Gap Analysis Document

Project: NEXEN Client Portal Optimization

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# 1. Objective

To identify the functional and usability gaps in the current NEXEN instruction and trade monitoring modules and propose specific solutions to close those gaps.

# 2. Identified Gaps and Recommendations

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| Gap Identified | Impact | Recommendation |
| Delayed trade status updates | Clients act on outdated data | Enable real-time sync with trade booking systems |
| Free-text input for asset types | Higher risk of incorrect instructions | Replace with dropdown lists |
| No field validation during instruction submission | Frequent rejections by ops team | Implement real-time validations |
| Non-standard report formats | Harder for clients to analyze/export | Standardize all reports with common headers |
| Manual trade search | Time-consuming for clients | Enable smart filters and search presets |