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Test company for development and testing purposes.
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DISCOVERY

BACKGROUND

Since we are a large enterprise company, the company has many different departments and teams, each with their own specialized workflows and tools. Our goal is to create a unified, cross-functional platform that connects these teams, ensuring seamless data sharing and collaboration.

By creating a shared, centralized system, we aim to eliminate data silos, improve operational efficiency, and enable better decision-making across the organization. The main idea was to take the existing tools and consolidate them into one platform.

RESEARCH GOALS

- What are components of the old design that is helpful to keep and which ones should be removed?
- What do operations engineer look for when managing these devices?

INTERVIEWS

We started conducting interviews within our internal team. We interviewed operation engineers and a lead of our internal engineering team who specifically work on the design. Our goal was to understand their workflows, pain points, and what they liked or disliked about the old design. We were looking for insights that would help us improve the new design, ensuring it addresses real-world challenges and enhances usability for our internal teams.

Interviewee	Question	Response	Insight
Operations Lead	Which tools do you use most frequently?	Mostly the old internal tool, sometimes spreadsheets for quick checks.	Reliance on legacy tools indicates need for better integration and adoption of new platform.
Senior Engineer	What do you like about the old design?	Quick access to critical alerts and the ability to see all devices at a glance.	Real-time monitoring and centralized visibility are valuable features to retain in the new design.
Senior Engineer	What do you dislike about the old design?	Too many clicks to perform simple tasks, and the interface feels outdated.	Simplification and modernization are needed to improve efficiency and user experience.
Senior Engineer	What features are missing from the old design?	Bulk actions, advanced filtering, and customizable dashboards.	Users need more flexibility and control over their workspace to manage large datasets effectively.
Senior Engineer	Which features do you think are unnecessary?	Some reporting modules that we never use, and complex multi-step workflows for simple tasks.	Unused features add clutter and complexity; simplification should focus on removing or hiding these elements.
Operations Lead	How do you handle data sharing between teams?	Mostly through email and shared spreadsheets, which is time-consuming and error-prone.	Lack of integrated collaboration tools leads to inefficiencies and potential data inconsistencies.
Operations Lead	What challenges do you face when managing devices?	Tracking device status across multiple locations and ensuring timely updates.	Need for better geolocation tracking and automated status updates to improve management.
Operations Lead	What would you like to see in the new design?	Unified dashboard, customizable alerts, and integration with other tools.	Users want a more flexible, integrated system that supports their workflows and reduces manual tasks.

DEFINE

SKETCHES

There are two main kind of views. A list view and a table. Add a detail view with a form. Since this project involved a large amount of data, we decided to use a table as the main view. We wanted to ensure that users could easily access and manage data efficiently. The table view allows for quick scanning and comparison of multiple entries, making it the most practical choice for managing large datasets.

Forms

1 Top bar segmentes consists of breadcrumbs to keep the current place of the user.
2 Tabs to switch between forms and lists.
3 Tab header with primary and secondary actions.
4 Tab header with primary and secondary actions.
5 Forms to fill out and the button for saving changes.

Tables

1 Contains a search bar for finding the element within the table list.
2 The table list is highlighted on hover for easy reading.
3 Clicking on a row redirects the user to the information of the table's subject.

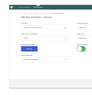
USER FLOW

Since there are two sections, there are two main flows. One for client and the other for internal. Since the client section is simpler, the main focus was on the internal section. The client section primarily involves viewing information and managing their own data, with limited interactions compared to the internal section. The internal section supports more complex workflows, including managing multiple entities, data entry, and customized and customizable dashboards, ensuring efficient task management.

DESIGN

SYSTEM DESIGN

Since it's a large enterprise company and not the first design, there are different types of input forms. We split forms in and of which types for the input. Another special for dropdowns and tables. Tables are one of the main focus. Here is one the highlighted key using table a model for table view.

FINAL DESIGN

The UI for each design is kept as a clone of V-Ignite, which consists of the company list, company edit, installation list, installation edit, employee list, employee edit, employee edit, test equipment edit, and test equipment details.