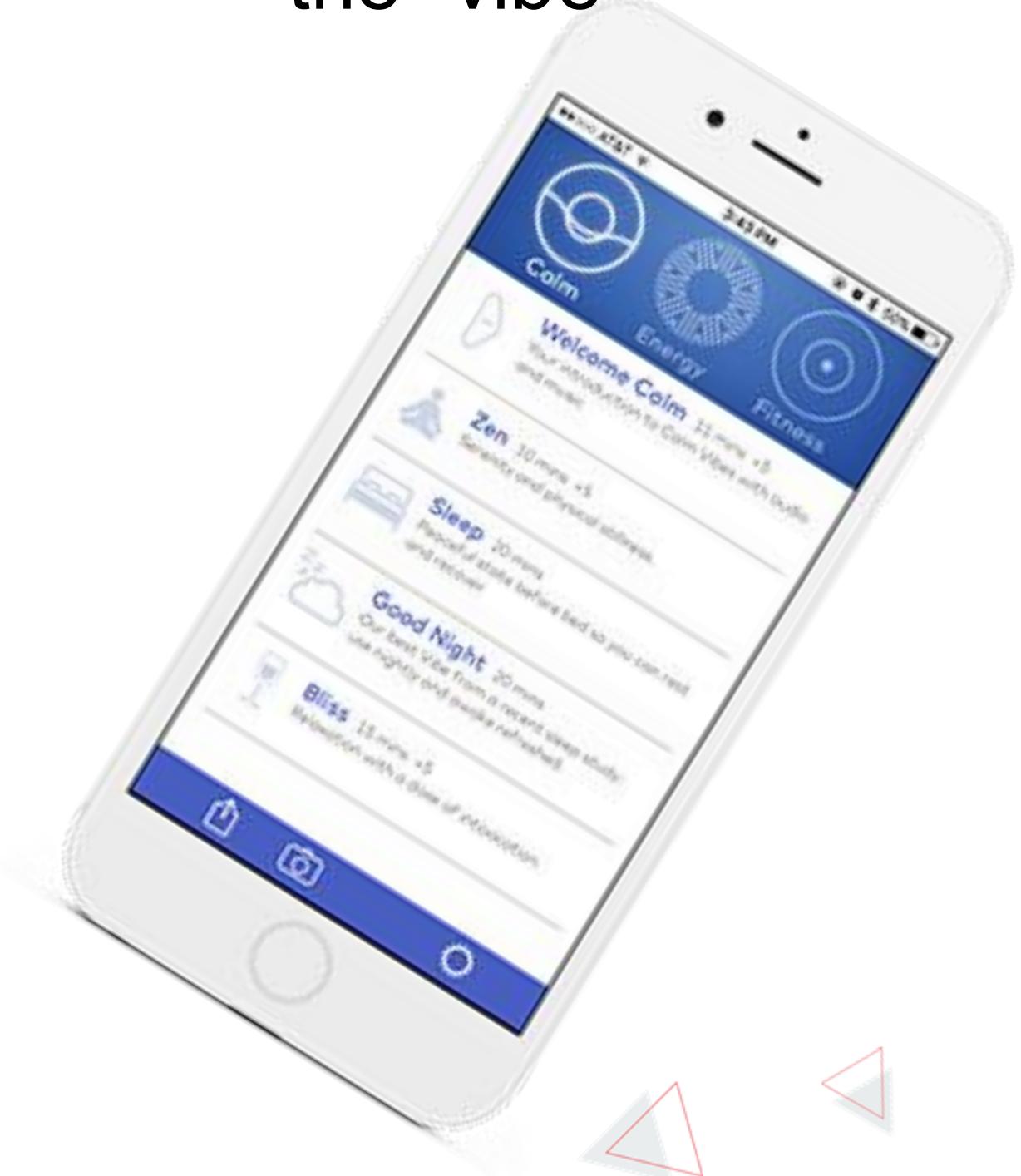
A mood altering device and a mobile app!

User wears the module
on the forehead



Strips embedded with
data and signature
connected to module

Mobile App provides
control system to control
the “vibe”



Accion Innovation Center with UX design partner helps define the product

Workshops & Research

- Onsite design thinking workshop with product owners to understand the concept, target audience, and core technology capabilities
- Partner team conducted market research & competitive analysis
- Partner team conducted user interviews, usability analysis with focus group

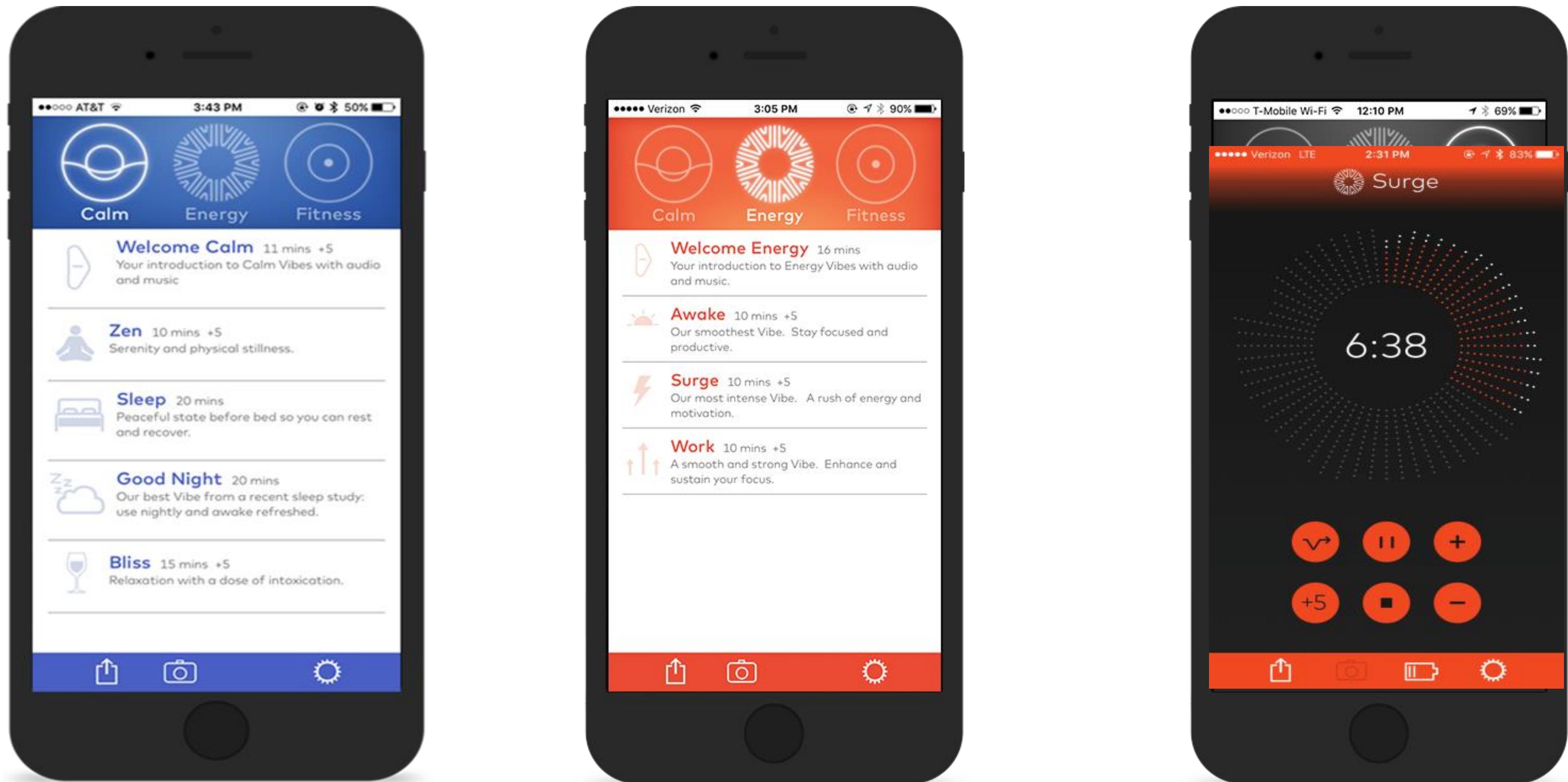
Product Features & Requirements

- Information architecture was developed jointly between product owners, Accion Labs' and partners
- Epic-level stories were defined along with MVP scope
- User scenarios and flows were created by a partner team and validated by Accion Labs'

Product User Interface Design Language

- Navigation Design and Layout Templates
- Mockup of workflows
- Static Prototype
- Design Language

UI Design Mobile App Prototype



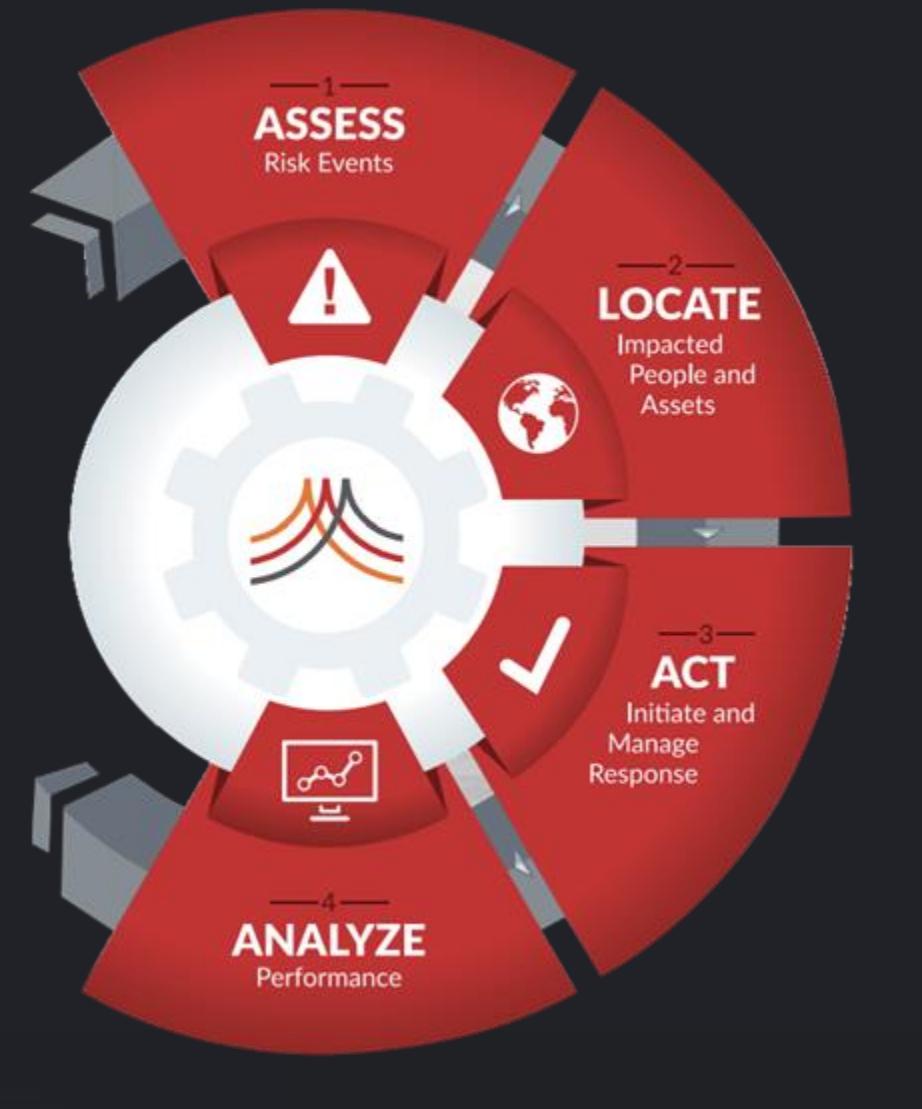
Critical Event Management Platform

Critical Event Management (Cem) Software automates the process of managing critical events in one cohesive platform



Features:

- **Assess** - potential threats with Everbridge Risk Intelligence, that leverages over 20,000 sources of risk event data from global news, law enforcement and social media providing both global and hyper-local information
- **Locate** - using dynamic correlation of risk events in relation to where employees, facilities, suppliers and other operational assets are to instantly identify potential impact. Everbridge dynamically locates people using multiple methods and assesses threats based on where people really are not just a static office or home location
- **Act** – using orchestration with automation ensures that even when people are not watching for threats, the system is. SOPs, communications and action plans can be automated during a crisis in order to speed up response and ensure that the appropriate action is taken for a particular threat
- **Analyze** – analytics throughout the process to identify delays or bottlenecks in resolving events, with metrics for managing process improvement over time



Thank You

For more info please visit www.accionlabs.com

Or contact us via email to innovate@accionlabs.com