

Solution (cont.)

1. **Customise:** By adding shortcuts and quick-access tools to the most frequently used tasks, we minimised tab-switching and section jumping.
2. **Adapt:** Finally, we integrated users' natural workarounds into OTIS, allowing for a more intuitive flow that aligned with their mental models.

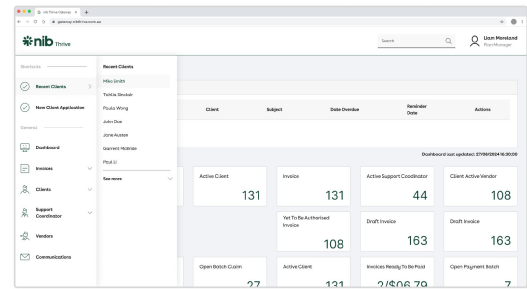
Impact

With these changes, OTIS became a more efficient and satisfying tool for plan managers, translating to tangible benefits:

- 30% Demonstrated Reduction in Task Completion Time: Simplifying the interface led to faster task completion for adding user profiles.
- Higher User Satisfaction: Plan managers reported finding the platform more intuitive and less frustrating.
- Reduced Navigation Errors: A streamlined structure minimised mistakes and improved workflow accuracy.

These adjustments transformed OTIS from a functional platform to a well-integrated tool, helping plan managers deliver better care with greater ease.

2. Customize



3. Adapt

