

# Centric PLM Redesign

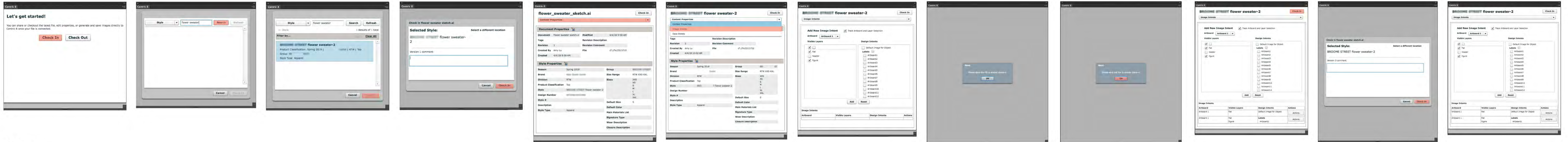
## The Problem

When I was freelancing at a fashion company, one of the tasks I was hired to do was utilizing a product management system called Centric 8 PLM to upload and manage product's assets (images and files). One of the tasks that really frustrated me was checking in images from Adobe Illustrator to Centric PLM using the system's plug-in. This project explores this specific use journey through a redesigned process to improve the user experience. This redesign was based on my own research and usage.

By: Amy Lu  
(April 2018)



# Centric User Journey Map: Checking in Images into a Product



## Steps:

1. There are two options: Check In and Check Out. User clicks “Check In”

2. In the blank box next to “Style”, type in the name of the style to open. Click “Search”.

3. System brings up a list of searches. There is only 1 result for this search. The user clicks on the style to select it.

4. Then click “Check In”

5. System brings up the “Check in” screen with input field for comments. The user proceeds without any comments by clicking “Check In”.

6. A new screen loads: Document Properties and Style Properties content.

6. The user clicks on the drop down “Context Properties” to change view to “Image Intents”. Note: The name of the file changed from flower\_sweater\_sketch.ai to Broome Street Sweater 2.

9. A warning box pops up prompting the user to save the file to enable check-in. The user clicks “OK”

10. The user clicks ok.

11. The user goes into Adobe Illustrator and saves the file.

12. Then the system goes back to the screen the user clicked “OK” from step 10. The user needs to click Check in again

13. System brings up the screen to write comments again for this check in. There is a small caption on the top: “Check in flower sweater sketch.ai”. The user doesn’t write any comments. The user clicks “Check In”

14. System goes back to step 8’s screen again, with no confirmation screen or preview of what the user had checked in. The user goes into Centric PLM. Refreshed the folder. The files are checked in.

## Opportunities:

- Is there a way to differentiate the 2 buttons? So the user doesn’t accidentally click on the undesired one.

In the case where there is a list of styles, it would be nice to preview thumbnails so the user can quickly glance at the list and see the style that needs check in

There is a small caption on the top: “Check in flower sweater sketch.ai”. Hard to see. I didn’t know I was checking in AI file first.

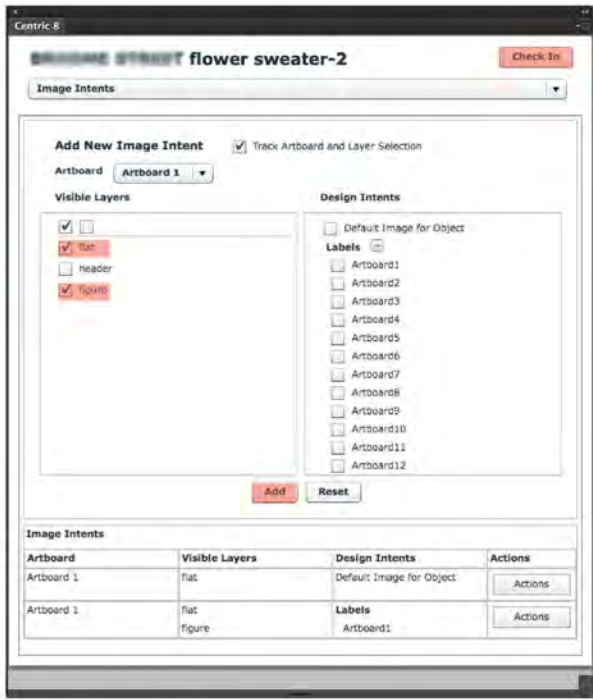
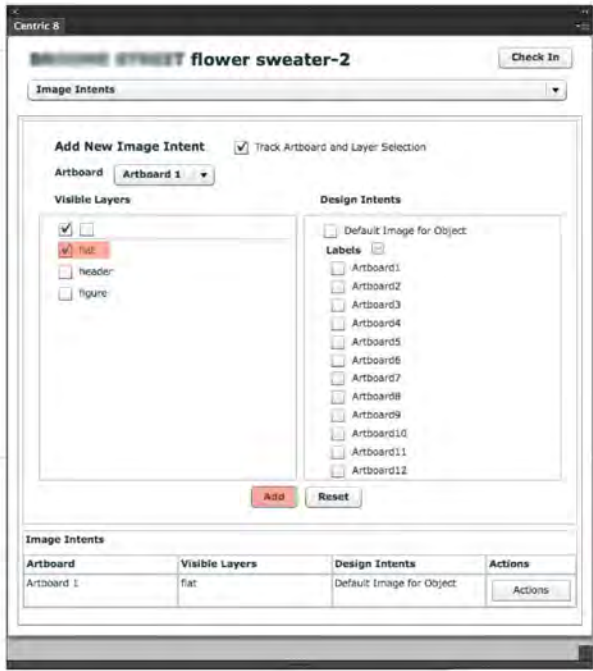
The “flower\_sweater\_sketch.ai” file at the top in bold. “Check in” button is at upper right, as user is scanning from left to right and bottom, they are inclined to click check in without parsing through the densely packed information.

It would be nice to have been instructed to save the file instead of being warned.

I don’t remember what I am supposed to do next. Did I check in already? Oh I didn’t save the file. Now I saved the file. (big memory overload here)

There is a small caption on the top: “Check in “flower sweater sketch.ai”. Same as first check in, if the user is checking in images and not AI file, why does the caption still say “flower sweater sketch.ai”?

Hmmm... I almost checked in again, if I weren’t looking at the screen at the showing status from step 17. I remembered I caught a glimpse of the status of the action.



7. The user unchecks “figure” (to check in image without figure first). Check “Default Image for Object”. Then click “Add”

8. I click “Check In”.

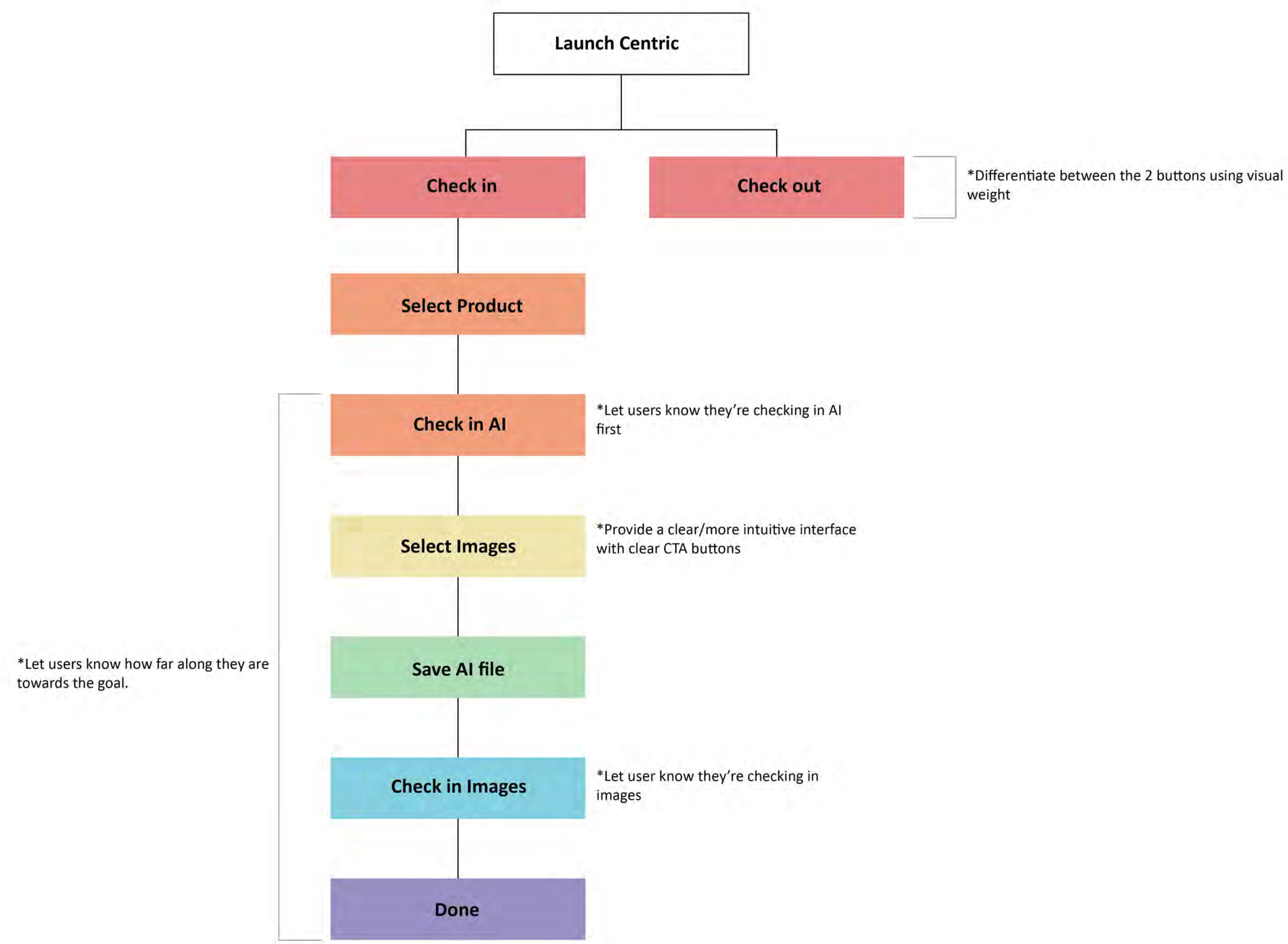
I see my actions reflected in the Illustrator file, but did not see this reflection until I did a couple of trials using the application. It would be nice to the preview my selected actions as my eyes are on the current application and not on Illustrator.

For a first time user, it’s hard to know what to do first. I had to unclick and click the boxes to choose the images I want.

“Check in” button is at top right, it is hard to see this button after completing the tasks in a vertical orientation.



# Centric Information Architecture



## Main Issues:

1. Provide Visibility of System Status
  - Let the user know where they are during the process, what actions they've done, and what they should do next.
  - Give users appropriate feedback according to the action they've performed (Step 10, Step 12).
2. Create Visual Hierarchies
  - Using visual elements such as font weight, color, to highlight priority (Step 1, Step 7)
  - Using visual direction to create user flow that presents important elements along the scanning path with CTA button at the end (Step 5, Step 7)



Ideation

open AI  
↓  
open file.

Flower-sweater sketch ai

default page

Context properties

Image intents

Data sheets

check the below if you would like to make any corrections.  
Otherwise click check in.

name

image name / metafile

image intent

search properties

image intents

data sheets

proceed to image intent check in.

proceed to data sheets check in.

if it's different methods to enable check in, which to pick?  
Show

format

image intents

Data sheets

check in.

location

image intent

step 1 → step 2 → step 3

flower sketch

choose, check in format: image intents

cancel

check in

Name

Tags

Revision 1

created by

created 4/11/18 9:58 am

modified 4/11/18 9:58 am

revision description

revision comment

file CF 1141255710

Step 1:

Check in flower sweater sketch ai file to Dos & comments

this is big call to action

add comments?

proceed w/o comments.

title:

IMAGE INTENTS

choose layers

☒ Flat

☒ make default Image for Object.

☐ header

☒ figure

APD

Reset

check in

image intent

Flat

figure

make default picture.

add labels

Flat

make default picture.

add labels

check in image intents

name

choose layers

☒ Flat

☐ header

☒ figure

image 1

☒ Flat

☒ figure

add labels

make default Image.

image 2

☒ Flat

add labels

check in

cancel

check in images

add

artboard 1

+ multiple

check in AI file

style: Unique flower sweater-2

change style

check in file.

file name: flower sweater-sketch.ai.

file location: Unique flower sweater-2

change to another style.

selected style:

style: Unique flower sweater-2

check in flower sweater sketch.ai.

cancel

add comments:

check in flower sweater sketch.ai.

checking change location.

style:

add comment (optional)

cancel

check in file

track artboard & layer selection

label = artboard 1 o artboard 2.

more...

add label

add

Thumbnail

Thumbnail

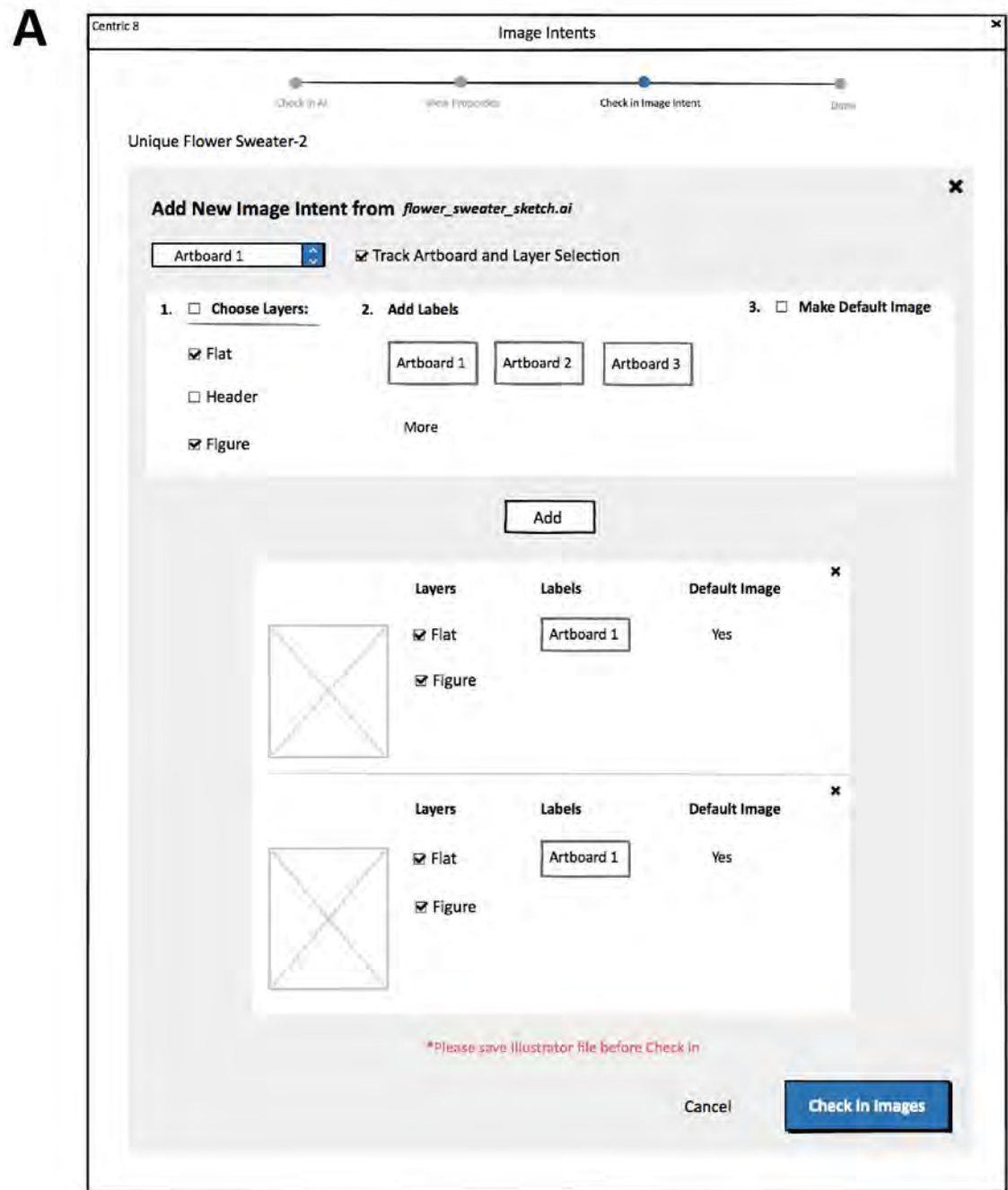
check in

add to cart.

note

check in

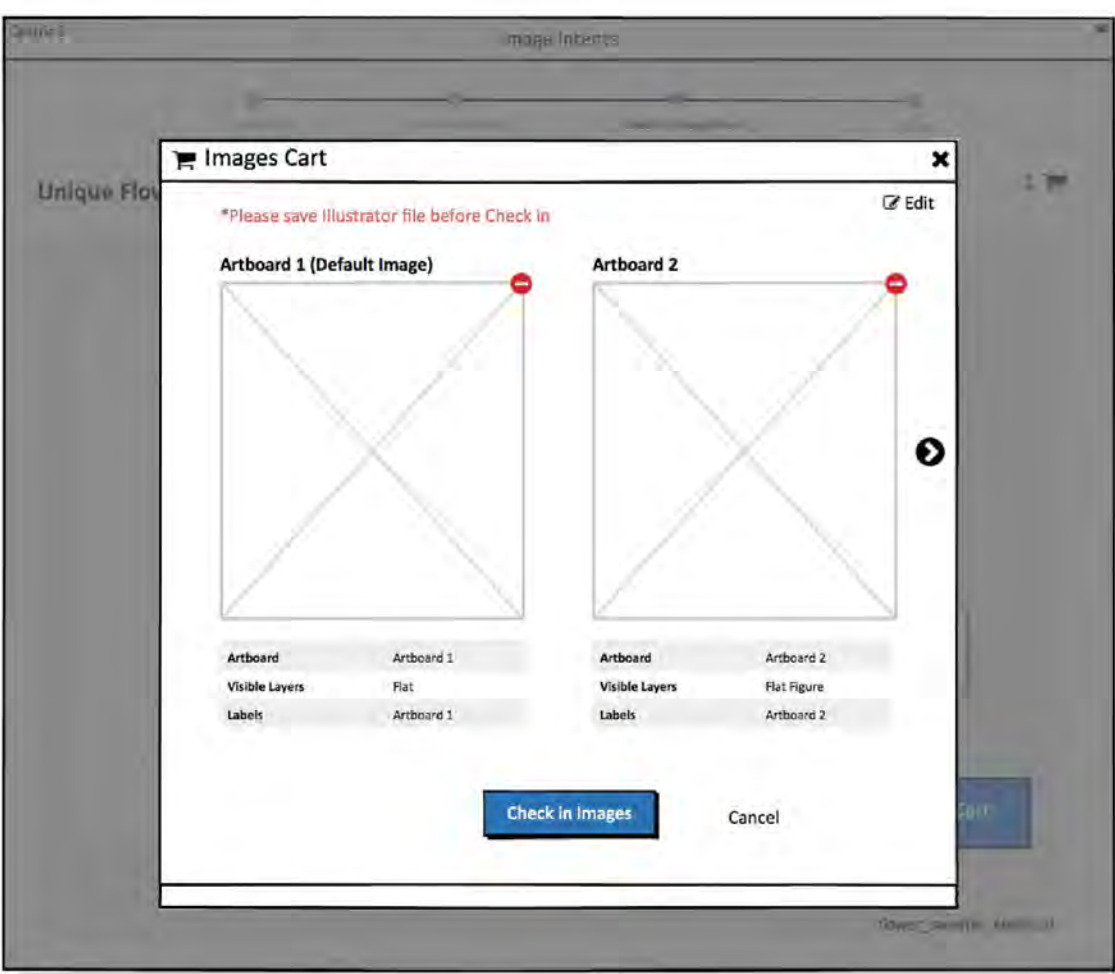
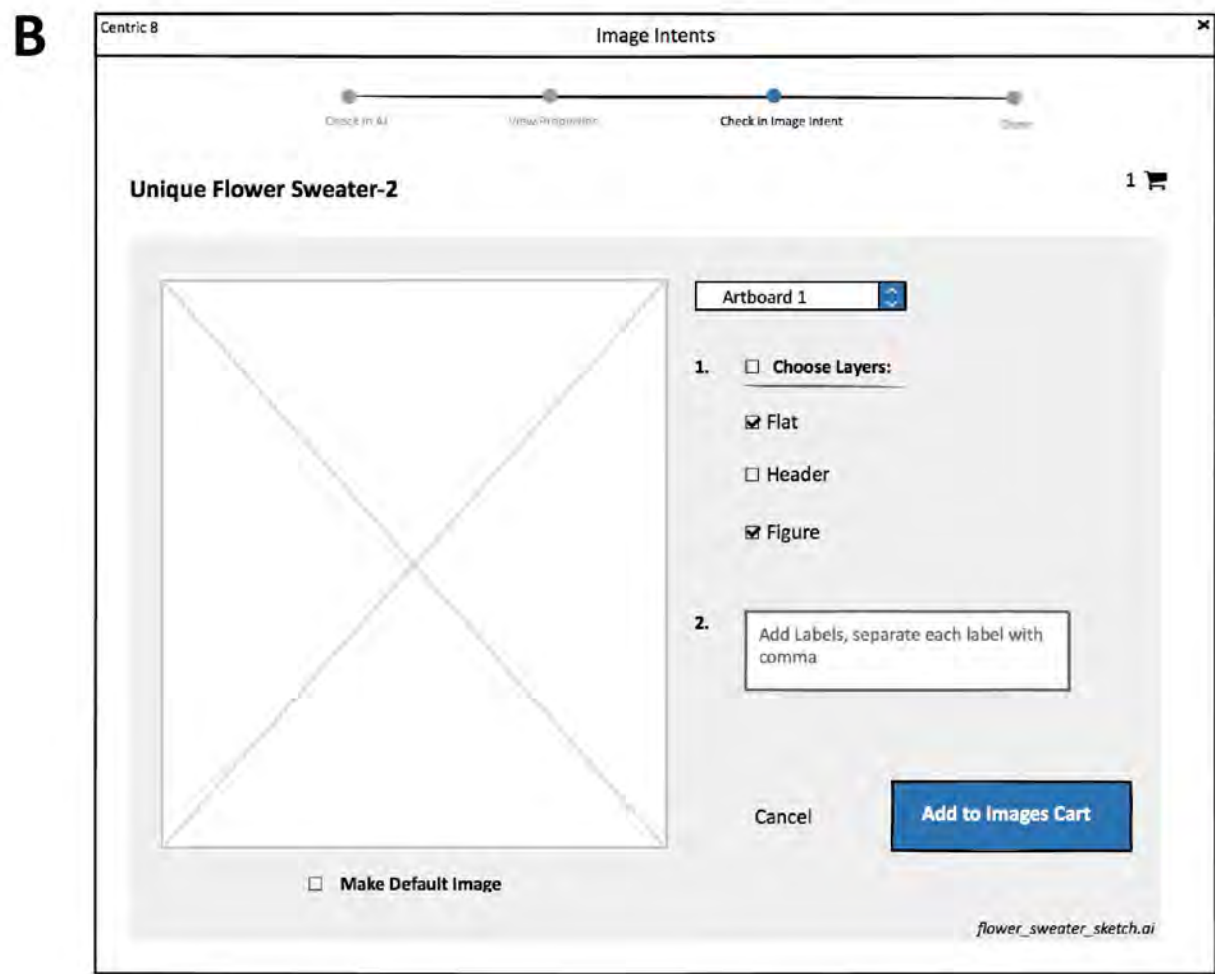




I followed the original visual layout but tweaked the components.

- Added a preview thumbnail to the images so users can see the images they are checking in.
- Placing the checking in button at the bottom right also addresses the visual direction. The users' eyes flow naturally from left to right, top to bottom, so placing the checking in button at bottom right allows the users' eyes to naturally scan, click, and arrive at their final destination.

1. Image Selection Redesign



Since users are selecting different images from layers in AI and then adding them to check in, this can be visualized as shopping for different items and adding them to cart.

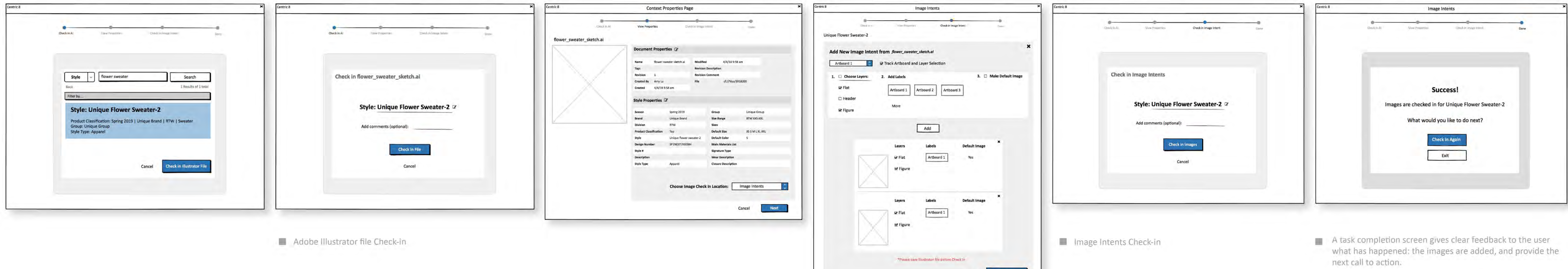
- After selecting different images and adding them to cart, user clicks on the shopping cart icon at upper right and views the images before checking-in. This splits the original screen into two steps to alleviate information overload on the original screen.



# Final Wireframes p.2

## 2. Provide Visibility of System Status

- I’ve added a progress bar at the top to let users know how far along they are to finishing the task.
- There are two check-in’s that occur. The first is a file check-in, and the second is image check-in. Although this seems to be a very minor issue, the differences weren’t noted on the original screens. The buttons now read as “Check in Images” or “Check in File”, and the upper left header also reaffirms the user of the action.





# Final Wireframes p.3

## 3. Create Visual Hierarchies

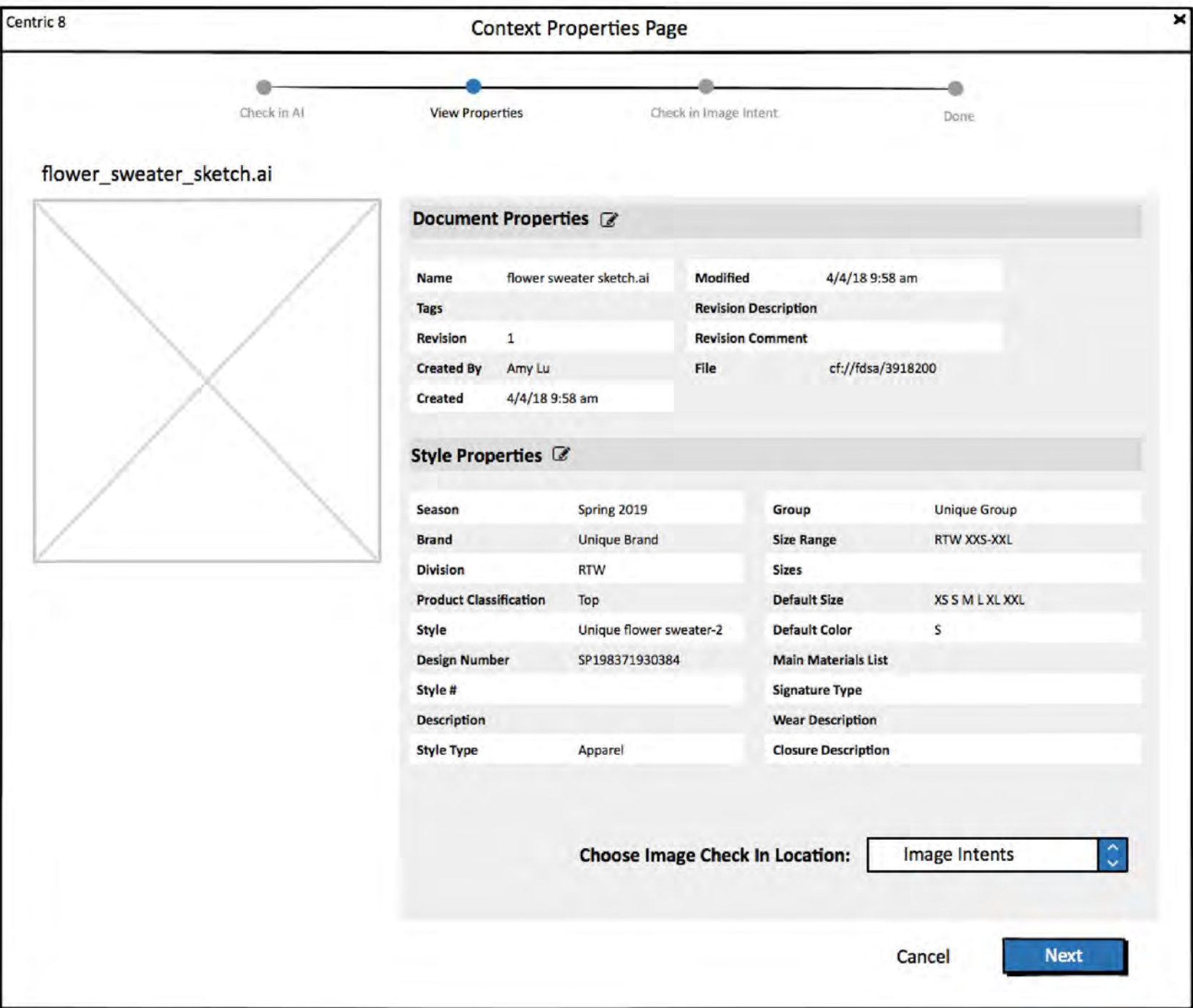
- Adhering to the natural eye’s reading pattern from left to right, and top to bottom, I changed the check in button from top right to bottom right. This allows the user to scan the page for any incorrect information and then proceed to the next steps.

Context Properties Page

Image Selection Page



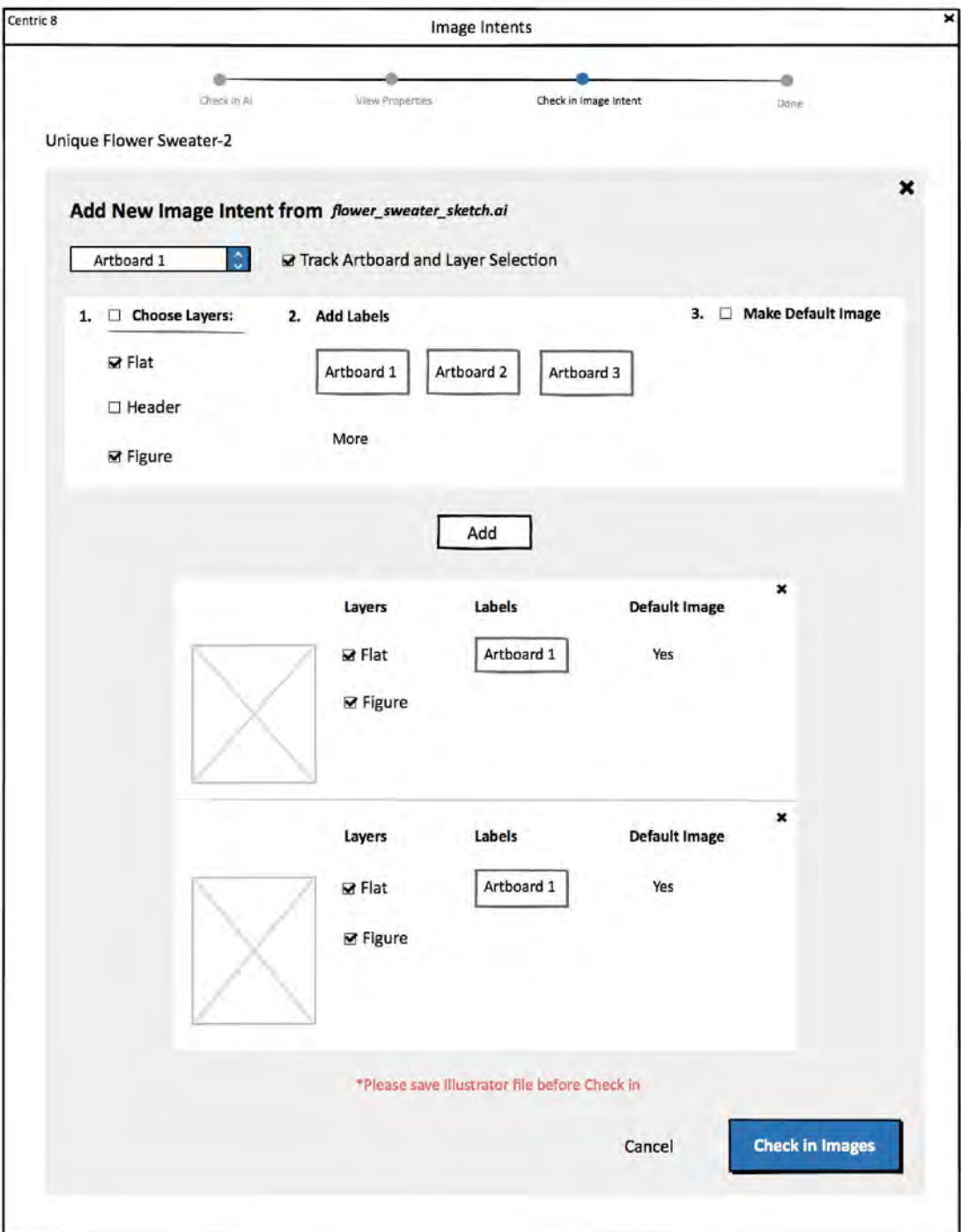
BEFORE



AFTER



BEFORE



AFTER