eero

Home Management System

Designed by Anthony Ayers

Lean Personas

Sam Pillage

Quick Witt

Thinks with his Heart

Excited by new things

"Martini. Gin, not vodka, obviously. Stirred for 10 seconds while glancing at an unopened bottle of vermouth."

Goals

- Follow in his father's footsteps to become a world class Tailor.
- Spend as little time possible worrying about house maintenance.
- Save the world from an eccentric criminal mastermind.

Age: 26
Work: Tailor
Family: Bachelor
Location: Kentucky
Character: Rich Show-off

Frustrations

- Not knowing if he's left the door unlocked.
- The constant break-ins.
- Leaving the lights on while he's away.

Personality

Introvert	Extrovert
Thinking	Feeling
Sensing	Intuition
Judging	Perceiving

Bio

Always been quick to leave the house. Even when I was little I'd take any chance to run away from my folks. Mostly because of my Dad though. He'd constantly be abusive towards me and my Mum. So as soon as I could run I was out that door, never thought to shut it on the way out. Guess the habit stuck with me.

Lean Personas

Flagella Blust

Doesn't put up with nonsense

Slow to anger

Strong Witt

"Though we adore men individually, we agree that as a group they're rather stupid."

Age: 31
Work: Actress
Family: Widowed, 2 Children
Location: None of your business
Character: Headstrong

Goals

- Keep the home in tip top shape.
- Know everything the kids are up to.
- Achieve a levitative state.

Frustrations

- When the children stay up late with the light on.
- Getting woken up early by the kids burning their toast and setting off the fire alarm.
- Wind resistance.

Personality

Introvert — Extrovert

Thinking — Feeling

Sensing — Intuition

Judging — Perceiving

Bio

My late husband Bruno and I have always looked after our home with the utmost care. But since the children arrived and Bruno left, I've struggled to keep everything in order. How I wished I lived in a time where all the facets of the home could be controlled with a simple press of a button.

Project Brief

Client:

Eero is a home wifi system which allows the user to access their internet from anywhere in their house or property without having to worry about dead spots or signal drop-offs.

Project:

Eero wants to design an app which makes use of their powerful wifi system to give their clients a new level of control over their home environment.

- It will be aimed at high earning business clients who own their own home and are looking for some way to separate themselves from the affluent herd in terms of efficiency and control over their life.
- The app would need to allow the user to view and control the status of wifi enabled products.
- Give appropriate warnings for when an alarm is tripped or a component connected to the system is broken.
- And reflect the current design model of the company.

Implications of the Treaty of Waitangi:

The Treaty of Waitangi signifies a stepping stone in New Zealand's heritage that saw the unification of values between our Maori and British ancestors.

I'm going to reflect this strong theme of unification in my app by designing the interface around a central, easy to find hub, which connects all the features together.

The process of returning to the central hub to access the other features will reflect the current societal need to return to our roots of cultural unification in order to advance further as a society.

Method:

I'll use Typeform to create an online survey. The survey will be tested on a closed group of collegues and exihbited to a randomised sample group via Facebook.

The first few questions will establish which demographic the user fits into then the following will disscuss which features are most important to the individual and how they would like those features to be accessed and presented to them.

Link to Ghantt Chart: *https://trello-attachments.s3.amazonaws.com/59b5fd4210022affd4338178/59b600b0618cd39921171e61/596d653a05f644ed4f6421dcf4061582/Eero_Comprehensive_Home_Management_System_(2).png*

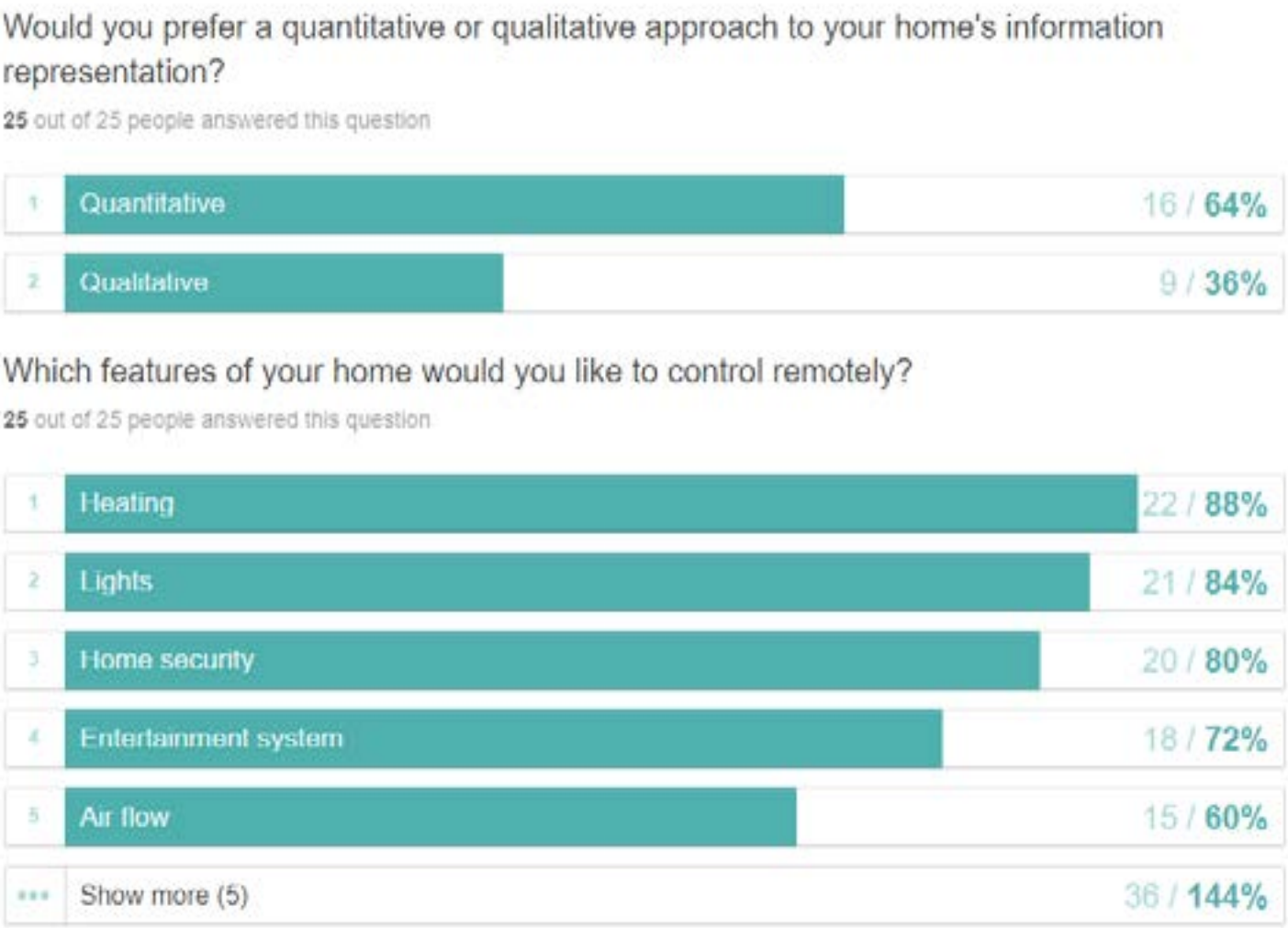
Link to Survey Results: *https://anthony415.typeform.com/report/hXwQAJ/OsRpkGQ39oUEGdJZ*

Survey

The results of the survey helped to clarify which features to prioritise and how they should be presented to the user.

The overwhelming majority wanted the app to be mobile based (92%). And the features prioritised focused on what would be currently possible (lights, heating, etc) rather than the fantastical, such as robots preparing your dinner while you're out.

In terms of qualitative or quantitative presantation of data, I came to realise from the results that the users wanted a combination that was focused around delivering the quantitative data while also giving it a quantitative expression.



Evidence Persona

Henry Codswallop

Strong Willed | Ambitious | Controlling

"I've always loathed the necessity of sleep. Like death, it puts even the most powerful men on their backs."

Age: 52
Work: Politician
Family: Wife, no kids
Location: Washington D.C.
Character: Determined

Goals

- Alarm my house and put in bulletproof glass.
- Control everything
- Upgrade to a PS4 and play the latest version of Call of Duty

Frustrations

- When a rock gets thrown through my window and no one notifies me.
- When my internet connection slows down from other people siphoning my wifi.
- Not knowing if my wife has been playing on my Call of Duty account.
- When my used cigarettes catch fire to the curtains while I'm out burying those who stand in my way.

Personality

Introvert — Extrovert

Thinking — Feeling

Sensing — Intuition

Judging — Perceiving

Bio

Ever since I became a politician I've struggled to keep my home life in check. There just aren't enough hours in the day to take over the world, whilst also maintaining a tidy, safe and efficient home environment. Not to mention the extra time taken up by all the trivial little in-betweens that clutter my life. Did you know that in the same time I spend manually turning on my playstation and TV each year, I could have manipulated the President into firing his most trusted staff?

Persona Reasoning

Henry is a businessman who relies on good time management and efficiency to make it through his day. Every second counts, which is why he's the perfect persona to base the project off.

Security:

Henry is constantly under threat from political mud and brick slinging. And he needs to be able to protect his assets against fire and theft if he wants to be sure all the secrets he keeps are truly safe.

Lighting:

In order for Henry to be able to dedicate more thought to his job, he needs to be able to free his mind of such distractive thoughts as; "Did I leave the right combination of lights on to signal my contact in the press to release the devastating story of my opposition's affair?"

Heating:

Henry often likes to turn up the heat on potential opposition who visit the house. With the power to make them sweet at his fingertips, this app will take the hassle out of household mindgames.

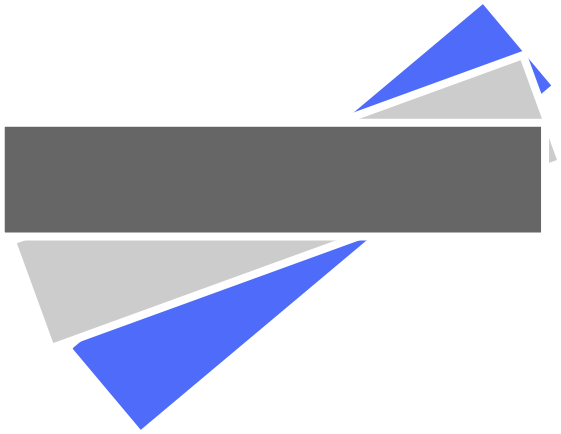
Entertainment:

Henry loves relaxing after a long day of political backstabbery with a well earned game of Call of Duty on his playstation. With the Eero app, everything will be running and ready to go the moment he walks through the door.

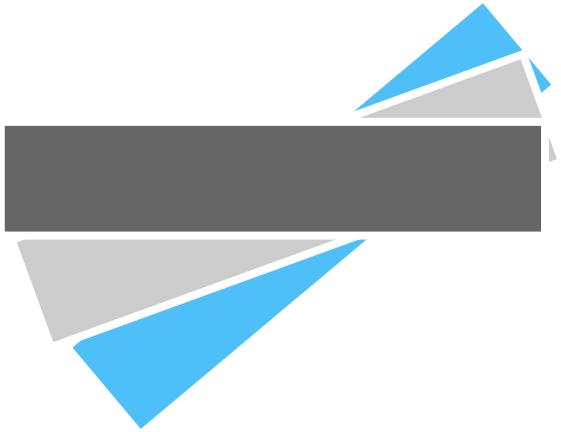
Colour

To maintain the same visual style as the Eero website, I wanted to focus on neutral greys and whites, while only using colour to add emphasis.

The colour used on the website to do this is a relatively deep blue. After experimenting with this colour in the first Xd prototype, I decided that this particular tone of blue didn't fit into the role of an eye catching element nor was it representative of a positive signal.

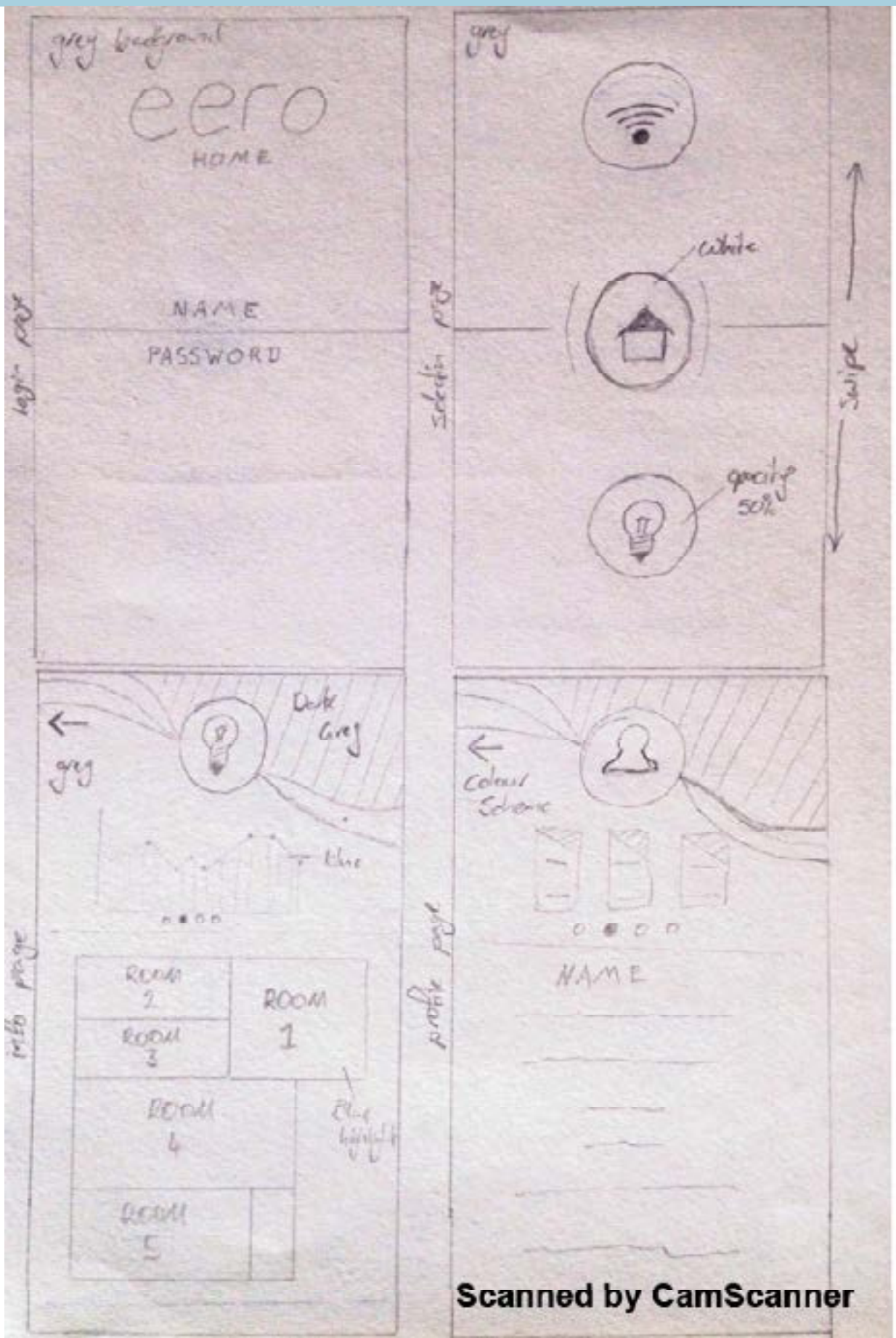


In the second Xd prototype I moved to a brighter version of the blue to make it more eye-catching.



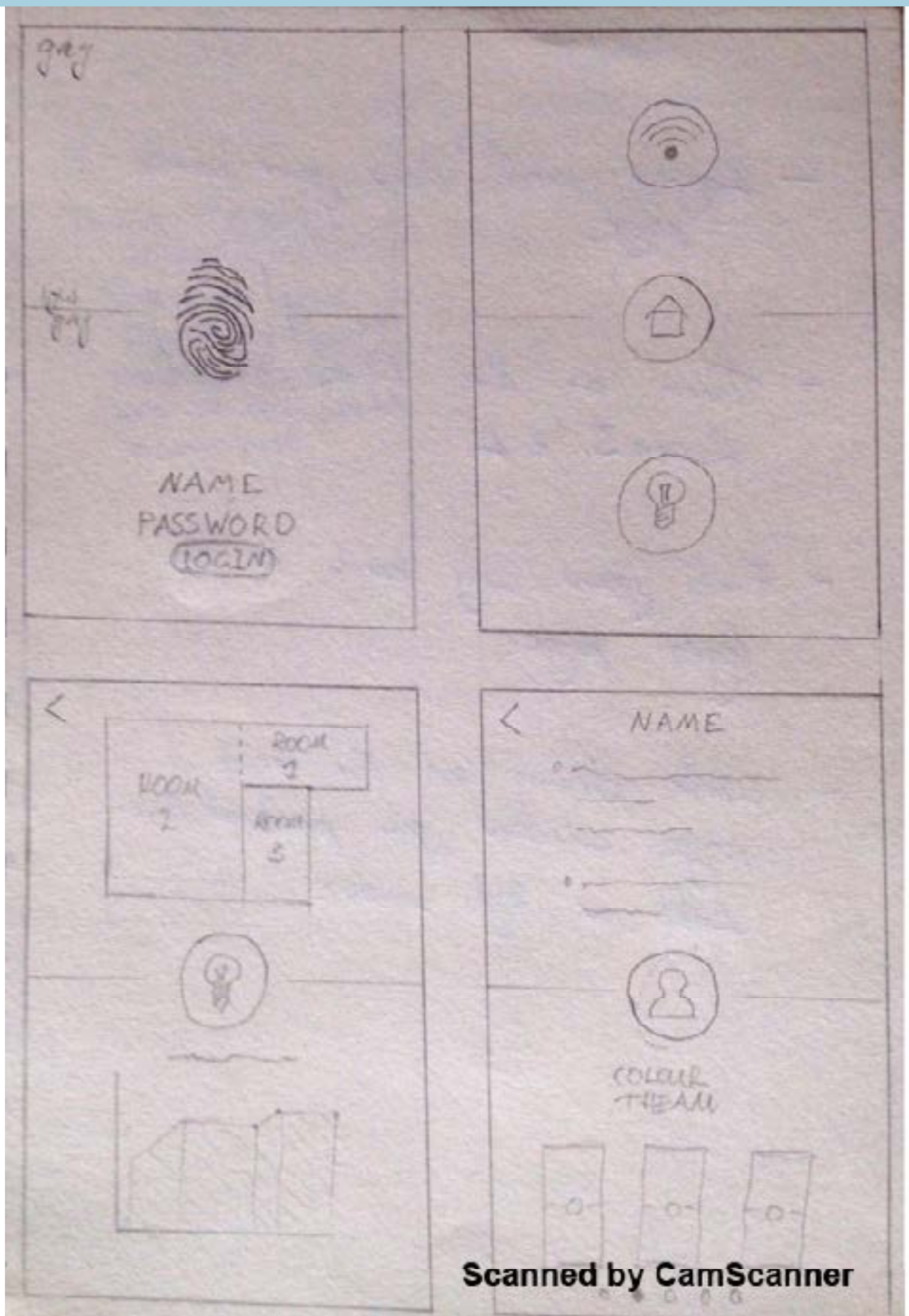
For the final I found the slightly muted version of the brighter blue worked best with the grey tones while still being bright enough to draw the eye to important information and is gentle enough to appropriately signal a positive state (i.e. signifying a switch is in the on position). I also added a peach tone for clarity between elements.

Sketches



Scanned by CamScanner

Sketches


NAME
PASSWORD
LOGIN
NAME
COLOUR THEAM
Scanned by CamScanner

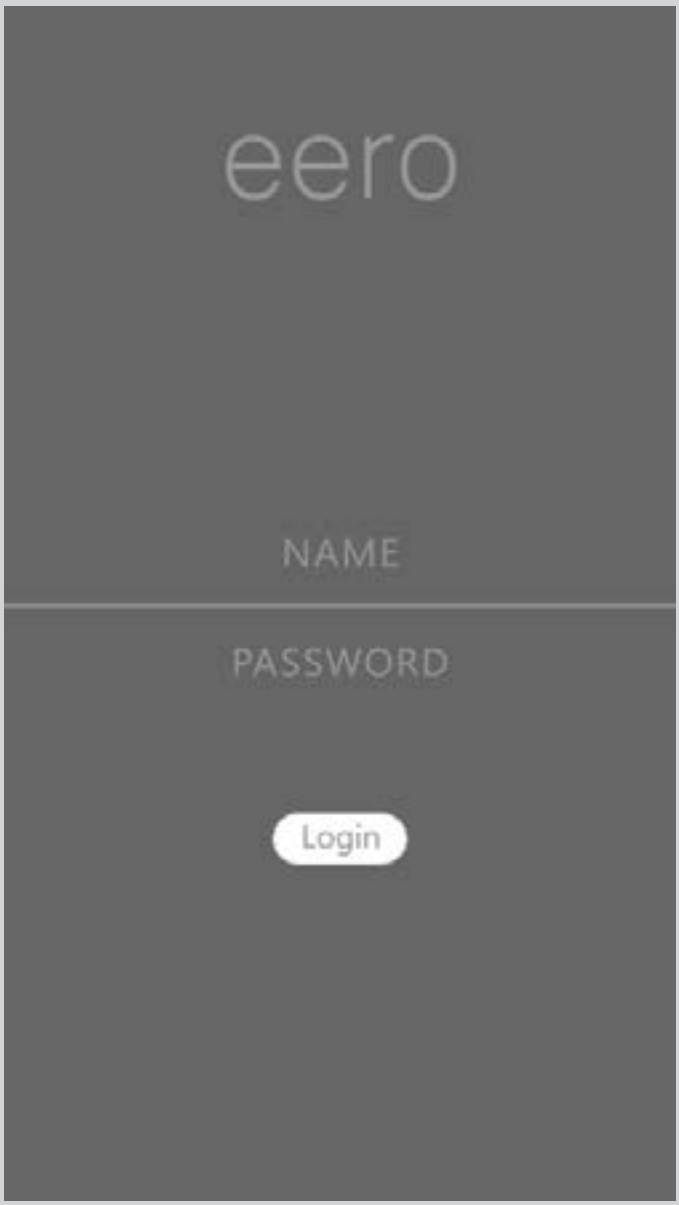
Prototypes

Critiques:

- Uncertainty around how to upload house plan.
- Think about how the rooms might be sectioned.
- Include a master on/off button for each section.
- Add a way for the password to be set/ reset.
- Include labels for each section as the visual cues aren't enough.
- The wave graphic on the info pages are distracting away from the content.

Compliments:

- Dark palette looks professional.
- Easy to navigate.
- Quick to use.



Link: *https://xd.adobe.com/view/bcb12486-2710-4edf-bfbf-77ae10d723d2/*

Prototypes

Critiques:

- Needs a way to set your fingerprint sign in.
- Information seemed cluttered because of the intrusion of the central page icon.
- Needs some way to sync devices.

Compliments:

- The fine lines look very elegant against the white.
- Liked the consistency of keeping the icon centered.

Link: *https://xd.adobe.com/view/74855053-8765-429a-bc15-818d71924a50/*

Final App

eero
login

profile
change password
change fingerprint
Hold to sync devices
App Version 13.0

heating
Temperature
Lounge
23°C
Kitchen
19°C
Bathroom
15°C
Bedroom 1
15°C
Bedroom 2
18°C
Lounge
Bathroom
Kitchen
Bedrooms

internet
Router Status
Wifi
Internet
Connected
Disconnected
Personal
Guest

entertainment
TV
Speakers
PS4

User Test

After completing my coded App, I got a few people from different age groups to try and complete four simple tasks within the App.

Task 1:
Log in, locate the security page, and check to see when the alarm was tripped.

Task 2:
Find the Profile page and change your password.

Task 3:
Find the Smoke Alarm page and identify which alarm has been activated.

Task 4:
Get back to the login page.

Compliments:

- Easy and intuitive to go back and forth between pages, especially because everything could be access from the central hub page.
- Liked the minimal aesthetic.
- Liked how the layout of each page was consistent. It felt like once you'd learnt how to use one page, you could use them all.

Critiques:

- Found the vertical scrolling on the index page (central hub) to be a little unintuitive as it only scrolls one item at a time.
- Wasn't immediately apparent that you could scroll through different monitoring options in each section.
- Would be good if the thumbprint actually worked.
- Needs more animations.

I tried to make the vertical scroll easier to use, but I couldn't figure out a way for it to scroll easily whilst still locking the desired icon in a central position. The younger and middle aged testers found the dots at the bottom of the scrollable area indicative of a scroll carousel, so I think the clarity issue there is mostly a generational gap in understanding. I've made the thumb print link like the login button. And I think I need a better understanding of Javascript to do any more animations.