

# Elanco – Customer Improvements

## Summary –

Elanco wants to evaluate the use of [modern UX design patterns](#) (*Good defaults, assumed values and clean UI*) to support the completion of our rebates process to lower the speed-to-value for them and improve our overall customer service.

We believe this can be achieved by accelerating our rebates process, which **today** requires our customers to manually complete multiple forms incorporating details from multiple receipts/products.

## Task –

Build a prototype which exemplifies the use of **UX design patterns** to simplify the customer experience of completing a rebates form.

Elanco will provide sample test receipts/products/forms and we'd like to see how you can simplify the form completion process. Ideally displayed in a mobile-friendly format to validate this approach to streamlining the customer experience.

## Possible Deliveries –

1. Web application
2. Mobile Application
3. Hi-Fidelity Mock-ups

## Elanco Team –

This is the team you'll be working with throughout the project:

1. Product Owner (Calum Bell)
2. Engineer (Artur Prets)
3. Engineer (Manoj Kangokar)

## Target Artefacts –

1. Prototype (*Public URL*)
2. Summary of findings (*one-page report*)
3. Source code, where appropriate (*Github*)