Customer Portal UX/UI Enhancements

ArdaghGroup

Current Requirements

Generic/Public Front End website *custom domain*

- AG Images
- AG RSS Feed?
- Other AG info? Branding?
- **WITH Embedded Login to our Customer Portal**

Security Authentication →

Portal Landing Page

- Replaces the Launchpad
- Customer Specific Branding based on login credentials
- Role-based application access (Admin, Schedules, Locations, etc)

Click Specific App →

Manage Schedule Navigation Page

- One-page overview with click-list of all ship-tos
- View schedule overview for each ship-to
- Upload schedule directly from screen
- Includes Customer specific messages, logo and notifications

Existing Schedule Worksheet Page

- Only Visual Uplift
- Highlight row in the table that is being modified

- Included Scope
- Needs verification
- **Available with minor variation**

Assumptions

CSW UI/UX Improvements

1. All access and system user creation will be handled by Ardagh.

2. Only 2 rounds of design reviews & revisions are accounted.

3. No further app changes than defined in the problem statement are expected to be added

4. Ardagh to provide any Marketing images or buy the required stock images to be used in our design

5. We will leverage the existing Ardagh Brand guidelines only

6. Ardagh to provide the content to be present in the customer landing page

7. Complex screens may not fit into mobile form factor (e.g. Worksheet)

8. Login Page will be an independent page and that cannot be consolidated into website page

9. For customer specific branding we will use only the customer specific logo and the theme will remain the same

10. SAP recommends to use Chrome browser for SAP FIORI based applications

Mobile Application

1. This estimation is for development of native iOS app using Swift language using iOS SDK for SAP.
2. Any changes in the requirements will affect the timeline and budget.
3. The estimation is only for iPhone (Portrait Orientation) only
4. Supported Language is English only. Other language localization is not considered.
5. App development code base will be on the local machine.
6. Visual designs should be finalized during the design Phase.
7. Complex screens may not fit into mobile form factor (e.g. Worksheet)
8. The development environment should be ready before the design phase ends.
9. Any other documentations to be created are not considered in these efforts.
10. No estimation is considered for infrastructure readiness (machine, devices etc) and SAP cloud account setup/configuration.
11. Any software license cost is not considered in this estimation.
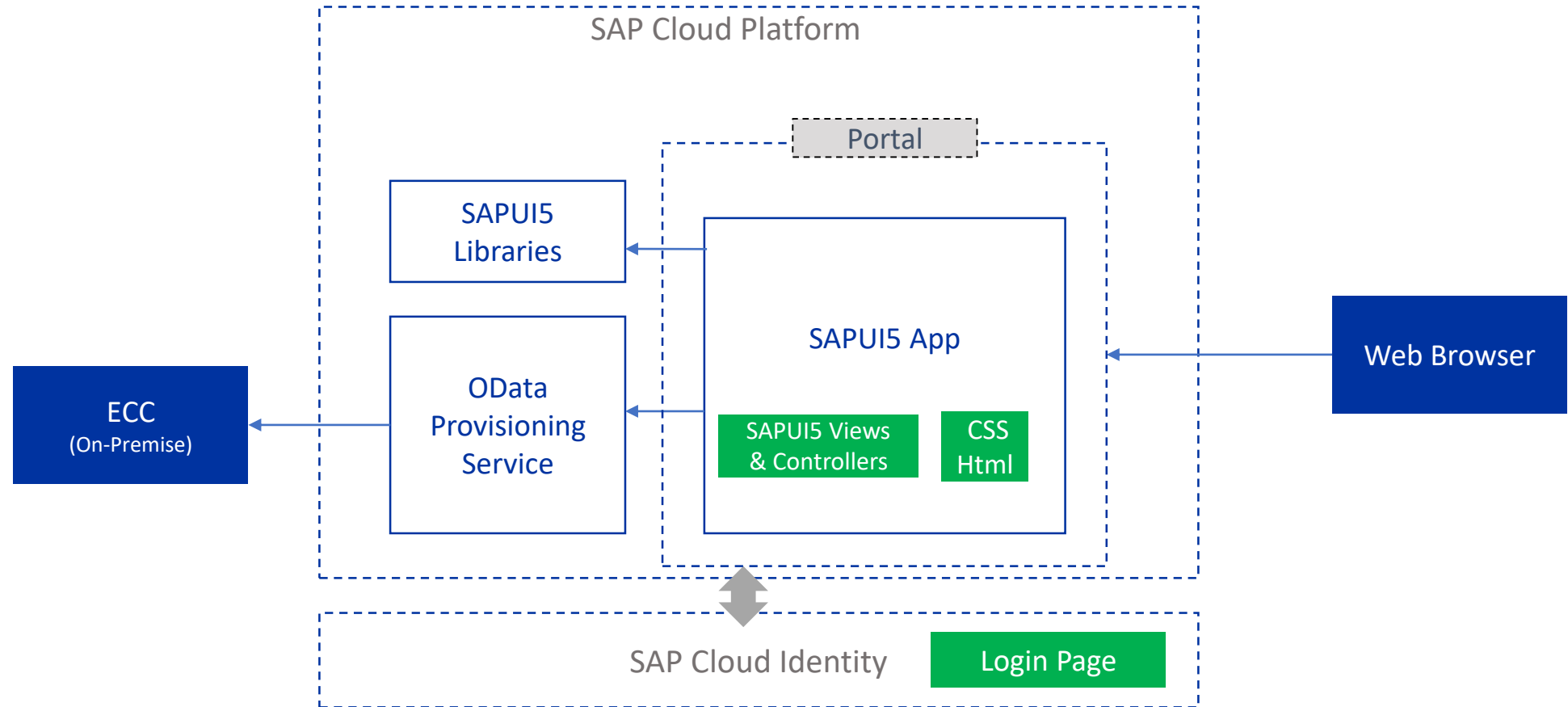
Dependencies

1. SAP Cloud platform SDK for iOS/iOS SDK for SAP/Mobile Services SDK (as needed)
2. Visual Design and Assets
3. MAC machines and iPhone devices
4. SAP cloud account & SAP cloud web services for mobile app to consume

Technical Solution

Technical Solution

SAP Cloud Platform

Portal

SAPUI5 Libraries

OData Provisioning Service

SAPUI5 App

SAPUI5 Views & Controllers

CSS Html

ECC (On-Premise)

Web Browser

SAP Cloud Identity

Login Page

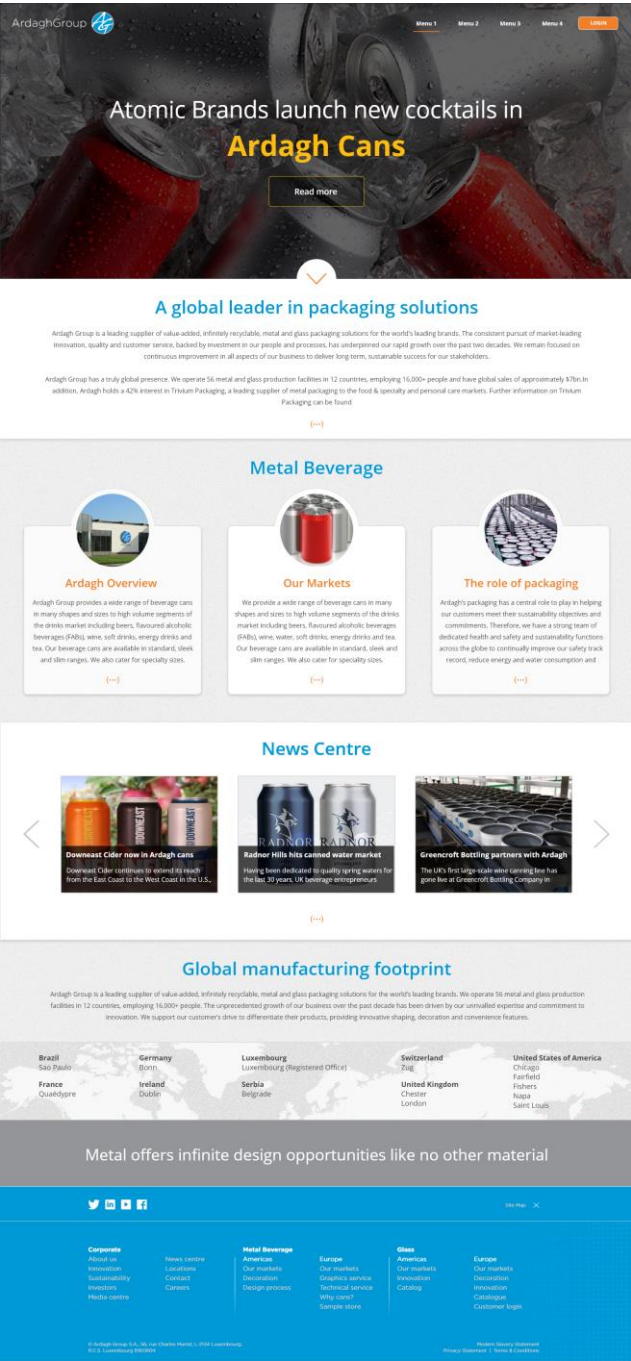Areas where changes to be done

Recommendation

- For short term benefit, it is recommended to utilize SAPUI5

    - Allows for shorter term development

    - Will produce a viable, robust solution

    - This development does not impact upgrade cycles on the backend as they are decoupled through APIs

    - Integrates well with SAP back-end with SAP backend through oData APIs, with little to no disruption

    - There may be performance disadvantages, but with proper optimization this can be somewhat mitigated

- Angular is a great technology, especially when integrating non-SAP solutions.

    - UI has to be created, OData needs to be integrated.

    - A robust solution can be created, but development time is longer than using UI5

    - Both technologies are not mutually exclusive and can co-exist

As part of Ardagh's digital strategy, we recommend a deeper analysis and better understanding of Ardagh's vision for CSW to explore more UX possibilities across customer and internal use cases.

Customer User Group

Public Website

Sample Design

Scope

Create a new customer facing public site as per Ardagh's branding & marketing guidelines to land on. This page will display relevant images & content specific to Ardagh's Can business. Ardagh's customer will start the navigation from this page (Pre Login)

UX	VD	CSS
UI5	HTML	

To be Determined based on further research on Ardagh hosting parameters and Security to integrate with SAP Cloud Platform from an external website

Assumptions

1) Ardagh to mention what content they wanted to share in this page to design the page structure

2) Ardagh Marketing team to provide the required images

3) We need to identify what navigation links to be positioned in this screen

4) This is a sample design we have created leveraging some existing content from Ardaghgroup site.

Login Page

Sample Design

ArdaghGroup

— Login

Dear customer,
The Portal will not be available
from 25 December to 03 January 2020

Please contact below helpline no for
Assistance US: +1-309-716-4030

Username

Your Name

Password

••••••••

☐ Remember me

Login

Forgot Password?
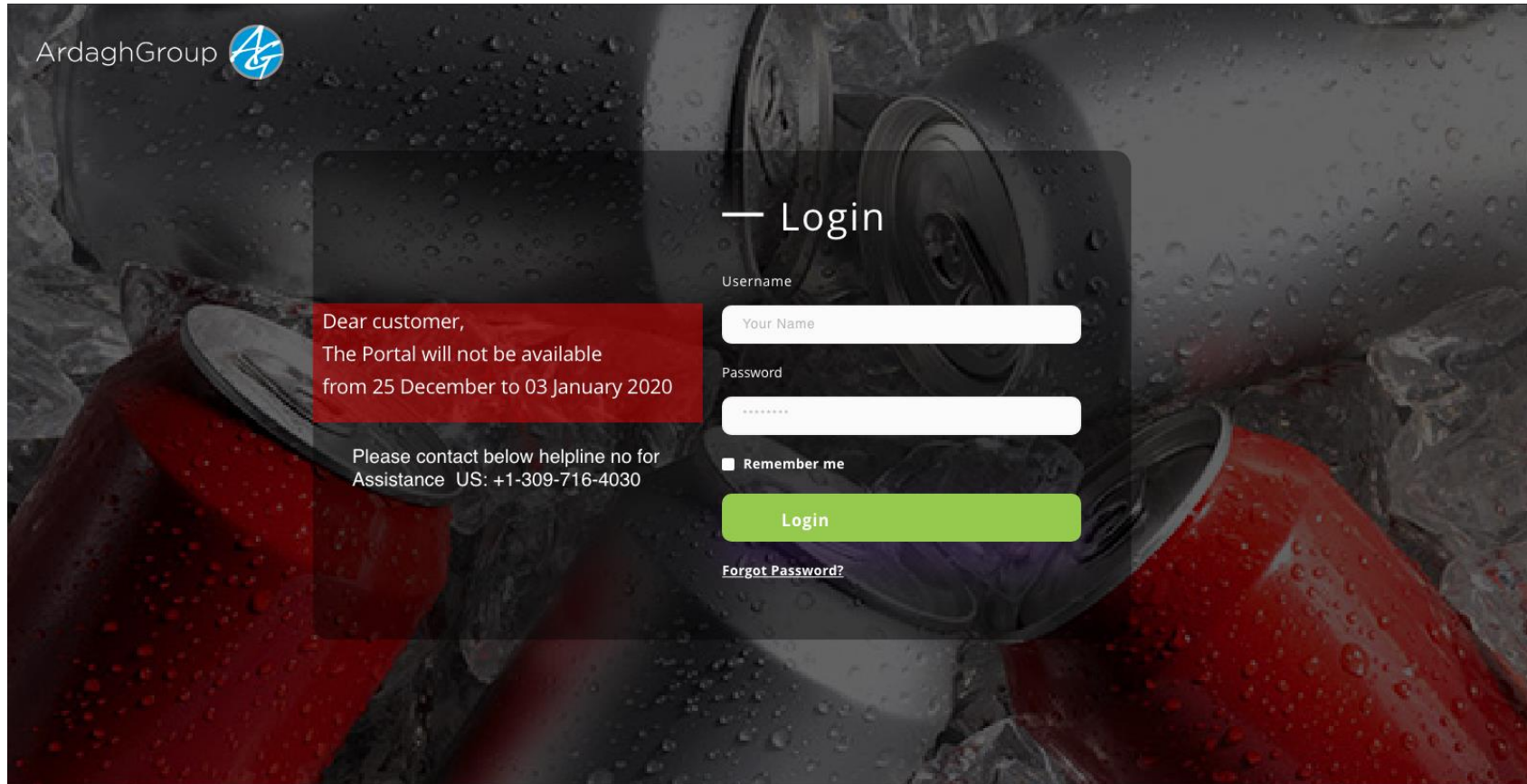
Scope

Login Page will be a separate page, but the styles will be updated

VD   **CSS**

Assumptions

Due to current technology stack limitation, Login page will still be a separate page only and it cannot be embedded into the website page.

This sample screen will be updated further during the actual project execution

Portal Landing Page

Sample Design
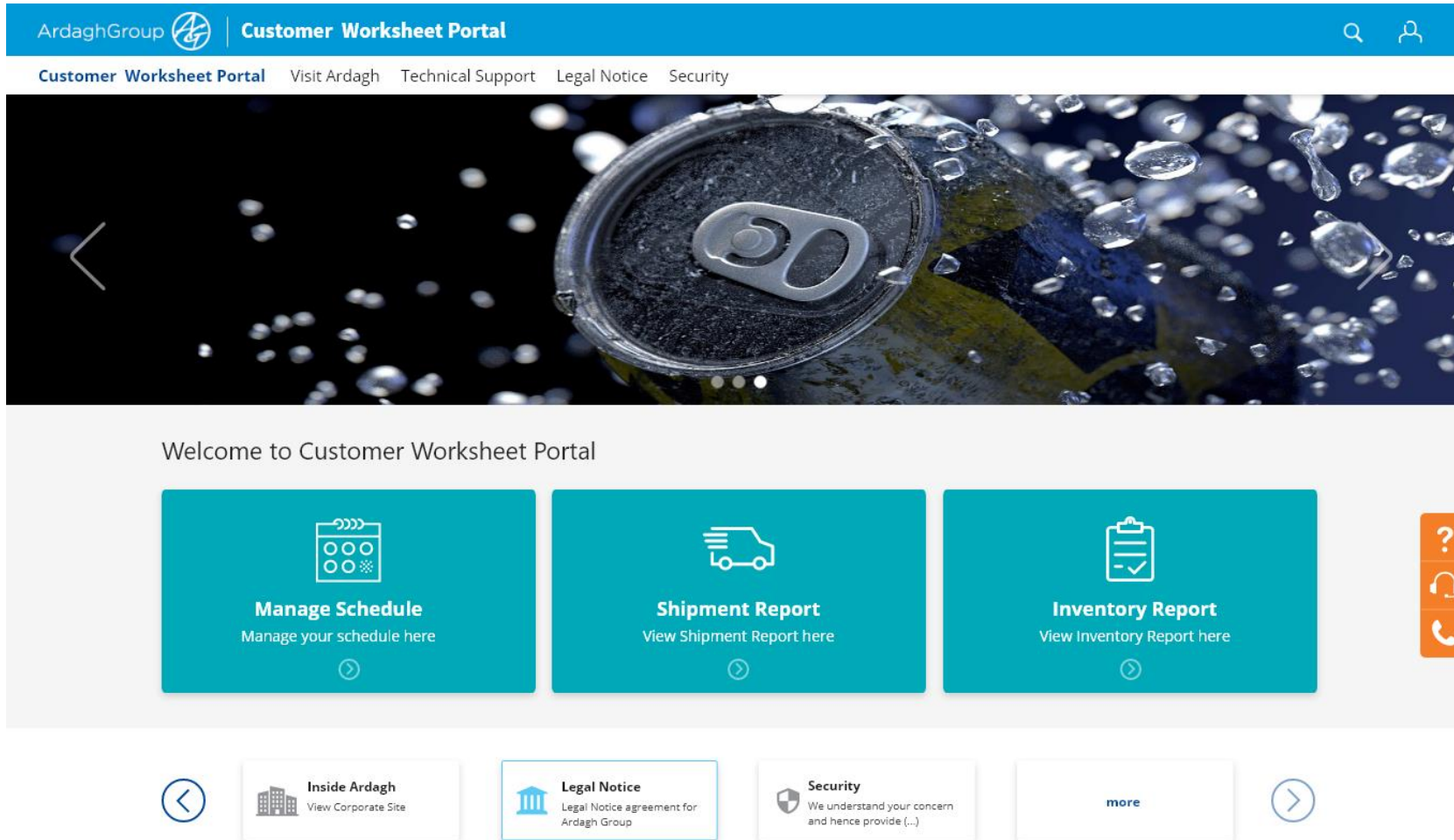
Scope

Redesign this screen as per Ardagh's branding, optimized screen layout & navigation

- Replaces the current Launchpad
- Customer Specific Branding based on login credentials (Show customer Logo)
- Role-based application access (Admin, Schedules, Locations, etc)

UX VD CSS

UI5 HTML

Assumptions

This sample screen will be updated further during the actual project execution

Manage Schedule (Create, Upload, List View & Notifications)

Scope

Sample Design

Recreate this page with better layout, navigation, interaction and also apply the brand look & feel

- One-page overview with click-list of all ship-tos
- View schedule overview for each ship-to
- Upload schedule directly from screen
- Includes Customer specific messages, logo and notifications

UX   VD   CSS

UI5   HTML

Assumptions

This sample screen will be updated further during the actual project execution

Manage Schedule Split Screen
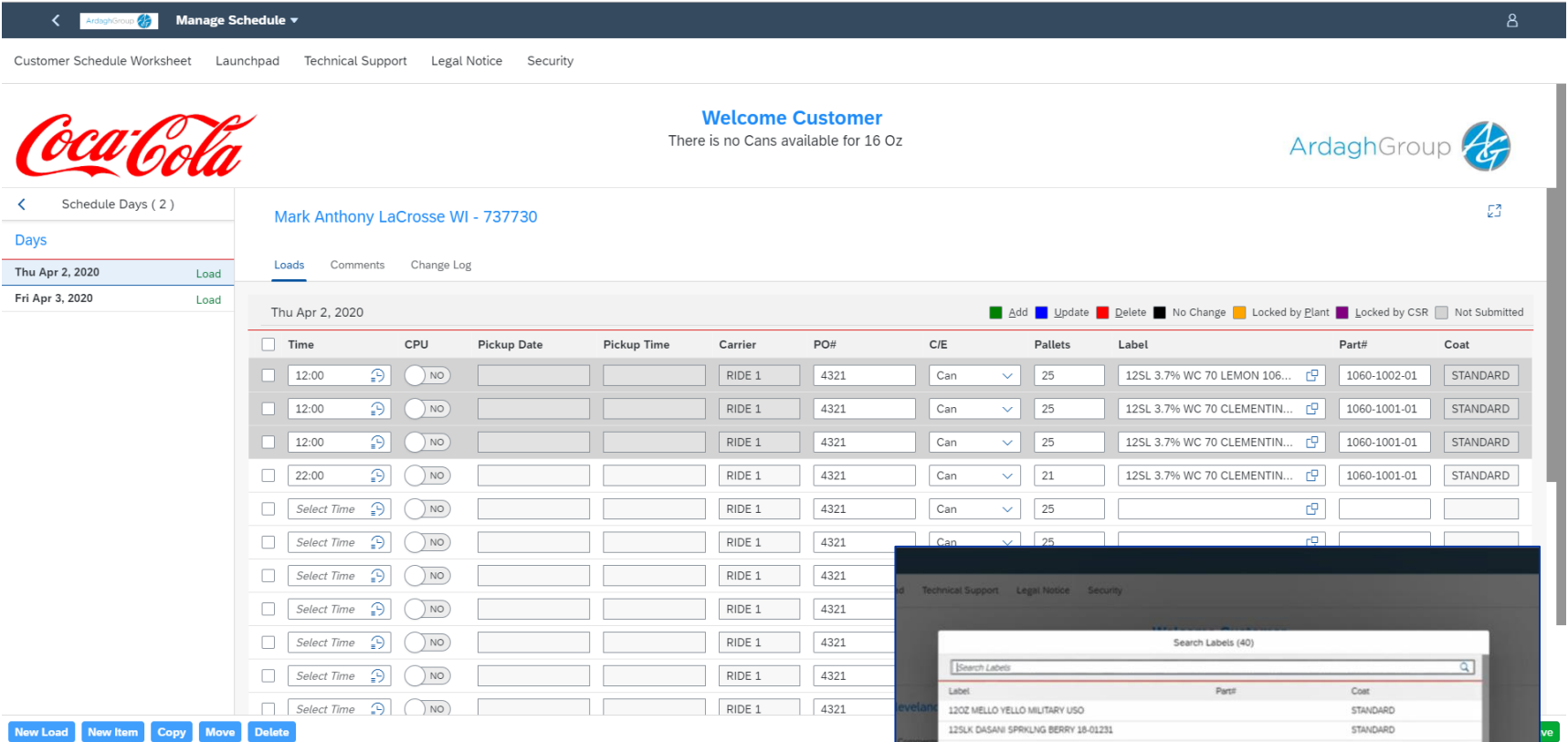
Scope

Current Design

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh's branding based visual theme

Selected row must be highlighted for better readability

| VD | CSS | UI5 |

Label Selection Pop Up

Assumptions

This screen will appear for View Schedule & Transport user groups also with enable. Disable of fields & buttons

Manage Schedule Review Screen

Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh's branding based visual theme

Current Design

VD **CSS** **UI5**

Assumptions

This screen will appear for View Schedule & Transport user groups also with enable. Disable of fields & buttons

Shipment Report

Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh's branding based visual theme

Current Design

Shipment Report

Customer Schedule Worksheet   Launchpad   Technical Support   Legal Notice   Security

*Location	*Date Range	*Sort By	
AriZona /Refresco US Wharton N ...	02/25/2019 - 02/27/2020	Date	Generate Report

AriZona /Refresco US Wharton N - 49120 (875)

Delivery No	Item No	Material	Label Desc	Artwork	Qty Ea	Qty Pal	Plant	Shipping Point	Delivery Date	Delivery Time	BookOut Date	BookOu
6560301	000010	E041008PDT52L	AZ16 ARIZONA GREEN TEA 16OZ HFCS	DT52L	62,240	10	655	ND	02/22/2019	17:45	02/25/2019	10:24
6560301	000020	52L501P2IN221	4 STATE END CA CRV HI ME 5c OR 10c	IN221	579,072	2	660	ND	02/22/2019	17:45	02/25/2019	10:24
6560627	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	07:45	02/26/2019	04:38
6560637	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	11:45	02/26/2019	06:08
6561070	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	14:45	02/27/2019	04:51
6561112	000010	E283008MRF19L	AZ24 ICED LEMON TEA HFCS 99C 9662artw	RF19L	102,050	25	159	159W	03/01/2019	07:45	02/28/2019	00:37
6562006	000020	59M901A1IN222	209 SM CA CRV HI ME 5c 366080	IN222	1,468,320	10	660	ND	03/01/2019	09:45	03/01/2019	07:29
6562006	000010	59M902A1IN222	209 SM CA CRV HI ME 5c 366080	IN222	2,202,480	15	660	ND	03/01/2019	09:45	03/01/2019	07:29
6561517	000010	E283008MRF19L	AZ24 ICED LEMON TEA HFCS 99C 9662artw	RF19L	102,050	25	159	159W	03/01/2019	11:45	02/28/2019	00:42
6561593	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	14:45	02/28/2019	10:14
6561703	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	18:45	02/28/2019	11:57
6561714	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	21:45	02/28/2019	13:38
6561767	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	23:45	02/28/2019	15:12
6561842	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/02/2019	07:45	02/28/2019	17:02
6561897	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/02/2019	10:45	03/01/2019	00:41
6561945	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	03/04/2019	07:45	03/01/2019	02:06

VD   CSS   UI5

~~Not in Scope~~   Considered

Inventory Report

Current Design

Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh's branding based visual theme

| VD | CSS | UI5 |

Not in Scope   Considered

Customer Portfolio - Feedback

Scope

Current Design

Leverage the same page layout and visually uplift the screen in alignment to overall Ardagh's branding based visual theme

VD   CSS   UI5

~~Not in Scope~~   Considered

UX/UI Recommendations

Scope

- Screen Inventory
  - Login
  - Landing Page
  - Location Selection
  - Schedule List (With expand/collapse)
  - Create Schedule (3 screens)
  - View Schedule (Same like create schedule, but it will be in read only)
  - Track Schedule (Same like create schedule, but it will be in read only)
  - Shipment Report Parameter Selection
  - Shipment Report
  - Inventory Report Parameter Selection
  - Inventory Report
  - Technical Support / Contact Us (Static Page)
  - Account Settings
  - Push Notifications

- Device
  - iPhone (Portrait Orientation) only
  - iPhone 11 (iOS Version 13 & 12)
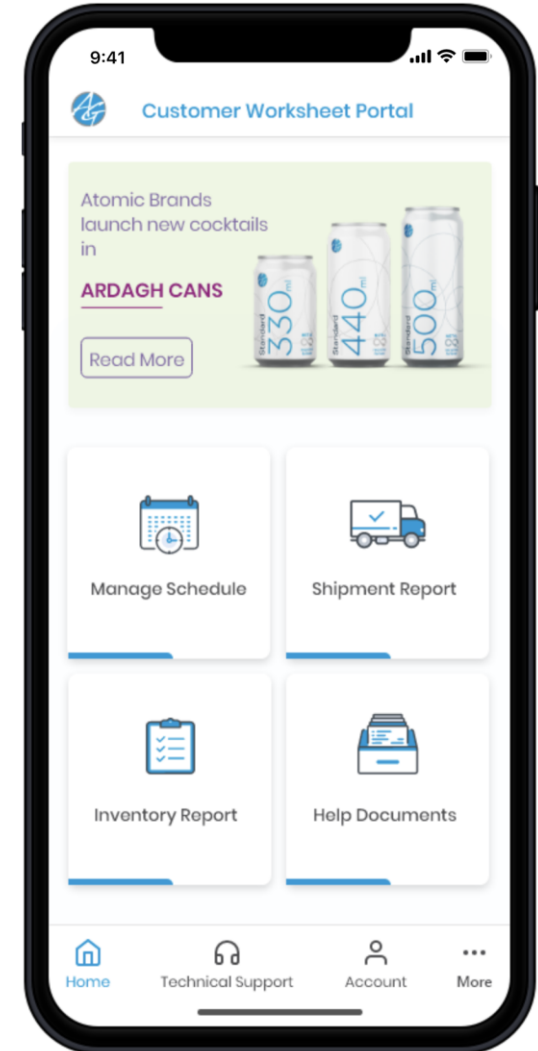
Visual Design Screen (Desktop)
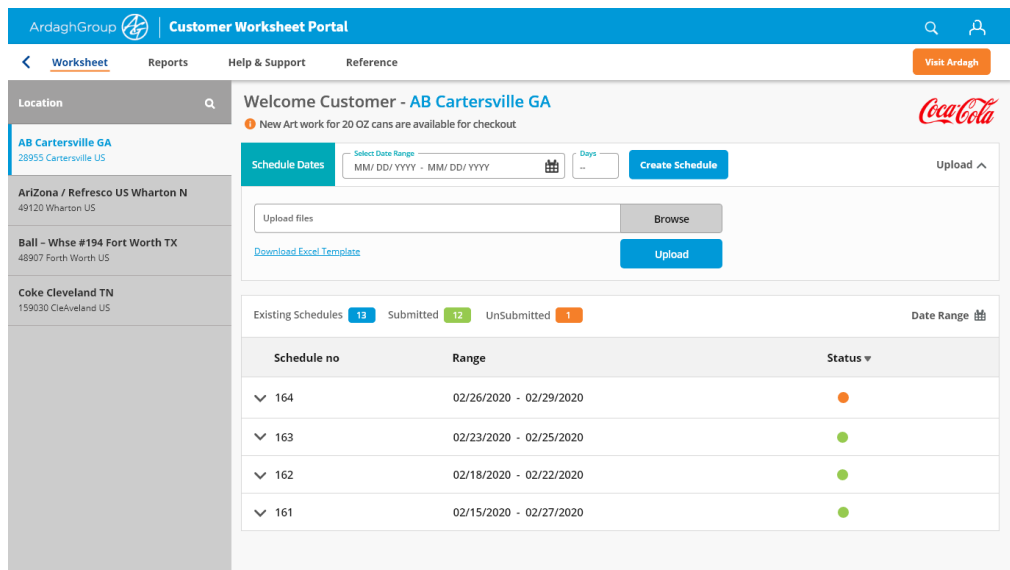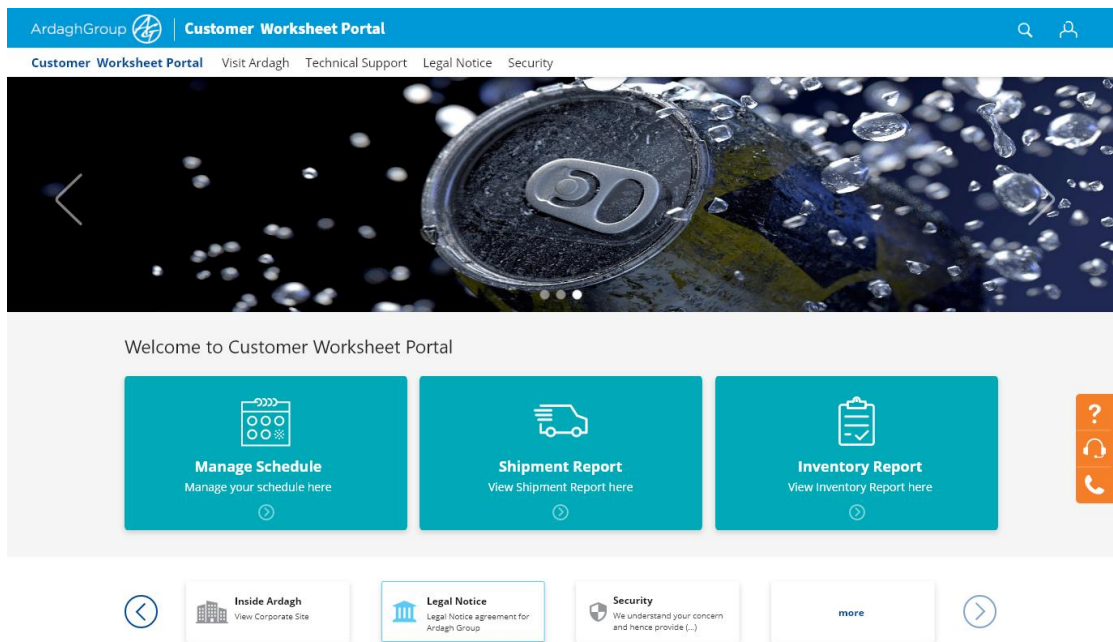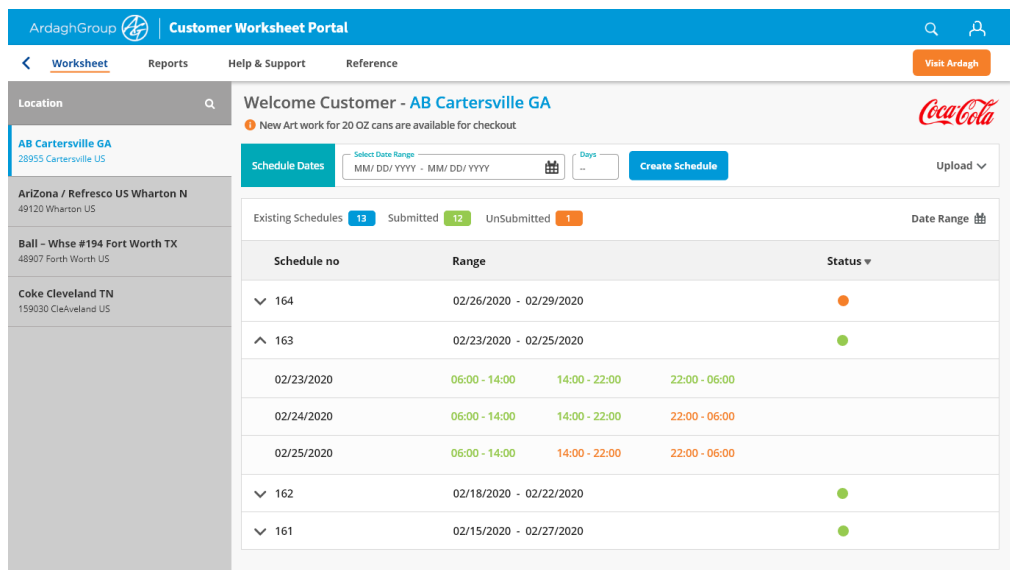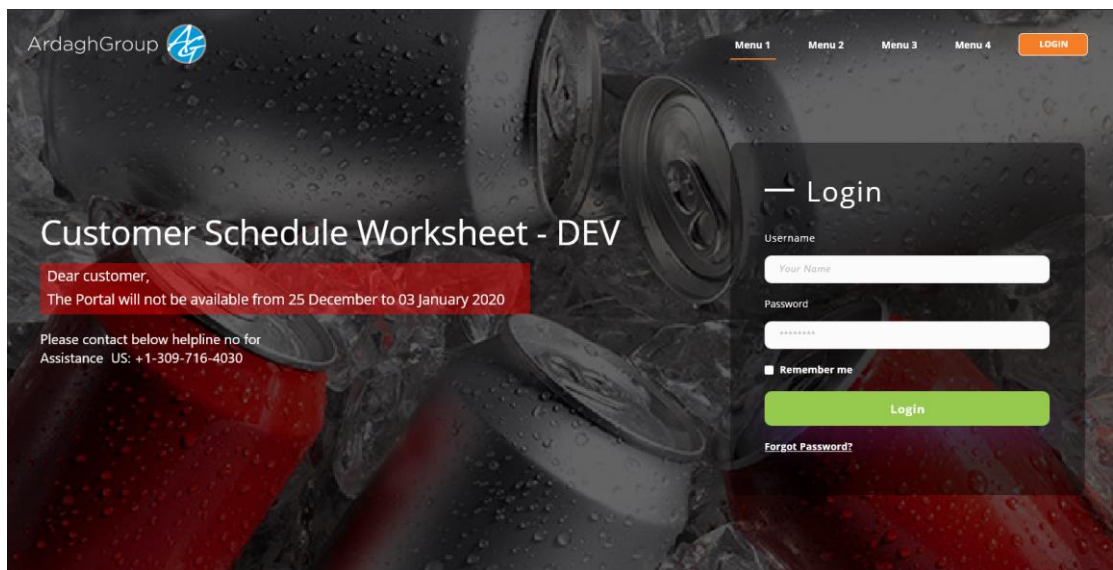
Visual Design Screen (Mobile)

Thank You