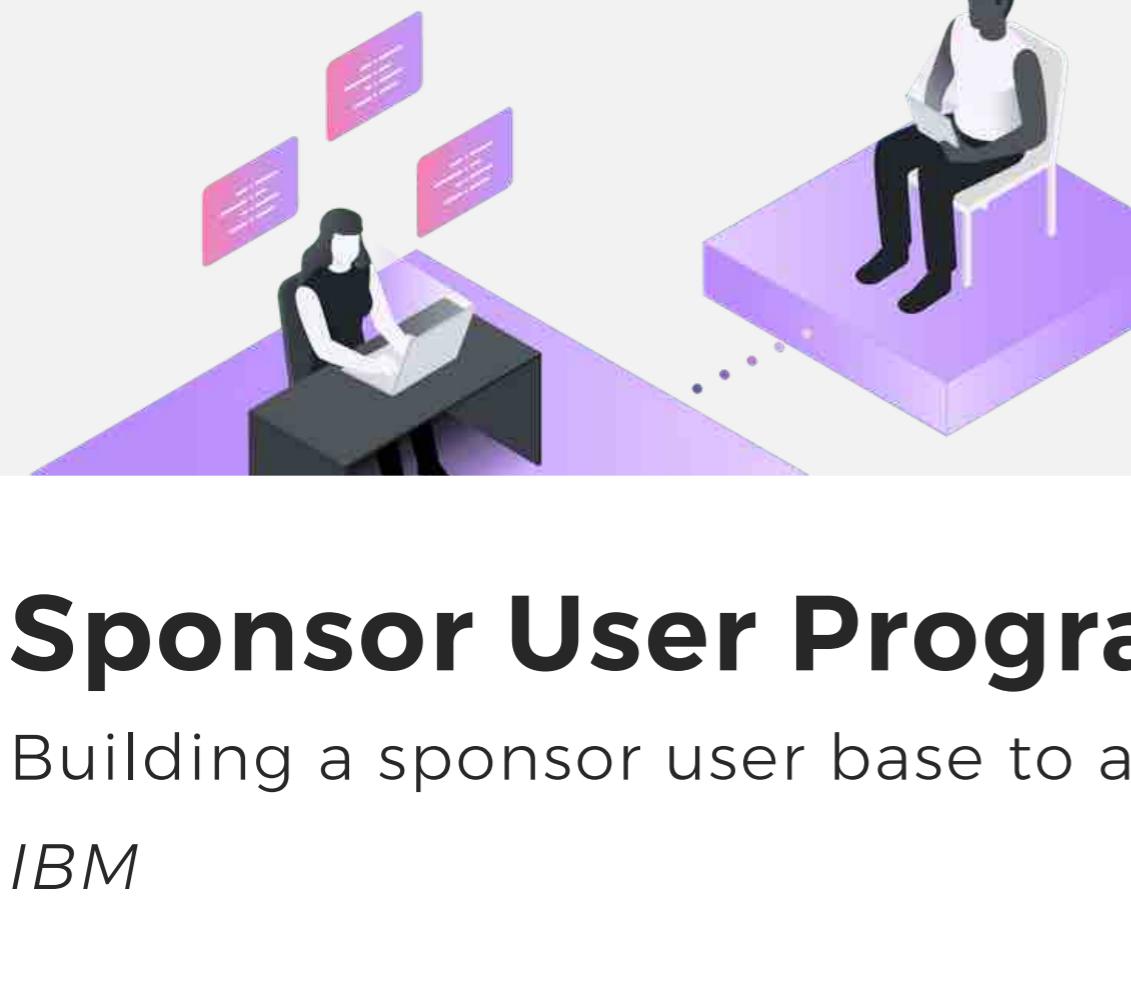


NORA PEKKER

Case studies

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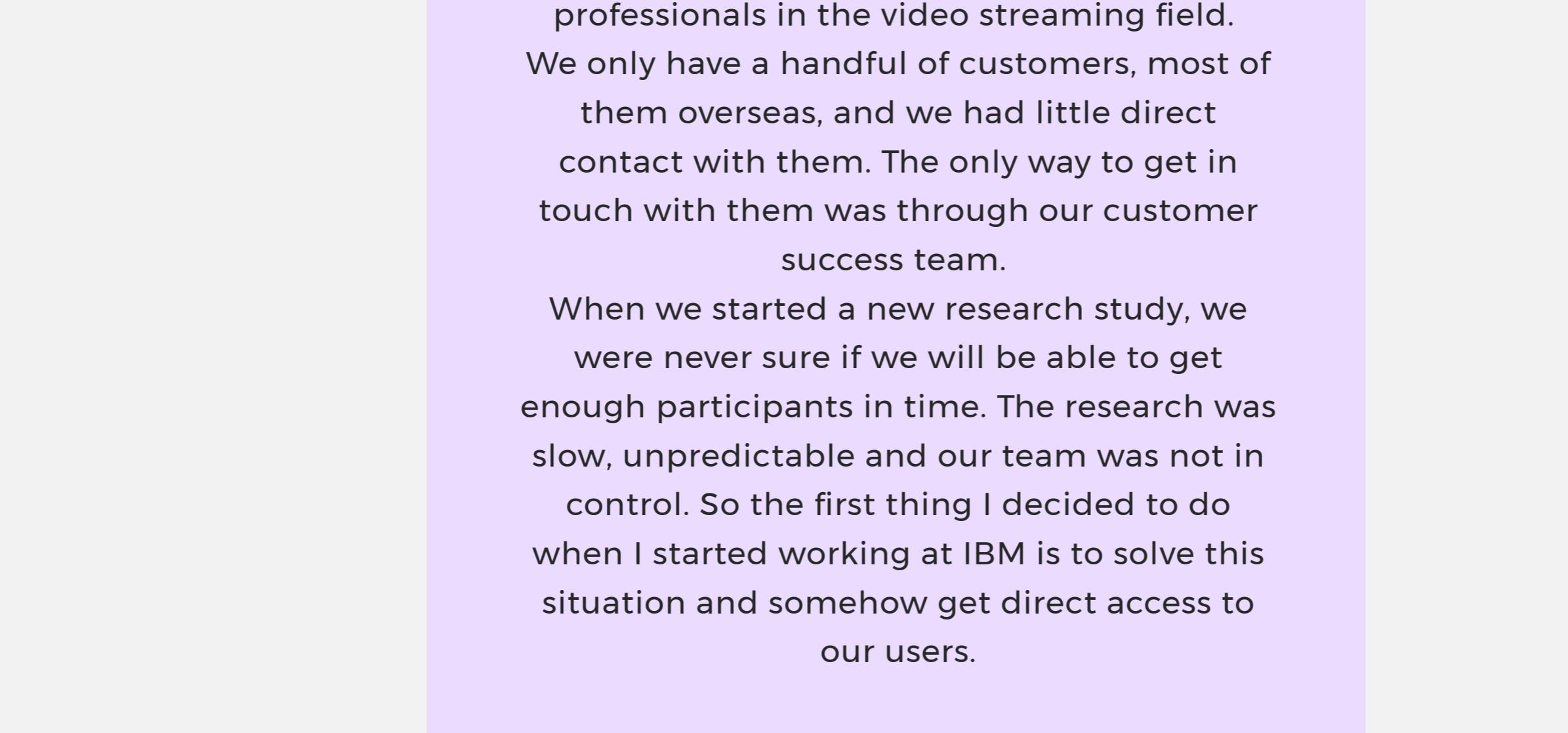
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Sponsor User Program

Building a sponsor user base to a B2B product

IBM



The challenge

At IBM, I work on an enterprise video streaming solution. Our platform is a B2B product where the users are skilled professionals in the video streaming field. We only have a handful of customers, most of them overseas, and we had little direct contact with them. The only way to get in touch with them was through our customer success team.

When we started a new research study, we were never sure if we will be able to get enough participants in time. The research was slow, unpredictable and our team was not in control. So the first thing I decided to do when I started working at IBM is to solve this situation and somehow get direct access to our users.

The framework

IBM has a framework called the 'Sponsor User Program' to help teams gain access to their customers. It is a long-term agreement with users to involve them in a co-creating process. The selected users would be providing feedback, participating in interviews, workshops, usability tests, or answering surveys. It is also beneficial for them as they can have a direct impact on our product and roadmap. While we would get early feedback on our design.

Start small

I decided to build this program for our product. I decided to start small and build the program with only one company and see if it works. So I asked our data team to provide some insights about our customers.

It turned out IBM was our number one customer. It meant we had an enormous user base in house. Why not contact them?

Building it up

We had two main persona types the viewers and the broadcasters. My priority was to find people who represent these two user groups. All the broadcasters have a registered account in our system. I contacted them on Slack and invited them to a 1on1 interview. I used these interviews to get to know them better and also to explain the Sponsor User program.

We also knew that most IBMers use our platform to watch work-related videos. The majority of the company townhalls, and executive videos, were streamed on our platform. But we had no record of them in our database.

So I decided to start to recruit people in a very informal way.

I created a screener and posted them on several slack channels, and waited for people to apply. And they did!

We ended up having a large pool of users at our hands, and we soon started to leverage that in our research. We could immediately see the impact it had on our design process.



The results

- 90 signed sponsor users from IBM.
- Participants from 20 different countries.
- Direct access to users.
- Faster research.
- More predictable research time.
- Continuous feedback.
- Faster iteration cycle.

Long term impact

Besides the obvious benefits of having direct access to our customers, building the Sponsor User Program gave us much more.

It also gained the trust of other stakeholders. We are building a Sponsor User program with our customers outside of IBM. Our program has shown the value of user research and working with other parts of the organization.



The challenge

When I arrived at IBM, I started working on a product that has been on the market for years. The design team had a good understanding of who the users. Several research studies have been done, which resulted in quite a lot of information on the customers. But all the data we had was scattered around all the different platforms.

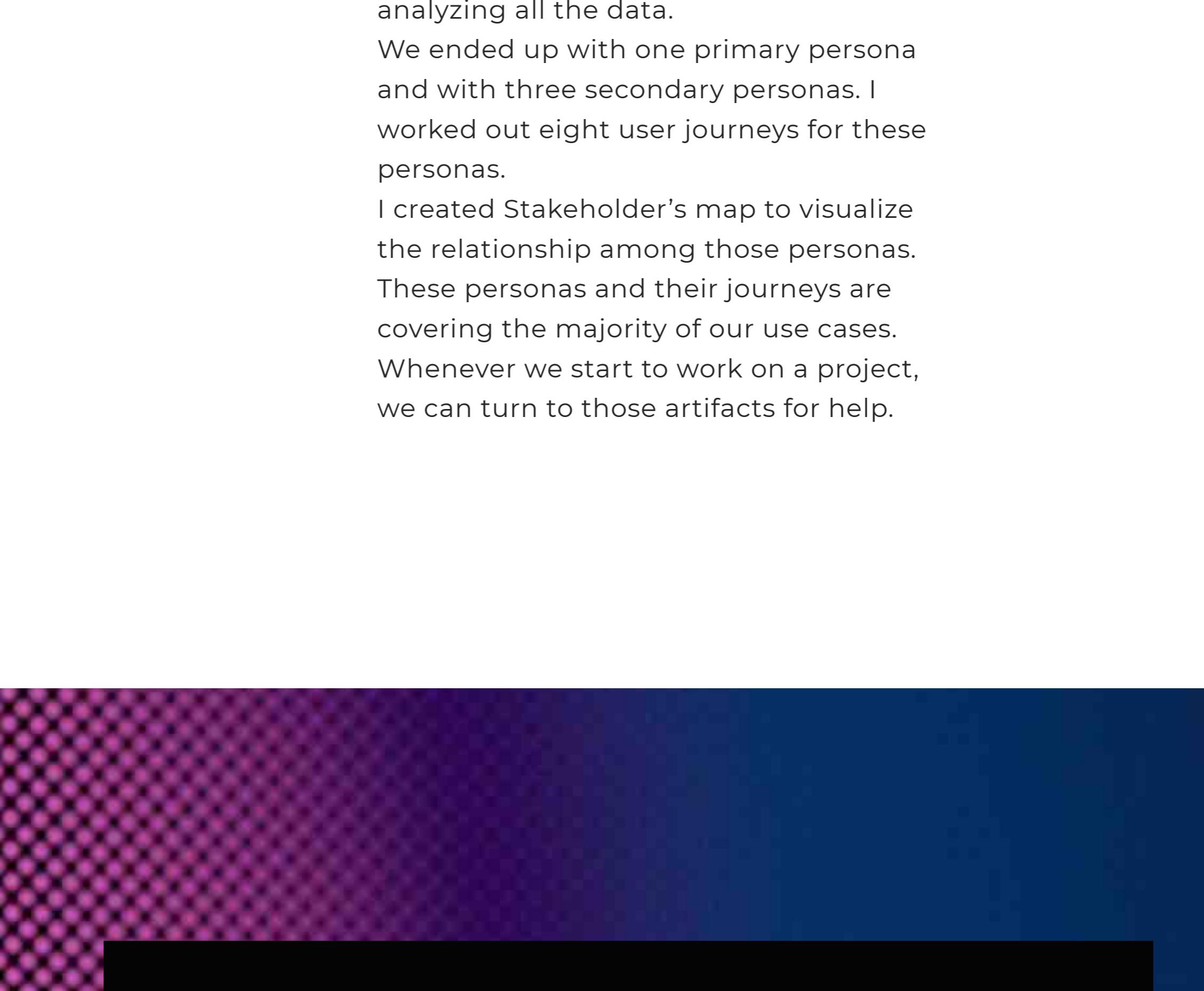
Whenever a new project started, we had to go through one by one all the previous research summaries and try to find any relevant information. That is a slow and painstaking process. The team didn't have personas or user journeys on hand. During the design phase, they were relying on their general impression about the users.

I decided to analyze all the data we had. I started to build a design repository and created research artifacts to make our research flow faster and more efficient.

Building the repository

CSFR Tickets:

I added metadata to the hundreds of customer feature request ticket in Jira. The tickets became searchable by the tags, so we would not have to go through them one by one every time. I included other stakeholders such as sales and offering team members in the project.



Sponsor user program:

I built up a sponsor user program with more than 90 participants (and counting). This program gave us quick and direct access to our end-users, which made our research faster and easier to plan. We finally had a database of people who we could recruit to our studies. I wrote a short description of every single participant that made it easier for us to decide if that person is relevant to our project or not.

I also started to track every session we had with those sponsor users, so we could see what was the last time we have contacted them. In this way, we could prevent overwhelming users. That enormous data collection became a functioning recruiting tool for us.

(Read more about how I built up this program in my other case study).

Research repository:

I decided to turn all that knowledge the team has collected during the years into a useful database that is available for everyone. I started to build a design repository. I uploaded all the user interviews, usability tests and any other research studies we have made. Other materials about users, from different stakeholders such as CSFR tickets, Zendesk tickets, notes from the sales and offering team were also included in the repository.

I organized all the data into meaningful projects and tagged all of them, so all the info could be easily find by keywords.

Data:

With the help of our data team, I have put together some useful data tables with some generic information about our platform and our users. Every project is different, but there are some metrics that we have to work with over and over again. Now those are collected into those data sets, so we don't have to wait for the data team to provide it for us.

After analyzing all the information, we had I started to have a more detailed understanding of our users. I created personas and user journeys. That wouldn't be possible without analyzing all the data. We ended up with one primary persona and with three secondary personas. I worked out eight user journeys for these personas. I created Stakeholder's map to visualize the relationship among those personas. These personas and their journeys are covering the majority of our use cases. Whenever we start to work on a project, we can turn to those artifacts for help.

Creating the artifacts

Building up a research repository made our research process faster. It gave us quick access to all the data that has accumulated during these years.

It also made information available to other stakeholders. Offering managers started to look up data about their projects on their own.

The artifacts made our users more visible and present during our product development flow. The printed versions all around the office reminded us of who should be the center of our product decisions.

The presentation I held on our company all-hands and to developer teams helped to build empathy. Quotes and stories from users made them more relatable to everyone in the company.

It is not enough to continuously do research. The results have to be available to everyone and communicated to all stakeholders.

Long-term impact

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iCom Player

Exercise Player for students
Infinitas Learning



HUISWERK

Unit changes
Convert the following amounts to another unit

| | | |
|-------------|---|-----------|
| 1000 ml | = | 1 L |
| 2 km | = | 2000 m |
| 120 seconds | = | 2 minutes |
| 3 kg | = | 3000 g |

NEXT →

The customer

Infinitas Learning is an international group of educational book publishing companies from Belgium, the Netherlands, and Sweden. Alongside classical printed materials, Infinitas has entered the digital market as well. They offer online books, exercises, so as several online platforms. Products range from online courses for adults to educational games for kids and learning management systems for teachers.

The project

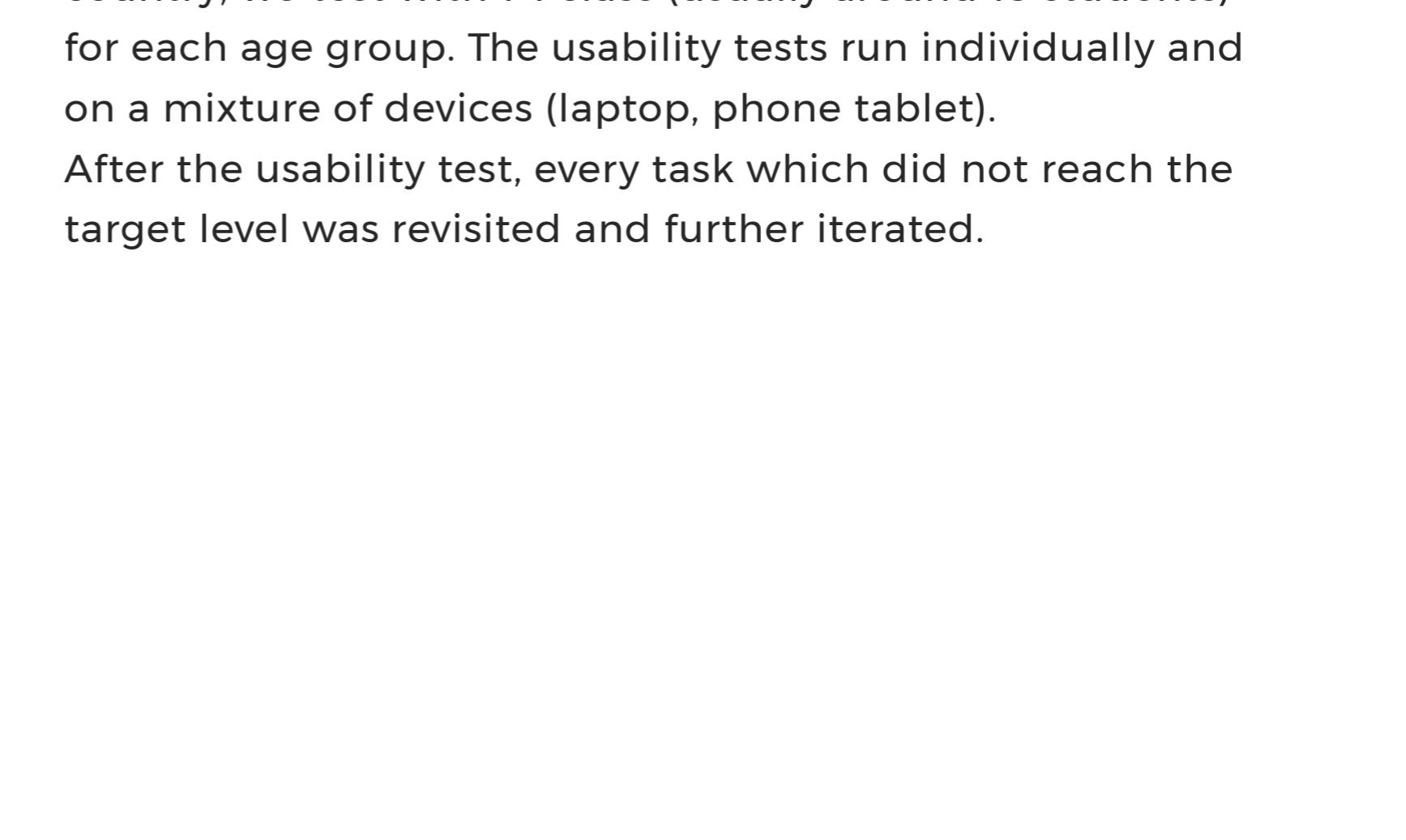
My task was to design an exercise player for primary education. To enable children to do homework online or practice in the class. The results would be automatically available for the teacher.

That was a crucial step for the group on their way to start offering blended solutions. Teachers begin to mix digital and classical techniques in the classrooms. We had to address the new needs.

The research

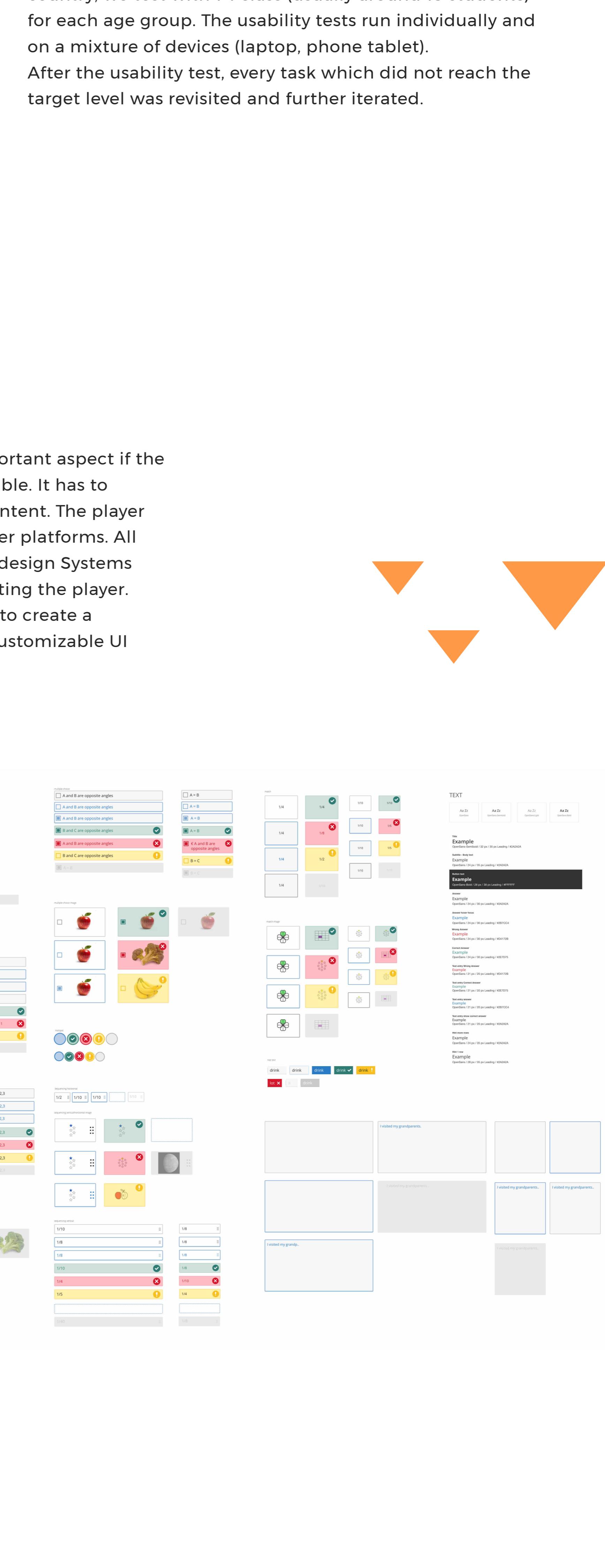
The project started with understanding the business needs. I interviewed management and publishers.

After that, I started and extended user research. I went to do field studies in schools with my colleagues. We were observing everyday life at Primary schools. We were attending classes and following their day. We also interviewed several teachers. But of course, the final users are the students. I conducted contextual inquiries. We observed how the kids interact with the different devices and how do they find their way in the digital world.



UI design

At this project, the most important aspect of the UI was to be neutral and flexible. It has to accommodate all kinds of content. The player has to be integrated into other platforms. All the platforms have different design systems and different ways of integrating the player. Therefore the main goal was to create a minimalist interface with customizable UI elements.



Content

Usability doesn't stop with the interface. At this project, it was equally important to make sure the content that we will display in the player is contributing to good user experience. The authors creating content were coming from the mostly printed background and had little or zero knowledge about web usability. Therefore a part of my task was to share knowledge and educate them. I created guidelines and training to explain the possibilities and limitations of online content display.





Evaluation plan

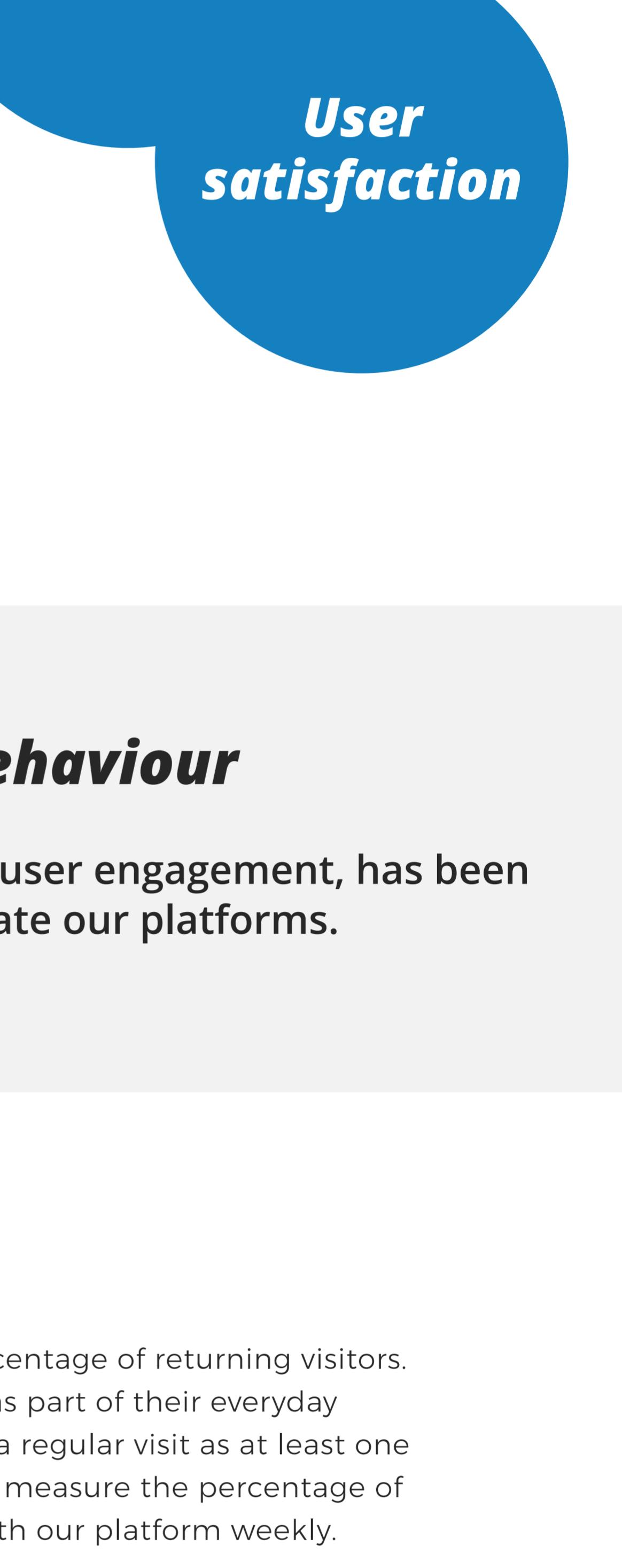
Defining the main KPIs

Infinitas Learning

The customer

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Alongside classical printed materials, Infinitas has entered the digital market as well. They offer online books, exercises, so as several online platforms. Products range from online courses for adults to educational games for kids and learning management systems for teachers.



The task

My task was to define common KPIs for the group for their digital solutions. I had to set up benchmarks to evaluate the success of the online products across the countries and over time. The platforms have very different functionalities, target groups, and strategies. Therefore the challenge was to find KPIs that we can apply for a wide variety of products.

The goal was to set up metrics for standard UX evaluations over platforms that we can conduct repetitively.

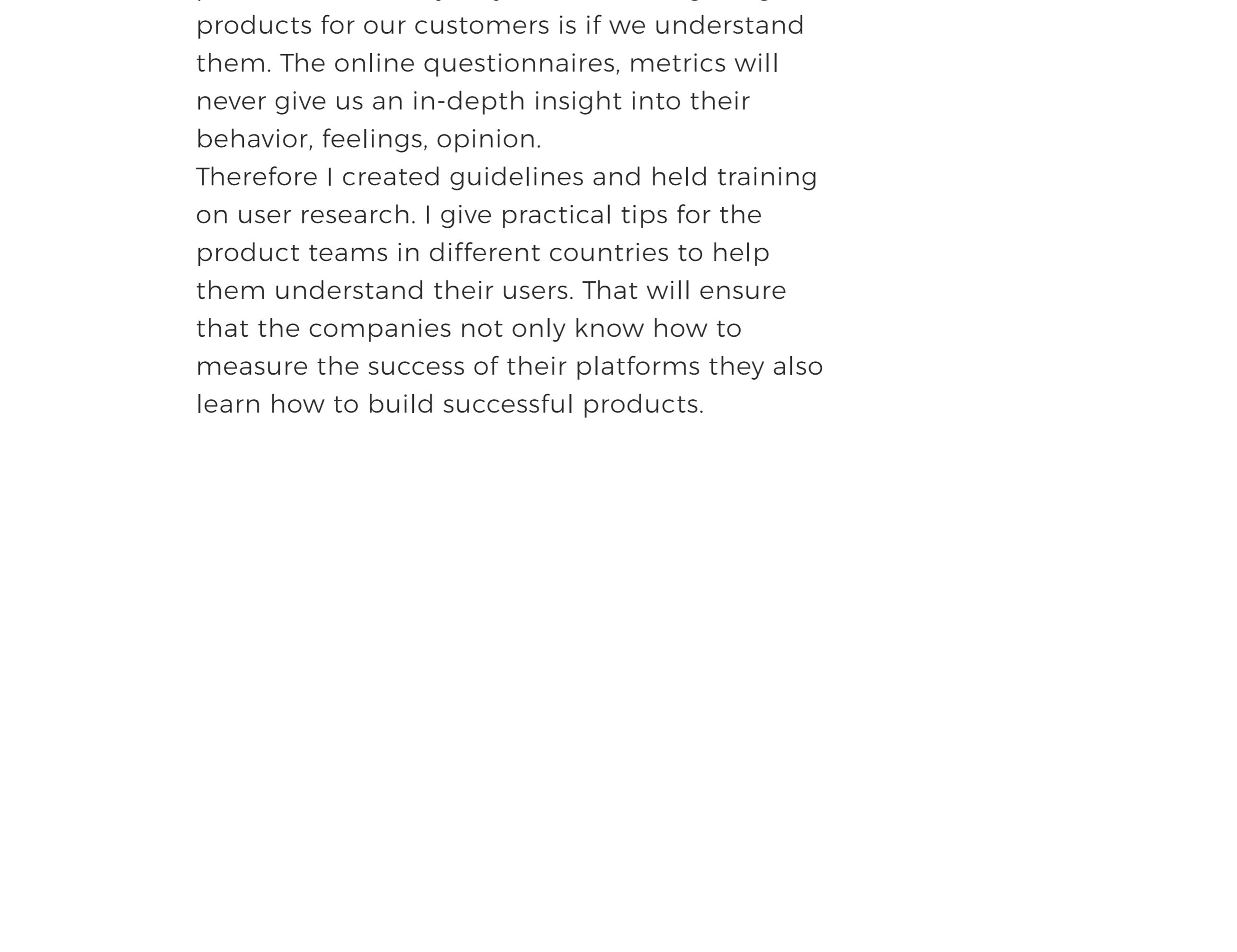
1. **The metrics**
2. **User behaviour**
3. **User satisfaction**

1. **Retention**
2. **Usage**
3. **Engagement**

1. **NPS** + **SUS**
2. **Part 1: User behaviour**

User behavior Retention, usage, and user engagement, has been chosen as metrics to evaluate our platforms.
3. **Part 2: User satisfaction**

The other aspect of our measurement was user satisfaction. I believe that qualitative user research techniques are the best ways to understand the user's goals, motivations, pain points. However, because of the different nature of the platforms, these methods were not feasible on a group level for a continuous, centralized assessment. We needed to quantify user experience and use generic measurement tools that we can use for our wide variety of products. From a large number of tools, we have chosen to measure NPS and SUS. Both metrics help to measure the self-indicated satisfaction of the users. While NPS is focusing on the overall satisfaction, SUS is more detailed and focused on the perceived usability of the platforms.



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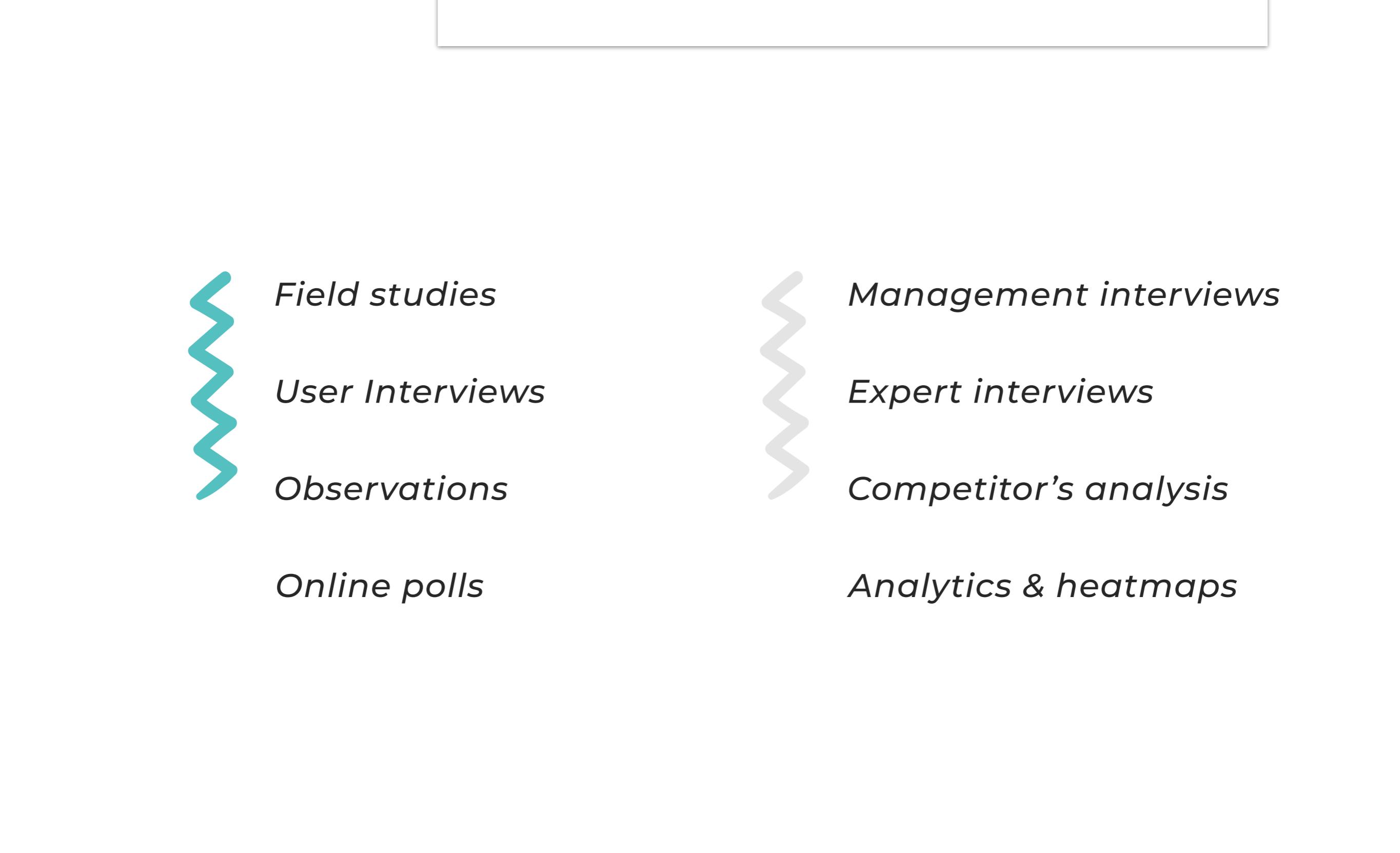
Scoodle

Learning management system for teachers

Infinitas Learning



Scoodle is the online platform of Plantyn, a leading educational publisher in Belgium. They provide online materials and planning tools for teachers. I get the task of redesigning the way they present their online content in their platform.



Research

The first step was to understand the business needs. I interviewed managers to understand what are the requirements from their side and conducted Expert interviews to learn more about the topic.

Then it was time to put some measurements in place. I set up Google Analytics and Hotjar for them. I created funnels and waiting for the heat maps to get ready.

In the meantime, with my team mates, we have started our field study. We were observing teachers both in primary and secondary education and conducting user interviews.



Field studies

User Interviews

Observations

Online polls



Management interviews

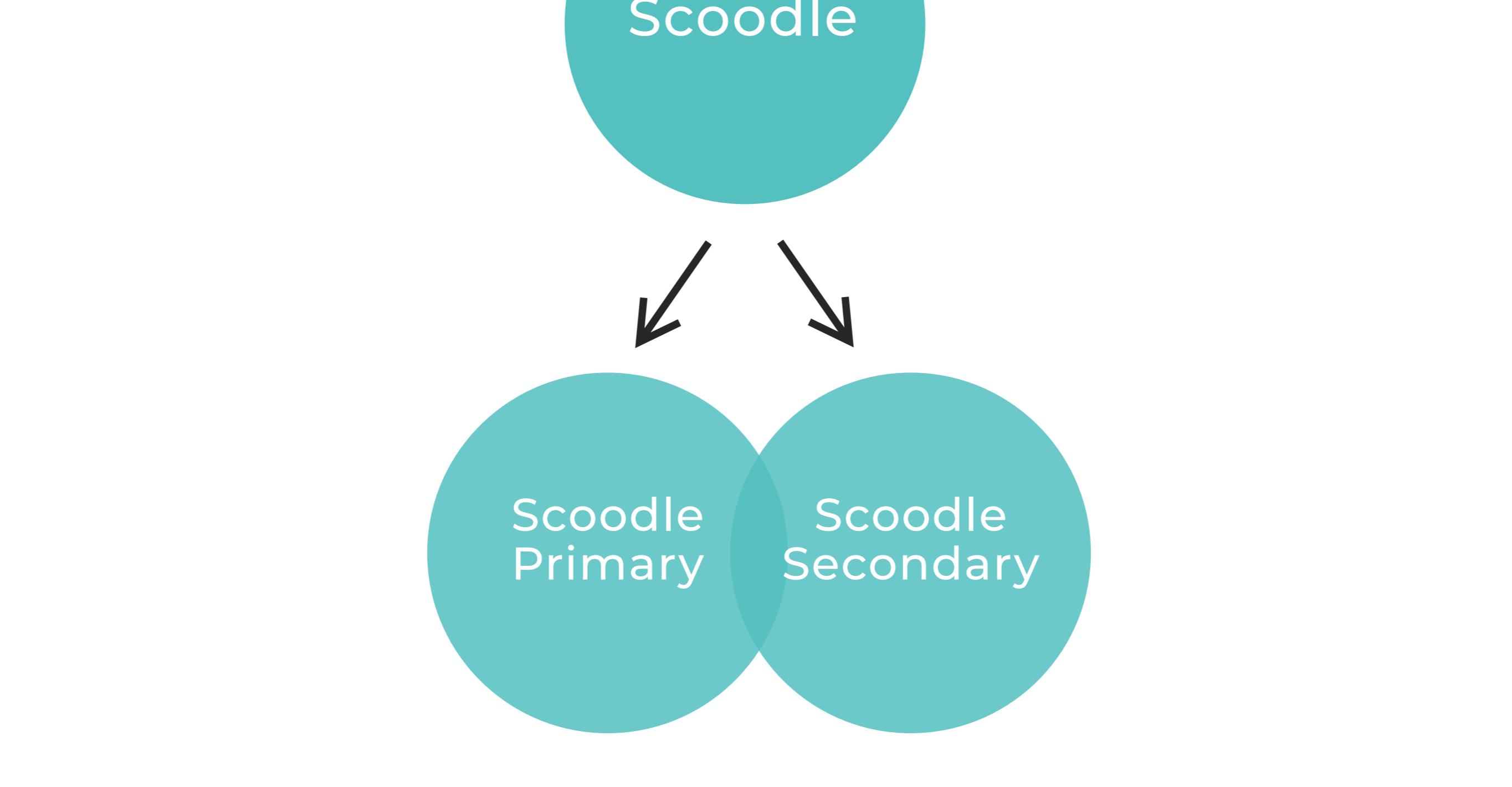
Expert interviews

Competitor's analysis

Analytics & heatmaps

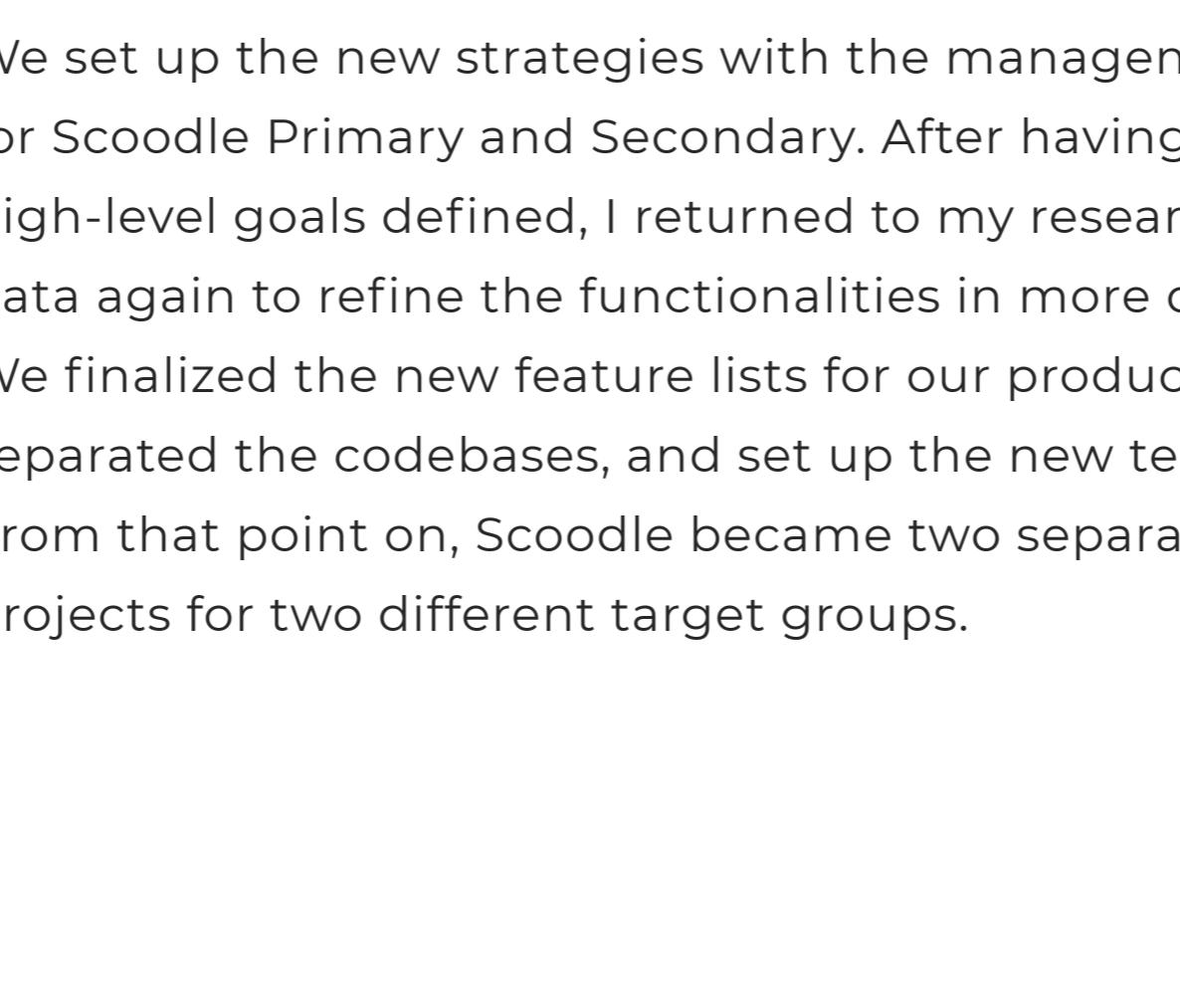
Findings

I started to analyze the research data. I created personas, user journeys, empathy maps as usual. I started to see two very distinct patterns. We learned from our observations that the world of primary education and secondary education is different. The way how teachers prepare for their classes plan their year is just a whole different approach. And because of that, they had different needs.



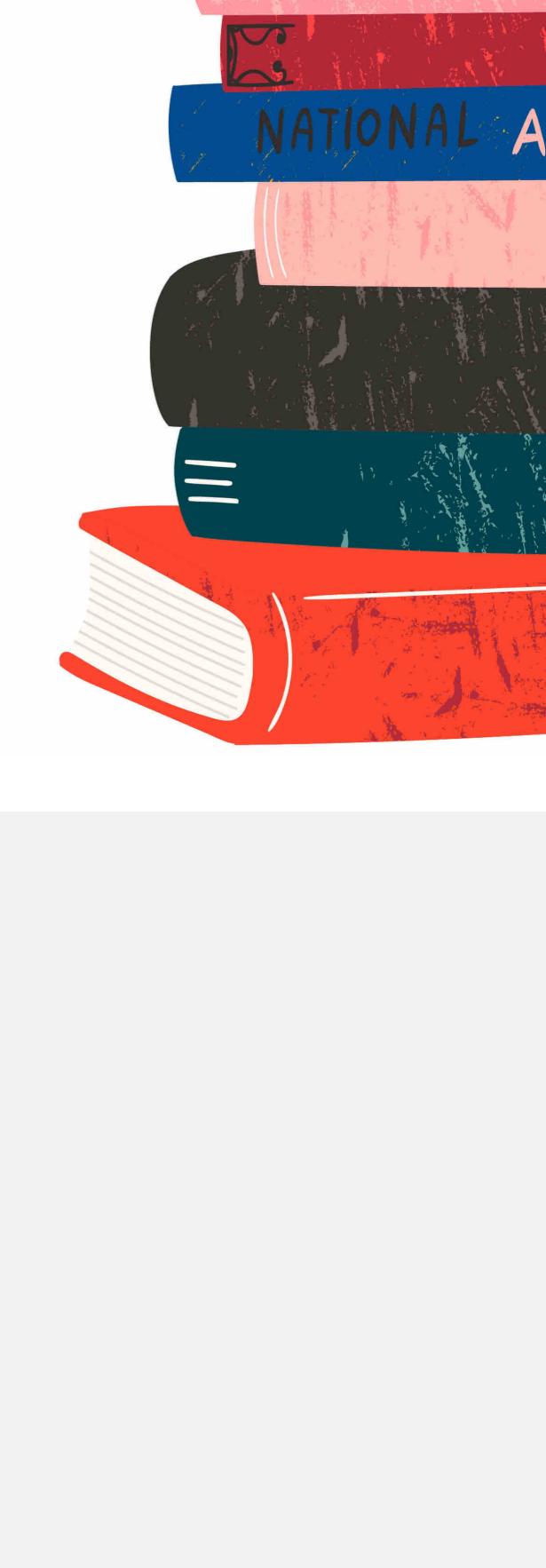
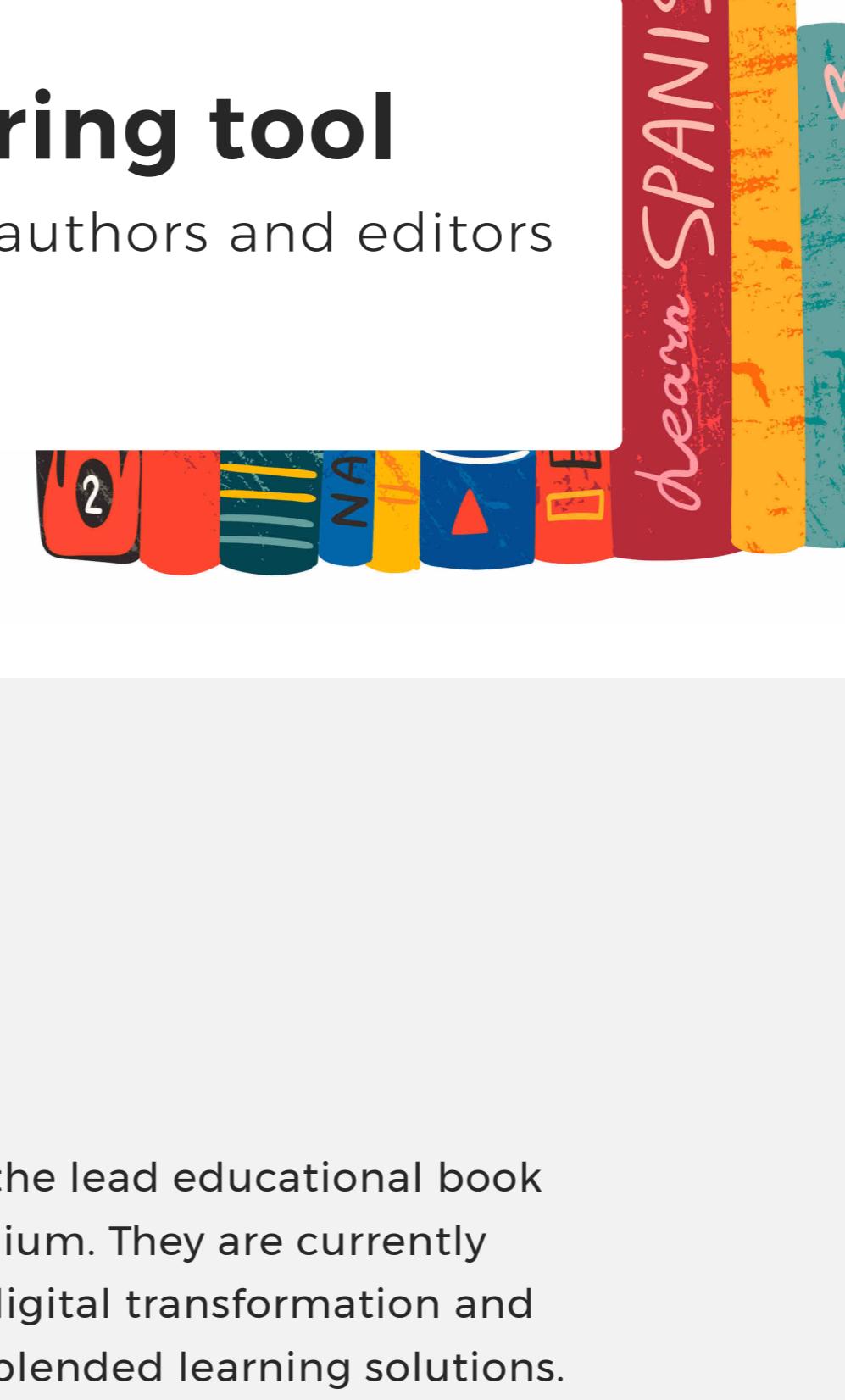
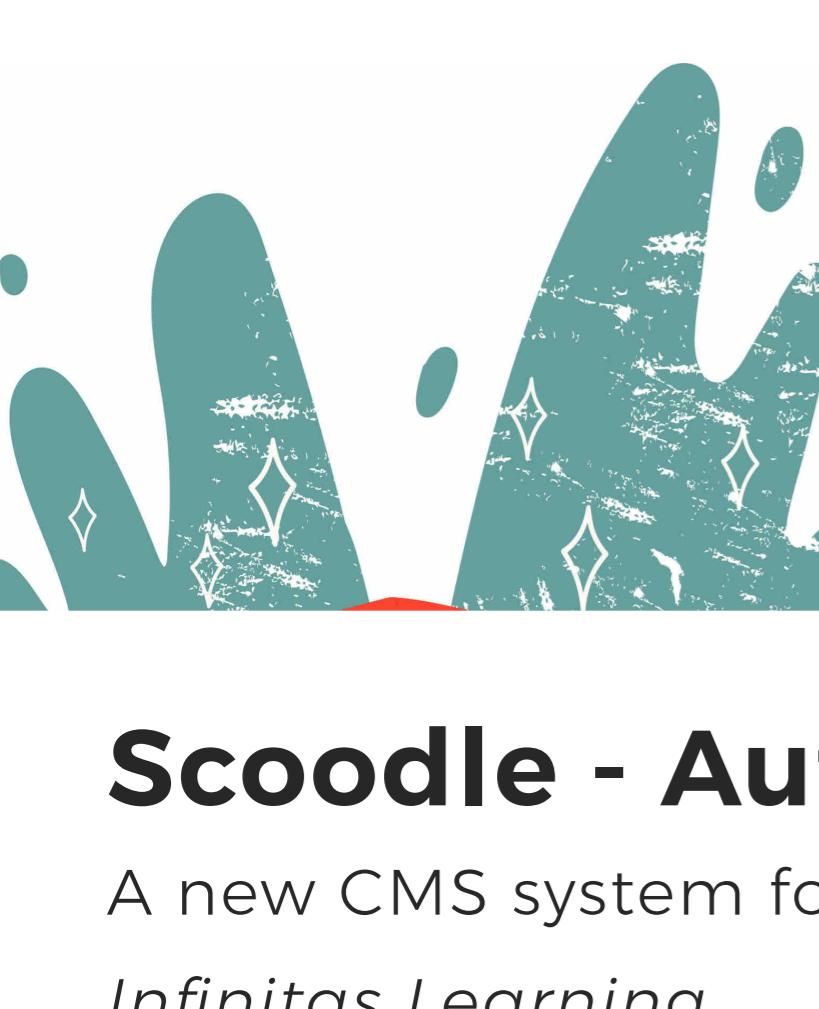
New directions

We set up the new strategies with the management for Scoodle Primary and Secondary. After having the high-level goals defined, I returned to my research data again to refine the functionalities in more detail. We finalized the new feature lists for our products, separated the codebases, and set up the new teams. From that point on, Scoodle became two separate projects for two different target groups.



Redefining the products

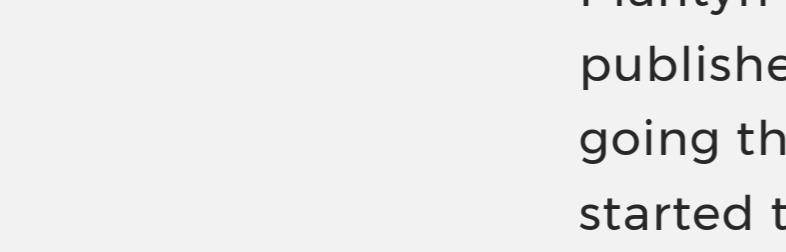




Scoodle - Authoring tool

A new CMS system for the authors and editors

Infinitas Learning



The task

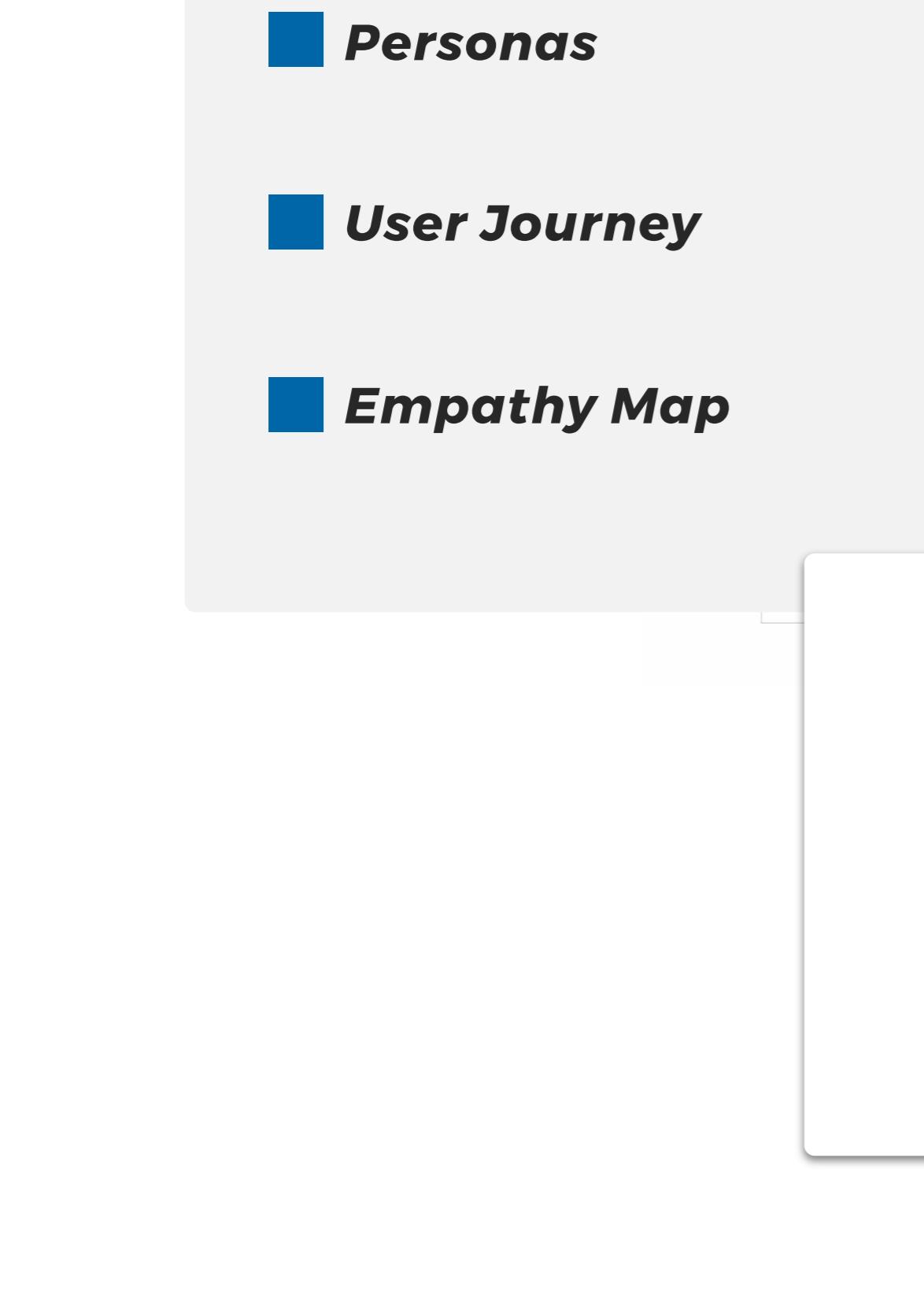
Plantyn is one of the lead educational book publishers in Belgium. They are currently going through a digital transformation and started to offer a blended learning solutions. Therefor online content creation became the core of their business.

My task was to reinvent the way authors create their online methods. I had to design a new CMS for them to make the authoring and publishing process more efficient.

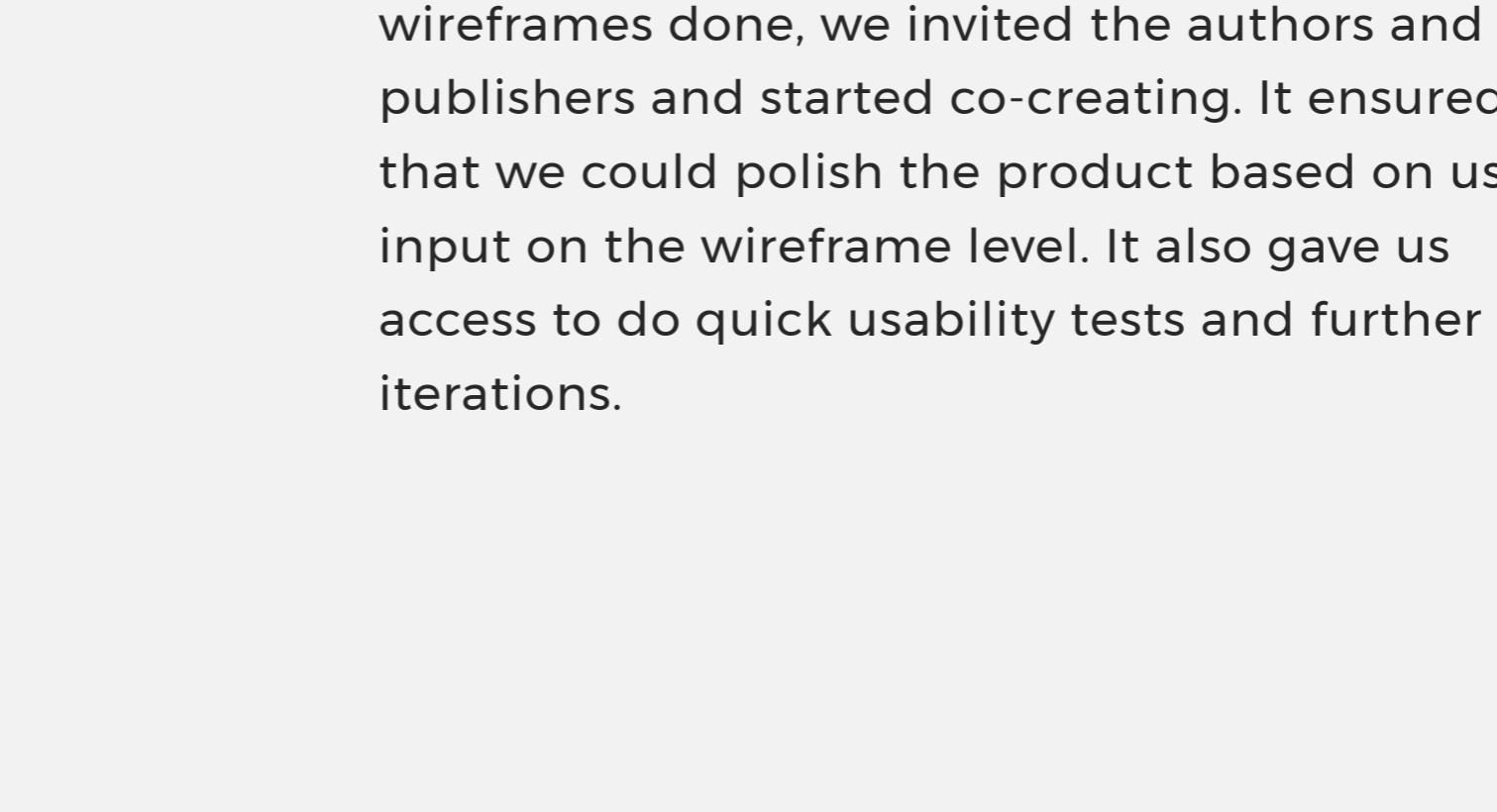


Research

The first step was to understand the business needs. I interviewed managers to understand what were the requirements. Then I started the user research. I was in the lucky position that the users were sitting in the same office as me. I shadowed and interviewed authors and publishers to learn as much as I can about their way of work, their problems, etc.



Research analysis



Personas

User Journey

Empathy Map

After the research, I analyzed the results. I created personas, user journeys, and empathy maps to get a better understanding of user needs.

I drafted the first feature lists and created the information architecture.



Ideation + early stage testing

Because of the ideal situation that the users were continuously available, we could involve them early on in the ideation phase. We could test our ideas fast without having to do high fidelity prototypes. After having the first wireframes done, we invited the authors and publishers and started co-creating. It ensured that we could polish the product based on user input on the wireframe level. It also gave us access to do quick usability tests and further iterations.



Evaluation

One of the initial business goals with this project was to help authors to create online

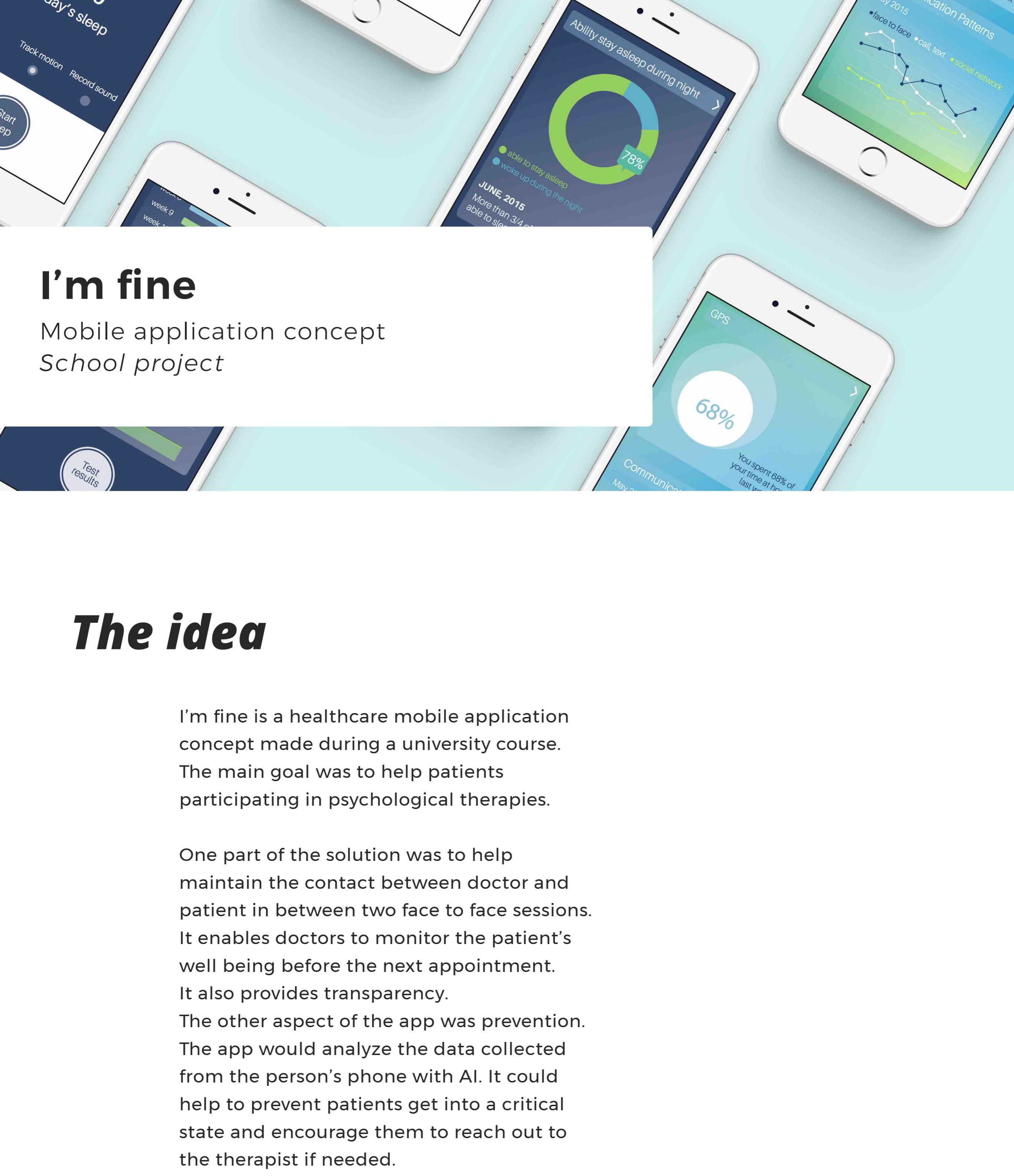
methods more efficiently and to reduce the time to publish. Therefore after release, we

started to measure the time and compare it with the old results. The new designs

resulted in shorter publishing circles, which

meant our authors could work more efficiently.





I'm fine

Mobile application concept
School project

The idea

I'm fine is a healthcare mobile application concept made during a university course. The main goal was to help patients participating in psychological therapies.

One part of the solution was to help maintain the contact between doctor and patient in between two face to face sessions. It enables doctors to monitor the patient's well being before the next appointment. It also provides transparency. The other aspect of the app was prevention. The app would analyze the data collected from the person's phone with AI. It could help to prevent patients get into a critical state and encourage them to reach out to the therapist if needed.

The Inspiration

"According to the World Health Organization, depression is one of the primary sources of disability around the world. It contributes to many physical and mental health complications. But, it is treatable. Various types of talk therapy, medications, and lifestyle adjustments have all been shown to help individuals dealing with depression."

(World Federation for Mental Health, October 10, 2010, www.wfmh.com)

Mental health problems are still very controversial in our society. Many people never get diagnosed as they are either worried about the social stigma or because they are unaware they have a condition. From personal experience, I know how untreated depression can lead to family tragedies.

While I was working on my app concept, I continuously consulted with one of the lead doctors at the Psychiatric Institute of the Semmelweis University Hospital.

I tried to gain a deeper understanding of how therapies work, and to understand what can be improved, what are the pain points of the doctors. I also conducted interviews with patients to understand their side of the story and see how I could help them.

Speech therapy and medication is the most common therapy form.

Tests, questionnaires are used to evaluate the patients' current wellbeing.

There are no digital records. It is difficult for the doctors to keep track of the patients' records.

Completing questionnaires takes too much time away from speech therapy and other therapy forms.

Lack of monitoring between two sessions.

Risk of a meltdown between two sessions.

Lack of knowledge on the patients' side about other supportive activities such as support groups, hotlines, meditation, etc.

Lack of transparency in the records.

Findings

Patients could complete all the tests and write the journals in the app before the therapy session.

Doctors would have time to evaluate those before the appointment, be more prepared, and have more time for speech therapy.

Besides, regular tests the app could help doctors to evaluate the patients well being between meetings. It would give them the chance to spot any worrying signs in their condition and arrange a face to face meeting earlier or do any steps they feel necessary. Doctors could monitor the patient's health better in between the sessions.

The digital entries would save a lot of time for doctors as they don't have to spend time digitizing the test results etc. This database also would enable doctors to more efficiently go through the patient's history and find any relevant information. Digitalized documents also create transparency for the patient.

The other part of the solution is AI-driven indirect monitoring of the patients' well being. All kinds of data, such as location, activity, contacts, could be collected from their phone. Based on analyzing those results and comparing them to the average, the app would be able to find and highlight possible risks. For example, a sudden lack of communication with others, staying home too much could be signs of getting worse. In these scenarios, the app could check on the patients and make suggestions to contact their doctor if needed.

SETI Observe

Telescope tracker concept
School project

PROJECT

At our Interaction design course at the University, we get the assignment to redesign SETI Institute's observer website. That is the community website where people can contribute to the search for extraterrestrial life by connecting their computer to the network, helping the tons of data to be analyzed. It was a group project my role was UX research and UX Design. The main goal was to identify personas, understand their needs, and ideate with the rest of the team on the design principles and the main feature set.

RESEARCH

Best practice: I have analyzed the market, searching for industry-standard best practices.

Online Field Study: I have joined every SETI and space-related online group to learn more about them. I wanted to see what are the topics of discussions.

Interviews: I interviewed people who were using the SETI community website to understand their goals, interests, and current pain points.

FINDINGS

From the research data, I have created personas, collected the most important quotes, and clarified the user needs.

SHOW UP TO DATE INFO

'I want to see up to date info'
'They need to have regular up dates'
'They should reflect on the current scientific finding'
'It would be nice to know where they are looking'
'If I come here I want to know what's happening'

EXPLAIN WHAT THEY DO IN DETAILS

'How they choose the next area where they are going to search?'
'You need to have something which says what the site is about'
'What is the system behind the search? Why are they looking in particular area?'
'Why don't they look for life on the planets what NASA is also focusing on?'
'What are the other (planned) new techniques, methods to look for extra terrestrial life?

SHOW THE PROGRESS

'It's the journey what should matter'
'Information what they do but in WORDS, like journal entries, like this week they were looking for in this area'

'They have to find another way to measure success, then find extra terrestrial life'

'Show the progress'

'I want to see which stars have been eliminated'

'What signals they received and they turned out to be nothing'

FEATURE SET AND DESIGN PRINCIPLES

Based on the results of the research, we started storyboarding, formulated the design principles and the final feature set with the team.

EPIC

ALIVE

CLARITY ABOVE DATA

OPEN RESEARCH

LIMITLESS OPPORTUNITIES

SOLUTION

The main focus in our solution was to display the current observations, so that people could see up to date info about the ongoing research. Visitors could choose what satellite type they are interested in. They could switch between map and list view, based on their interest. In the list view the audience could see the progress and see what is the roadmap, which stars have been eliminated and which ones are still to come.

They could directly contact the observer with questions, and see the observation notes to be part of the journey and have a better understanding of their method.

SUMMARY

Although the project only remained a concept due to the limited resources on development, it is one of my all time favorite projects. It gave us absolute freedom, and as we are space fans, it was fun to work on this project.

Networks

Data visualization

School project

'Networks' is a project I have created for a Data Visualization course at the university. It examines the relationships among the individuals in my social network.

