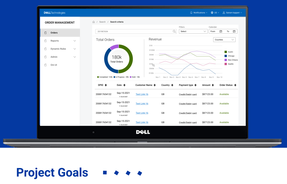
UNIFIED ORDER MANAGEMENT PRODUCT DESIGN CONCEPT

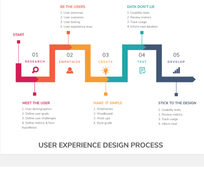
A Power Full Management System



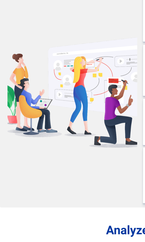
Project Goals

Our number one priority was o develop a coherent and fresh-looking visual language, which the current UI is facing and findings the pain points of user-facing in the current GCM legacy application. And another primary goal is to bring all product UI in a single unified platform.

The Process



User Pain Points



Business

- Reporting is Static
- Customer in Report takes a lot of time due to the manual process of combining multiple reports.
- In reporting, Only 36K line items can be pulled in CSS
- Twice order info duplicated in many pages

Sales/OP

- Too many navigations
- Too many Scrolling and Nesting. It is not as customizable as I would like for it to be and is not streamlined or intuitive
- Little confusing to use, I would like it to be more intuitive

IT

- Page loading time is slow
- Not customizable
- Limited data in reporting

Security/Access Control Team

- no generic Role has been defined for the User profile
- Existing User access it's a tedious process
- Controlling page through rights was not flexible in many use cases
- Too many inactive users

Analyze The Problem

Problems

1. There is lot white Spaces with no data
2. Many Widgets and sub widgets confuses user and takes to multiple pages
3. Order search filter limited one particular data
4. Reporting widgets are static and not configurable
5. Report master filter and heading are static
6. No Visibility for KPI listing
7. Order failure visibility after reaching multiple clicks and navigation

Solutions

1. All widgets in screen accommodated in single page
2. Order search with more advance level of search
3. Order visibility with status which are processed recently
4. Order details in single page
5. Order journey E2E OM products and E2E order journey till OFS
6. Reporting is more business configurable including headings and futuristic.
7. More advanced Test harness page

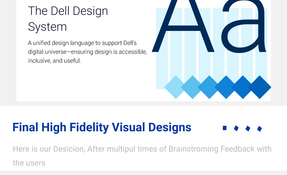
Research & Ideation

Exploring Ideas For Best Solution

Low Fidelity Wireframs

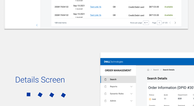
GUI Decisions

Here We Decided to Use The DDS 2.0 Graphical Interface



Final High Fidelity Visual Designs

Here is our Desicion, After multipul times of Brainstroming Feedback with the users

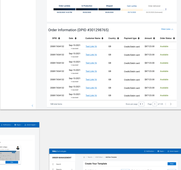


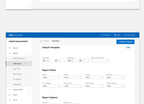
Summary Screen

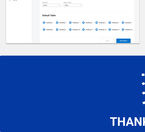
Instead of Navigating different tabs for the summary in the old application we provided the summary for the overall data.

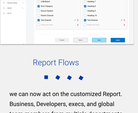
Details Screen

One click on each list on any section we provided a detail screen for each to get better visibility of the data.









Report Flows

we can now act on the customized Report. Business, Developers, execs, and global team members from multiple departments can filter and organize the exact data they need on the fly, in one report. No more waiting for several static reports.

THANK YOU