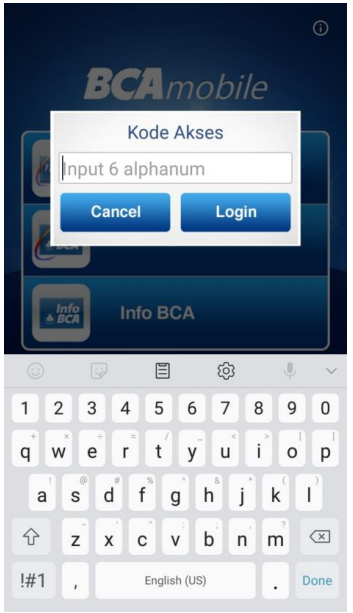
BCA Mobile App Redesign

Miguel Roland Jonathan – IS Major

Why BCA Mobile App Redesign?

Outdated design

Annoying required pop-up that should be filled



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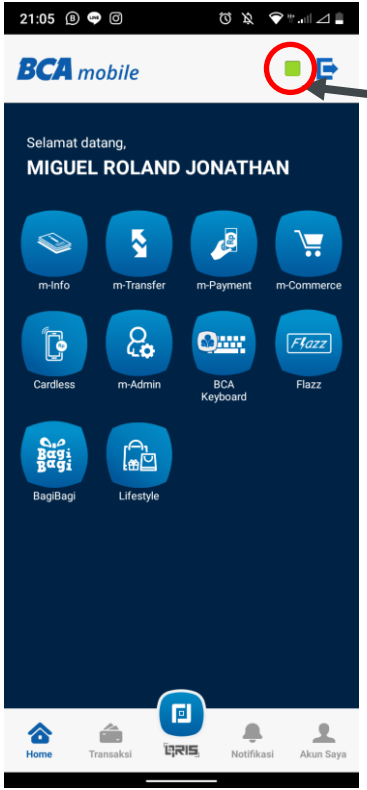


Annoying loading time when waiting for the green light

Cramped up UI, discouraging people to explore other functions from m-BCA

What do I aim to fix?

01 **Design**

Simplified, modern, and more engaging UI

02 **Time Consumed**

Reduce the click amount needed to do an action

03 **Focus Point**

Giving the customer a shortcut for their convenience

04 **All-in-one**

Include more feature in one page

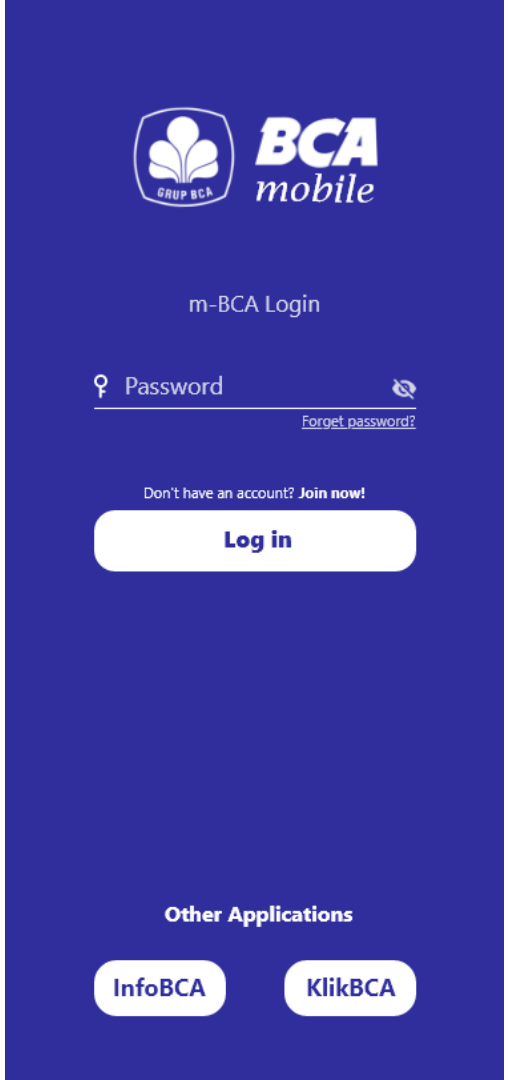
05 **Refined UX**

User's usual needs is displayed with easy access

06 **Functional**

Keep the old system that still works flawlessly

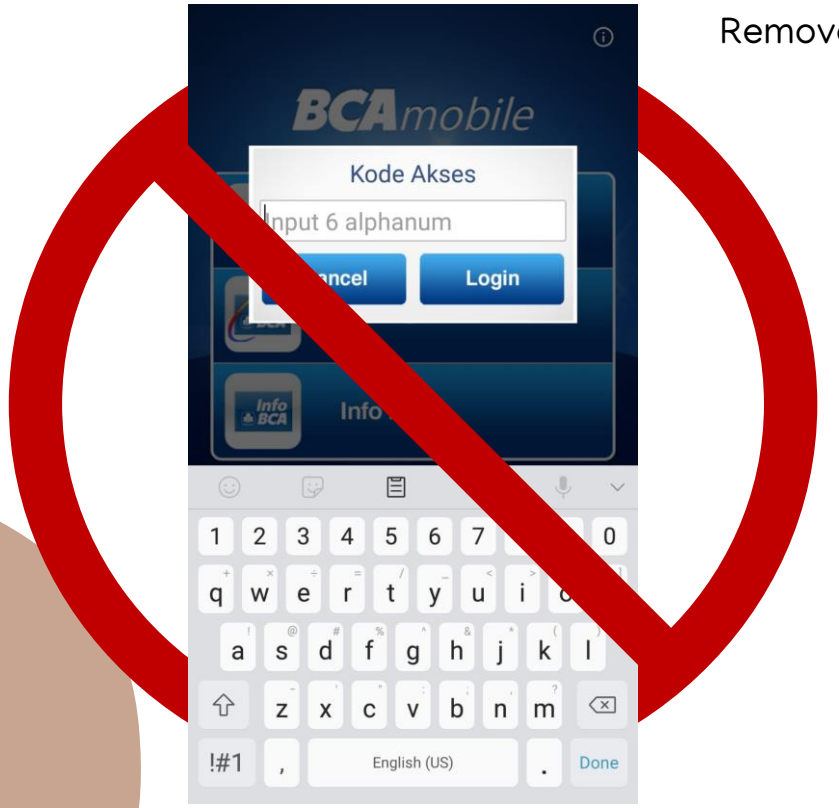
Changes made



Simplified UI to open m-BCA

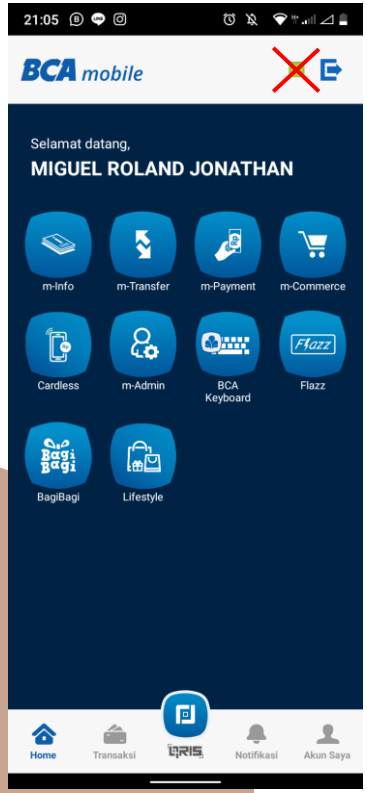
Can still directly access two other BCA apps

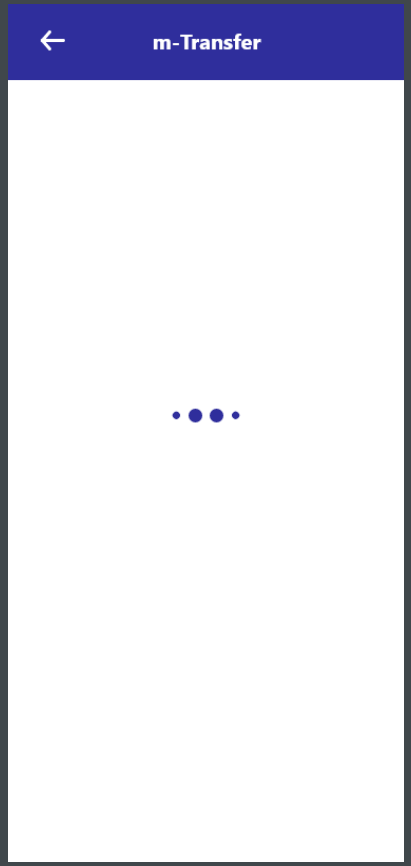
Changes made



Removed unnecessary steps

Changes made

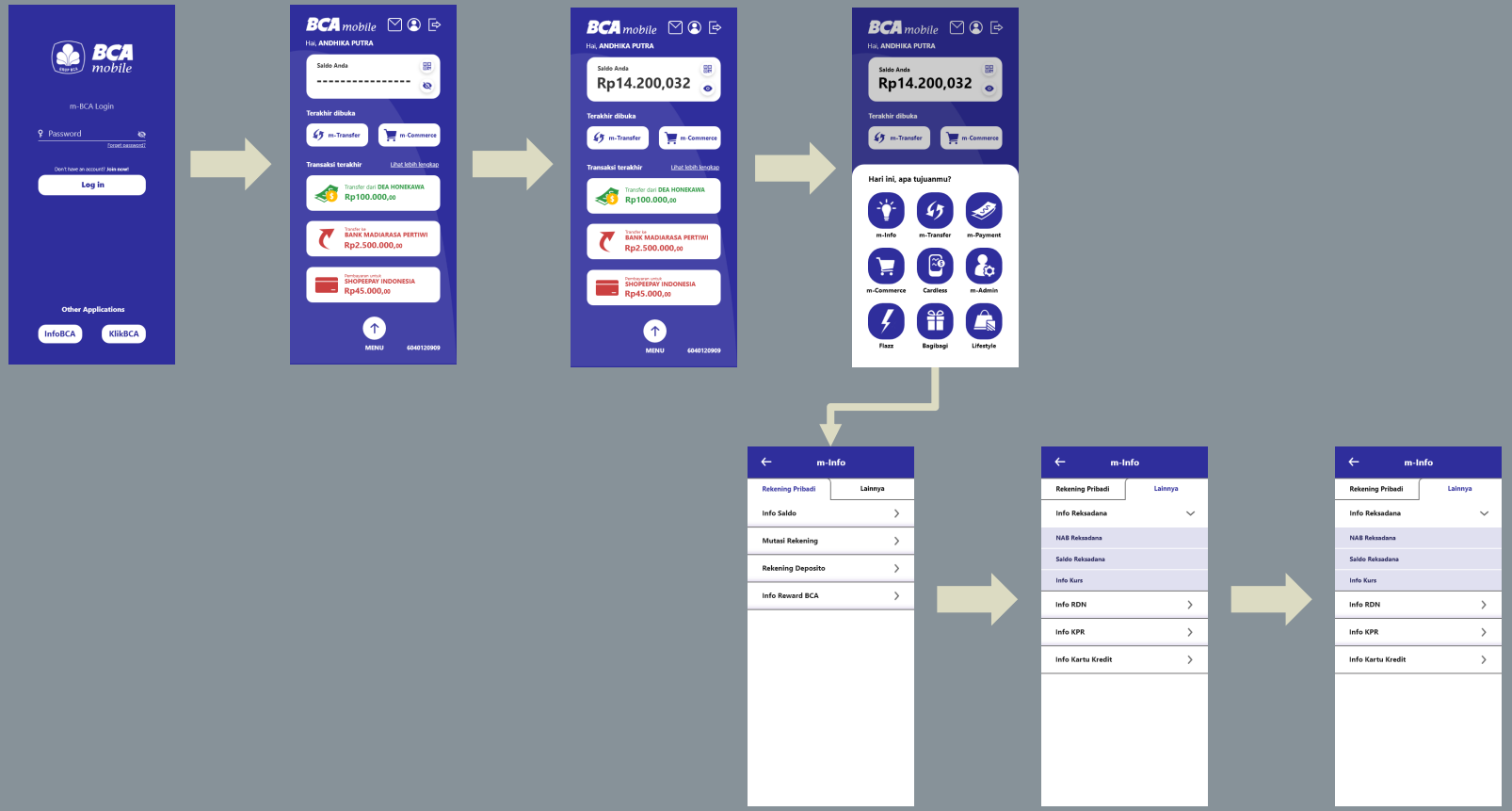




Green light button changed into loading screen

System Flow Overview

Details will be explained later


BCA mobile
m-BCA Login
Password
Forget password?
Don't have an account? Join now!
Log in
Other Applications
InfoBCA
KlikBCA
BCA mobile
Hai, ANDHIKA PUTRA
Saldo Anda
Terakhir dibuka
m-Transfer
m-Commerce
Transaksi terakhir
Lihat lebih lengkap
Transfer dari DEA HONEKAWA
Rp100.000,00
Transfer ke
BANK MADIARASA PERTIWI
Rp2.500.000,00
Pembayaran untuk
SHOPEEPAY INDONESIA
Rp45.000,00
MENU
6040120909
BCA mobile
Hai, ANDHIKA PUTRA
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Saldo Anda
Rp14.200,032
Terakhir dibuka
m-Transfer
m-Commerce
Hari ini, apa tujuanmu?
m-Info
m-Transfer
m-Payment
m-Commerce
Cardless
m-Admin
Flazz
Bagibagi
Lifestyle
m-Info
Rekening Pribadi
Lainnya
Info Saldo
Mutasi Rekening
Rekening Deposito
Info Reward BCA
m-Info
Rekening Pribadi
Lainnya
Info Reksadana
NAB Reksadana
Saldo Reksadana
Info Kurs
Info RDN
Info KPR
Info Kartu Kredit
m-Info
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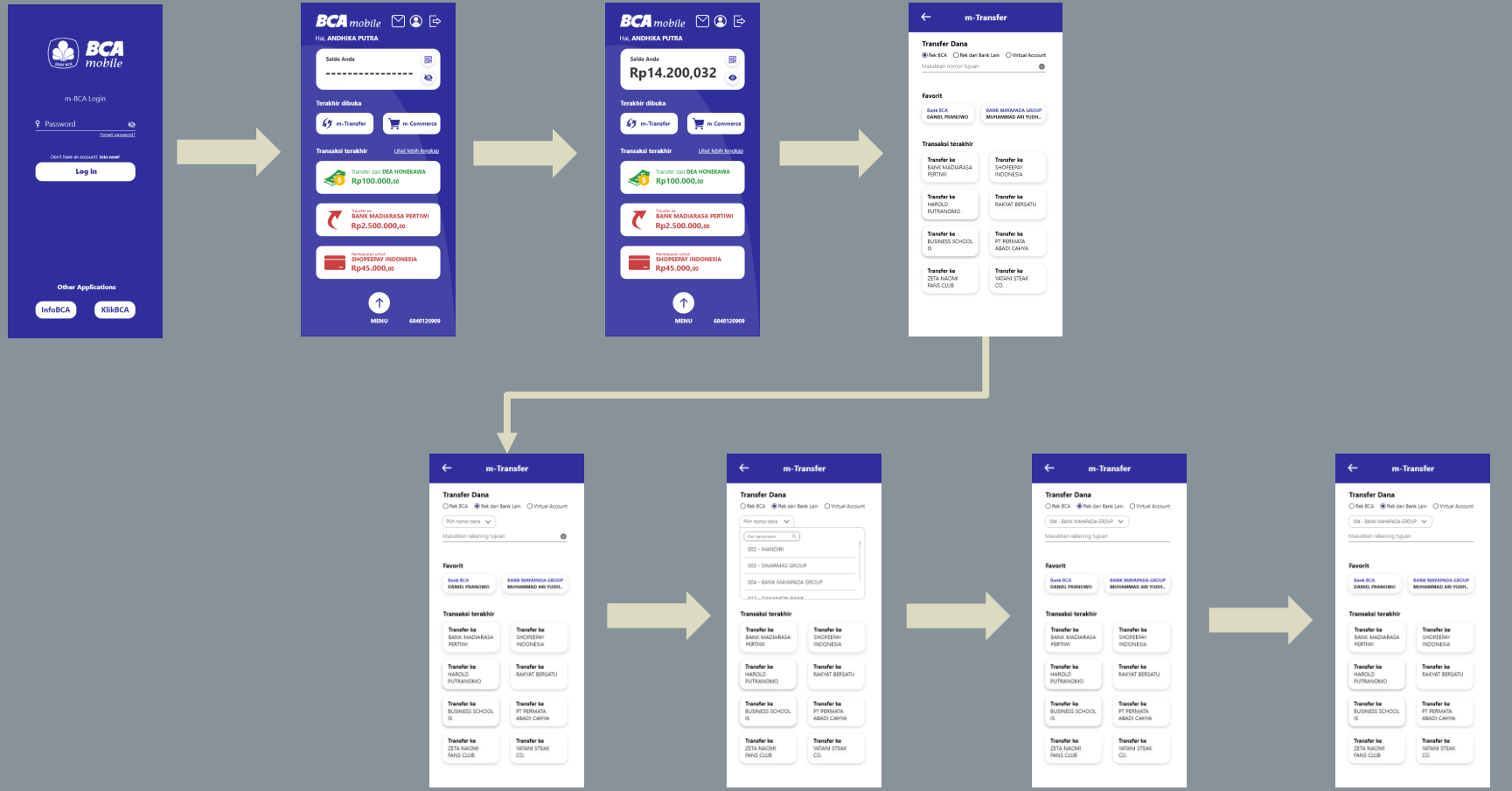
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Rp2.500.000,00
Pembayaran untuk
SHOPEEPAY INDONESIA
Rp45.000,00
MENU
6040120909
m-Transfer
Transfer Dana
Rek BCA
Rek dari Bank Lain
Virtual Account
Masukkan nomor tujuan
Favorit
Bank BCA
DANIEL PRANOWO
BANK MAYAPADA GROUP
MUHAMMAD ARI YUDH..
Transaksi terakhir
Transfer ke
BANK MADIARASA PERTIWI
Transfer ke
SHOPEEPAY INDONESIA
Transfer ke
HAROLD PUTRANOMO
Transfer ke
RAKYAT BERSATU
Transfer ke
BUSINESS SCHOOL IS
Transfer ke
PT PERMATA ABADI CAHYA
Transfer ke
ZETA NAOMI FANS CLUB
Transfer ke
YATANI STEAK CO.
m-Transfer
Transfer Dana
Rek BCA
Rek dari Bank Lain
Virtual Account
Pilih nomor bank
Masukkan rekening tujuan
Favorit
Bank BCA
DANIEL PRANOWO
BANK MAYAPADA GROUP
MUHAMMAD ARI YUDH..
Transaksi terakhir
Transfer ke
BANK MADIARASA PERTIWI
Transfer ke
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Transfer ke
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Transfer ke
ZETA NAOMI FANS CLUB
Transfer ke
YATANI STEAK CO.
m-Transfer
Transfer Dana
Rek BCA
Rek dari Bank Lain
Virtual Account
Cari nama bank
002 - MANDIRI
003 - SINARMAS GROUP
004 - BANK MAYAPADA GROUP
Favorit
Bank BCA
DANIEL PRANOWO
BANK MAYAPADA GROUP
MUHAMMAD ARI YUDH..
Transaksi terakhir
Transfer ke
BANK MADIARASA PERTIWI
Transfer ke
SHOPEEPAY INDONESIA
Transfer ke
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Transfer ke
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Transfer ke
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m-Transfer
Transfer Dana
Rek BCA
Rek dari Bank Lain
Virtual Account
004 - BANK MAYAPADA GROUP
Masukkan rekening tujuan
Favorit
Bank BCA
DANIEL PRANOWO
BANK MAYAPADA GROUP
MUHAMMAD ARI YUDH..
Transaksi terakhir
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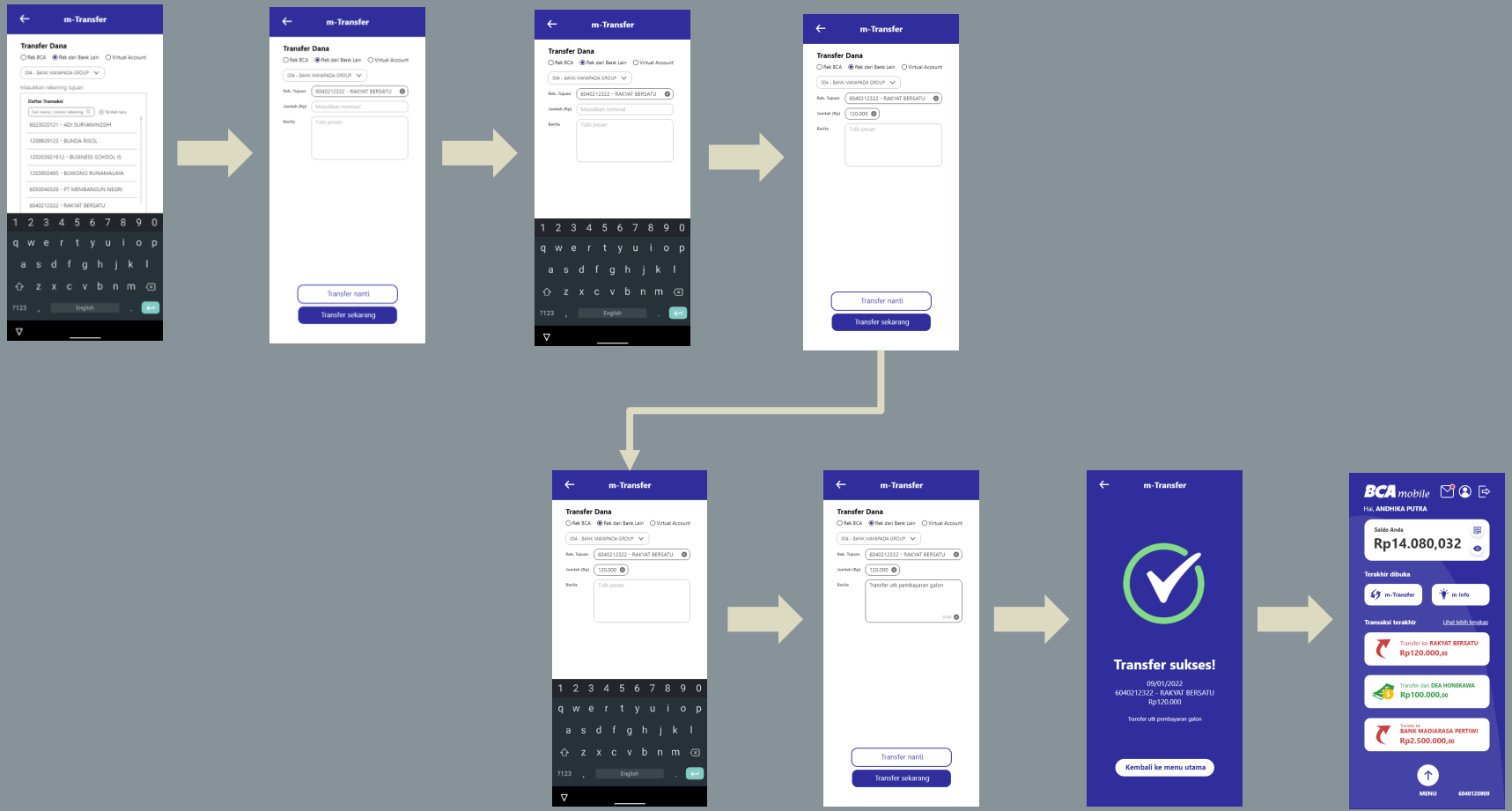
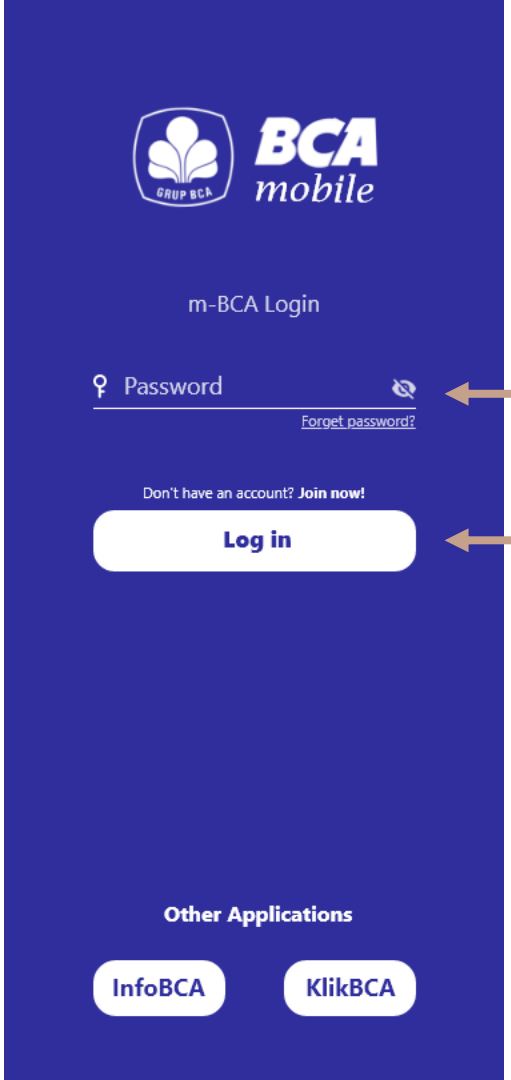
Transfer ke
ZETA NAOMI FANS CLUB
Transfer ke
YATANI STEAK CO.


m-Transfer
Transfer Dana
Rek BCA
Rek dari Bank Lain
Virtual Account
004 - BANK MAYAPADA GROUP
Masukkan rekening tujuan
Daftar Transaksi
6023020121 - ADI SURYANINGSIH
1209029123 - BUNDA RISOL
1202039021912 - BUSINESS SCHOOL IS
1203903493 - BUWONO RUNAMALAWA
6050040329 - PT MEMBANGUN NEGRI
6040213322 - RAKYAT BERSATU
Rek. Tujuan
6040213322 - RAKYAT BERSATU
Jumlah (Rp)
Masukkan nominal
Berita
Tulis pesan
Transfer nanti
Transfer sekarang
120.000
Transfer utk pembayaran galon
Transfer sukses!
09/01/2022
6040213322 - RAKYAT BERSATU
Rp120.000
Transfer utk pembayaran galon
Kembali ke menu utama
BCA mobile
Hai, ANDHIKA PUTRA
Saldo Anda
Rp14.080,032
Terakhir dibuka
m-Transfer
m-Info
Transaksi terakhir
Lihat lebih lengkap
Transfer ke RAKYAT BERSATU
Rp120.000,00
Transfer dari DEA HONEKAWA
Rp100.000,00
Transfer ke BANK MADIARASA PERTIWI
Rp2.500.000,00
MENU
6040120909

Explanation

Overview



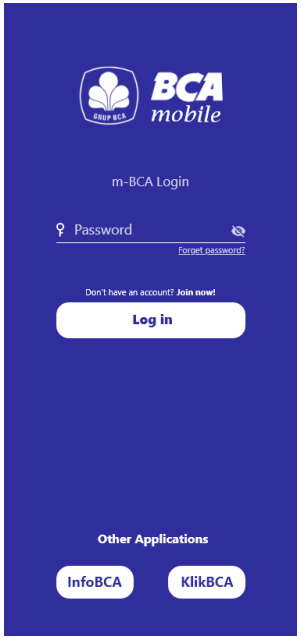
User type in their password

User press login button

*__bolded text__ means it is clicked in this demo

Overview

This is the Homepage



User can choose to instantly see their balance safely

User have a shortcut to features they recently used

User can check their transfer history quickly

User can track records on their most recent transaction result easily

*__bolded text__ means it is clicked in this demo

Overview

User can see their balance quickly and safely

User clicks the menu bar

*__bolded text__ means it is clicked in this demo

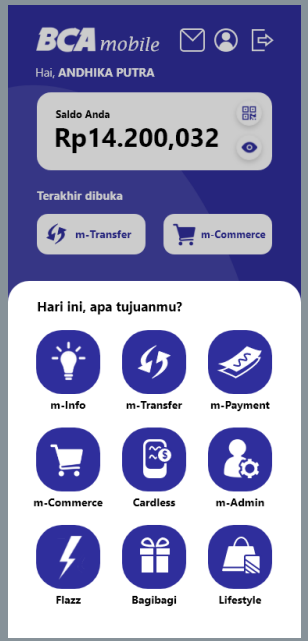
Overview

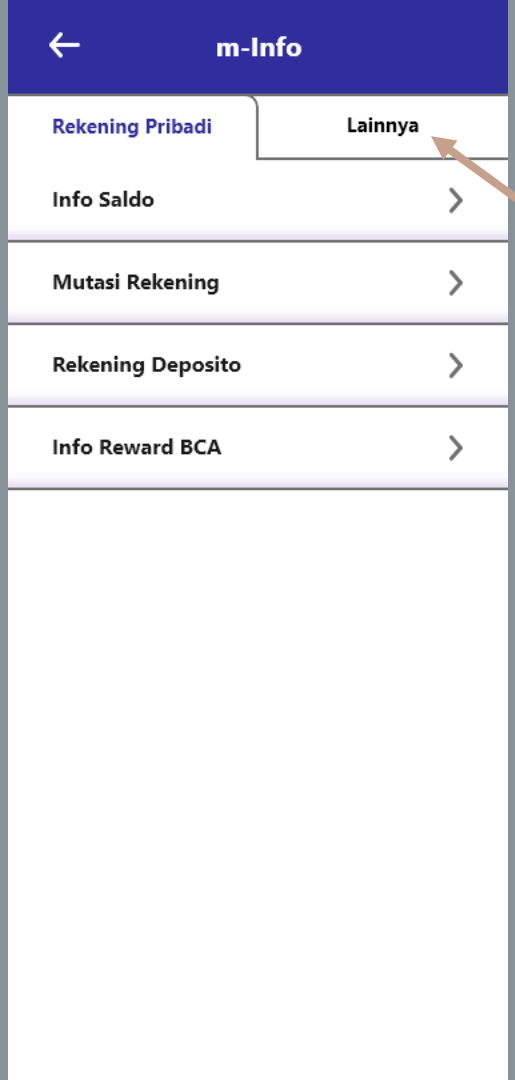
User can see all BCA menu in the menu bar

User clicks m-Info menu

*__bolded text__ means it is clicked in this demo

Overview



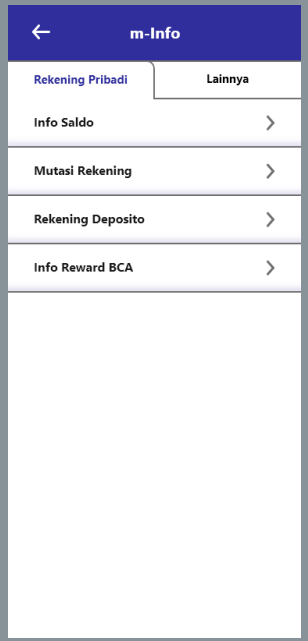


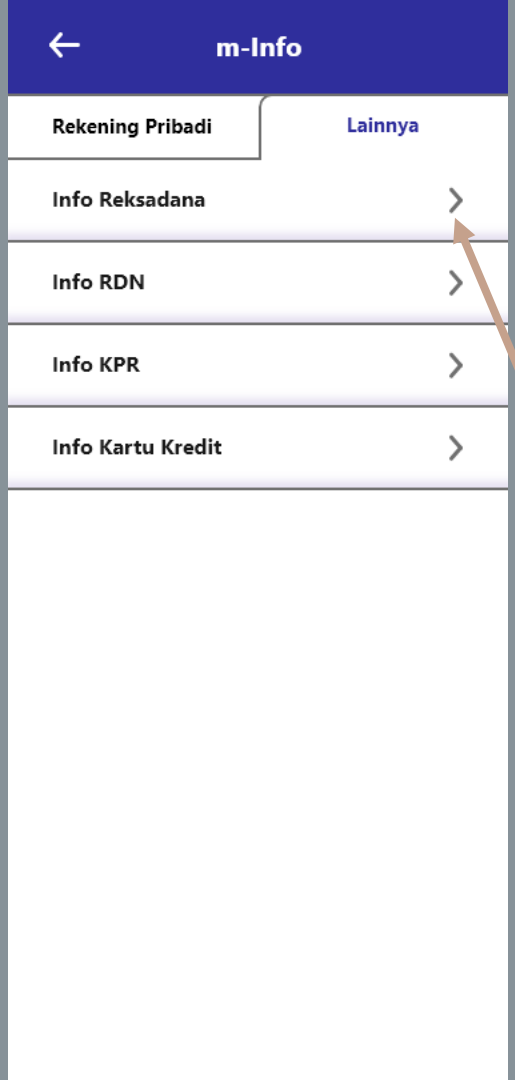
User can see the menu is sorted neatly

User clicks ‘Lainnya’ tab

*__bolded text__ means it is clicked in this demo

Overview



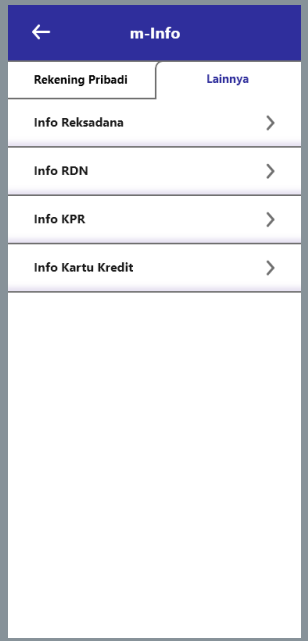


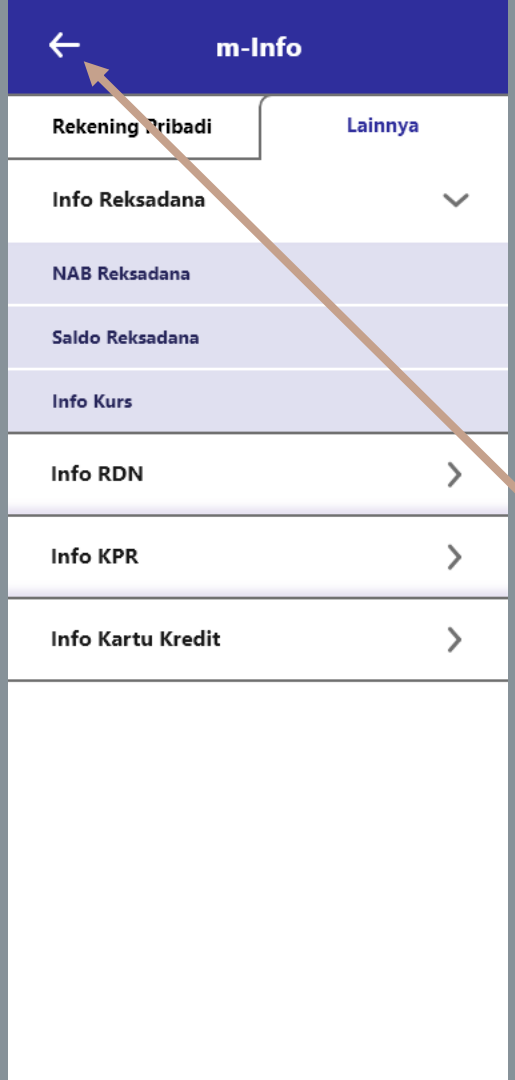
The tab is changed, and the function is sorted neatly

User clicks the next button

*__bolded text__ means it is clicked in this demo

Overview



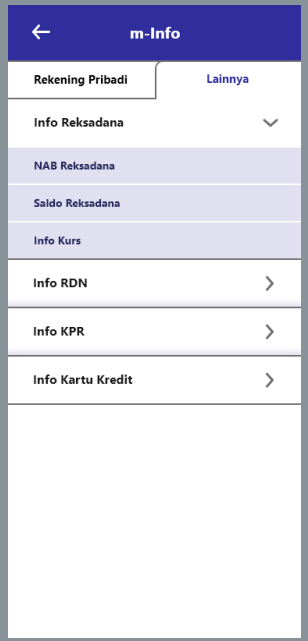


The sub-function is shown on a lists, the list will be keep shown even after the user restart the apps.

User press ‘back’ button

*__bolded text__ means it is clicked in this demo

Overview



The recently opened tabs is now updated

*__bolded text__ means it is clicked in this demo

Now, let’s test our apps efficiency (how many clicks it takes to do a function)

We’ll try to make a transfer to RAKYAT BERSATU account

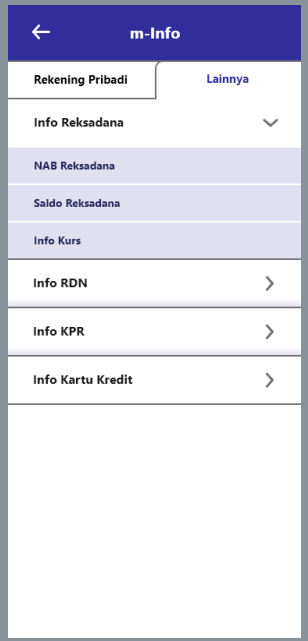
Transfer steps

Clicks: 0

Let’s start from homepage!

Transfer steps

Clicks: 1

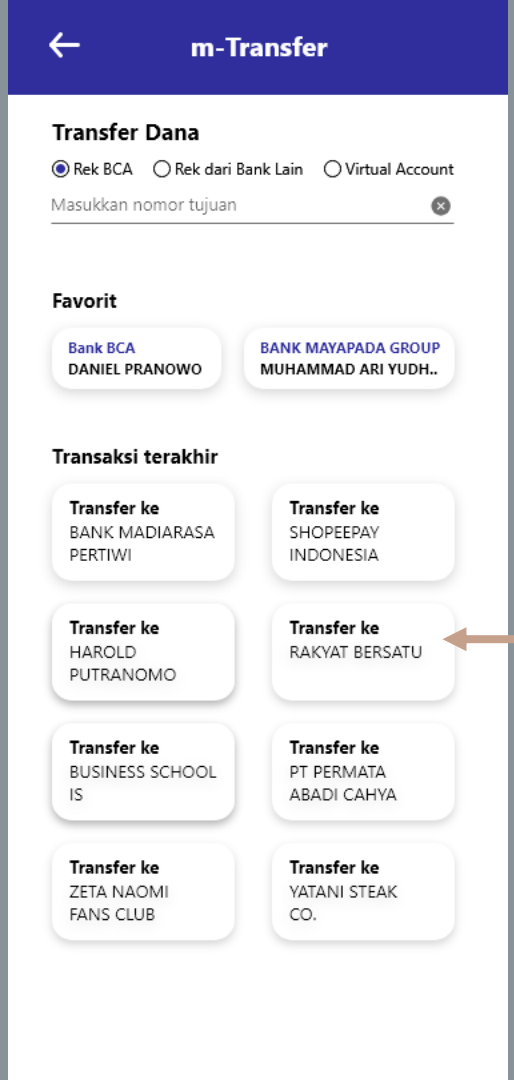


User access their recently opened tabs to access m-Transfer function

*__bolded text__ means it is clicked in this demo

Transfer steps

Clicks: 2



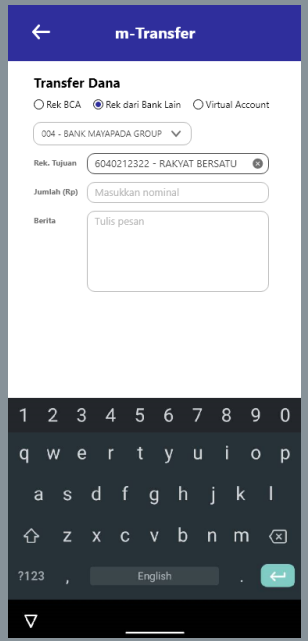
User are able to choose their number to transfer, and they can also quickly transfer to their favorite number and latest transaction

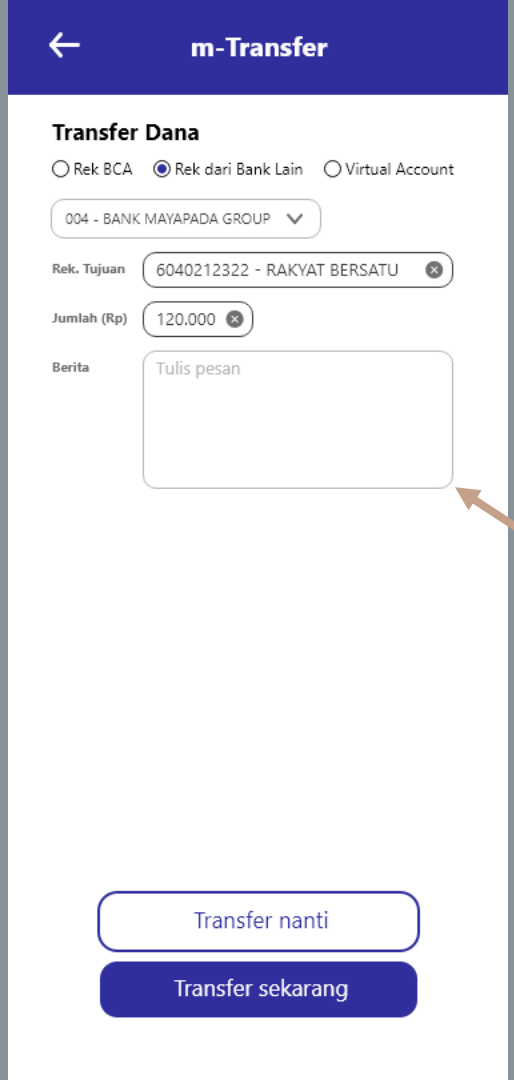
User press their latest transaction button

*__bolded text__ means it is clicked in this demo

Transfer steps

Clicks: 3



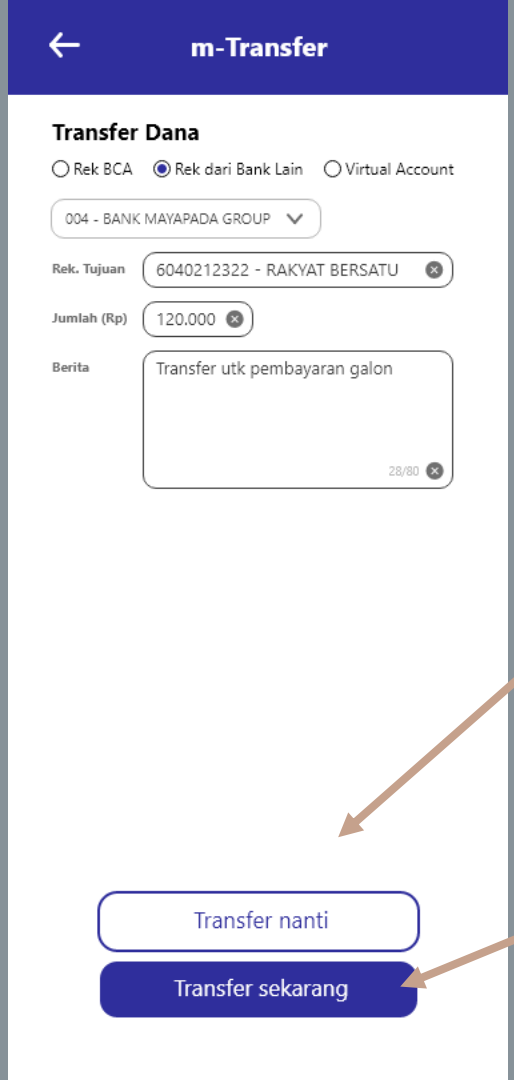


Input from user:
- **Transfer account**
- **Transfer amount**
- **Notes on transfer (optional)**

*__bolded text__ means it is clicked in this demo

Transfer steps

Clicks: 4



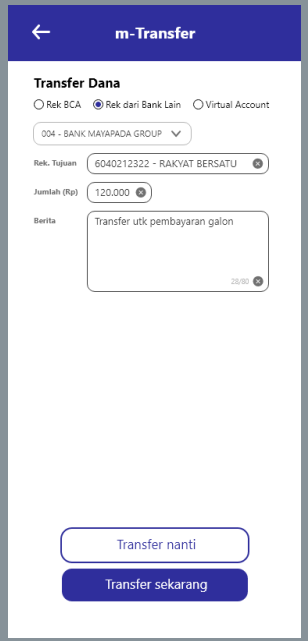
User can choose to transfer now or later (BCA features)

User press ‘Transfer sekarang’ button

*__bolded text__ means it is clicked in this demo

Transfer steps

Clicks: 4



And…
it's done!

The page is changed to a more-focused UI for better experience

*__bolded text__ means it is clicked in this demo

Only in 4 clicks, the transfer is done!

It's faster and more efficient than the old m-BCA, which from my experience usually needs around 10 clicks

Overview

New notification of the successful transaction

Updated ‘recently opened’ menu bar

Updated ‘recent transaction’ menu bar

Thank you