



RAVI UX Portfolio

Nothing fancy portfolio
just a problem solving showcase
for enterprise applications.

CRMC

Mobile Patient Portal

Business Goals

- Design mobile portal for the hospital
 - Improve patient engagement
 - Increase operational efficiency
 - Strengthen patient loyalty
- Promote health education
 - Maintain HIPAA compliance
 - Secure messaging to providers
 - Facilitate dependent care from a single platform

UX Research

- Interviewed hospital management
- Interviewed healthcare providers
- Shadowed clinical staff
- Conducted patient interviews & surveys
- Reviewed existing EHR systems
- Studied HIPAA compliance
- Analysed competitor apps



UX Design

- Wireframes in Visily.Ai
- Final designs in Figma
- Presented to group for A/B testing
- Touch target sizing from user feedback
- Increased contrast for accessibility
- Responsive design

Sensitive info: Should we avoid to throw on notifications?

Gautnam said no.



Do we need integration on other devices / watch bt now?

What is timeframe?

Reasons rise are
about 11

1. Login
2. Dashboard
3. Appointments
4. Messages
- Test results (?)
- Med Refills
- Profile & Settings
- Help & Support
- Education (?)
- Surveys (?)
- Onboarding (?)



Dr. Kosaru
Patients to interview
Dr. Dedania
patient survey?

Dr. Kosaru
Patients to

CIRCULAR



Q Q Q and Q.

% users use mobile first 60+%
web are also needed?
nothing exists on SAIA?
who develops it? off-site team?

Do we start responsive web off → mobile?

What level of fidelity do we need?
< wireframe or Figma fidelity >

Do we have styles, branding
already in place?
Where to get them?

Can S&W buy FACOM?
licensors??



HIPAA Compliance?

What about Security? 2FA?



What about
WCAG 2.1?
How to implement
on mobile
design?
PWA to look

no EO + CTO sign-off
algorithm?

FALCON PATIENT PORTAL MOBILE QUALITIES

- Ease of Access
- Clarity
- Empowerment or Total Control

TOP INFO PATIENTS LOOK FOR:

- 📅 Upcoming Appointments
- 📋 Test Results
- 💊 Medications
- 📄 Visit Summaries / Notes
- 💰 Billing & Insurance
- 💬 Messaging
- 👤 Health History
- ⚙️ Profile & Settings
- 📖 Educational Content

Some good apps to consider
Healow, CareFirst, MyChart (EPIC)



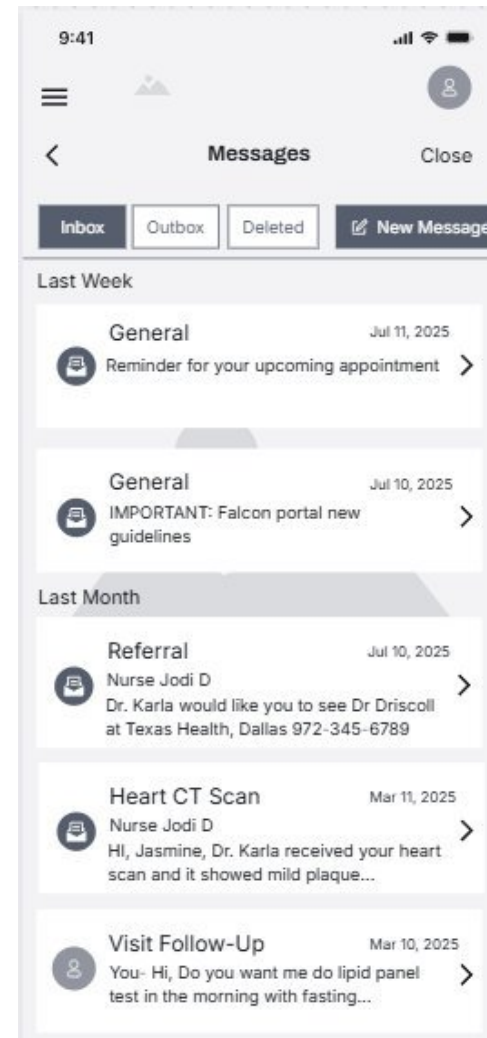
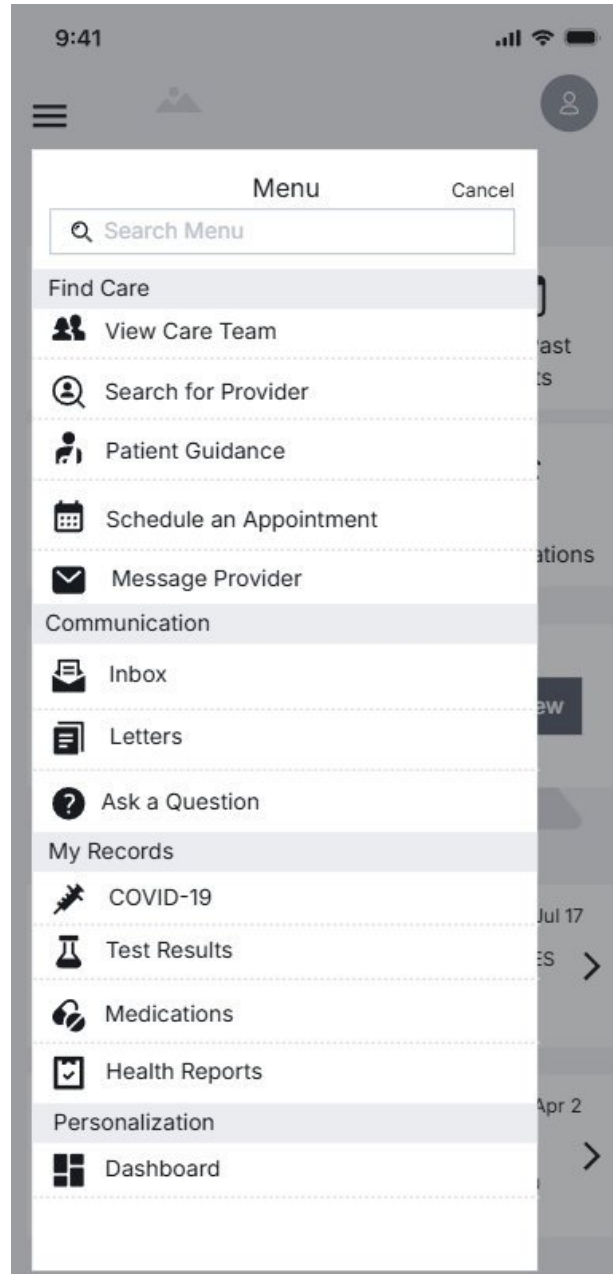
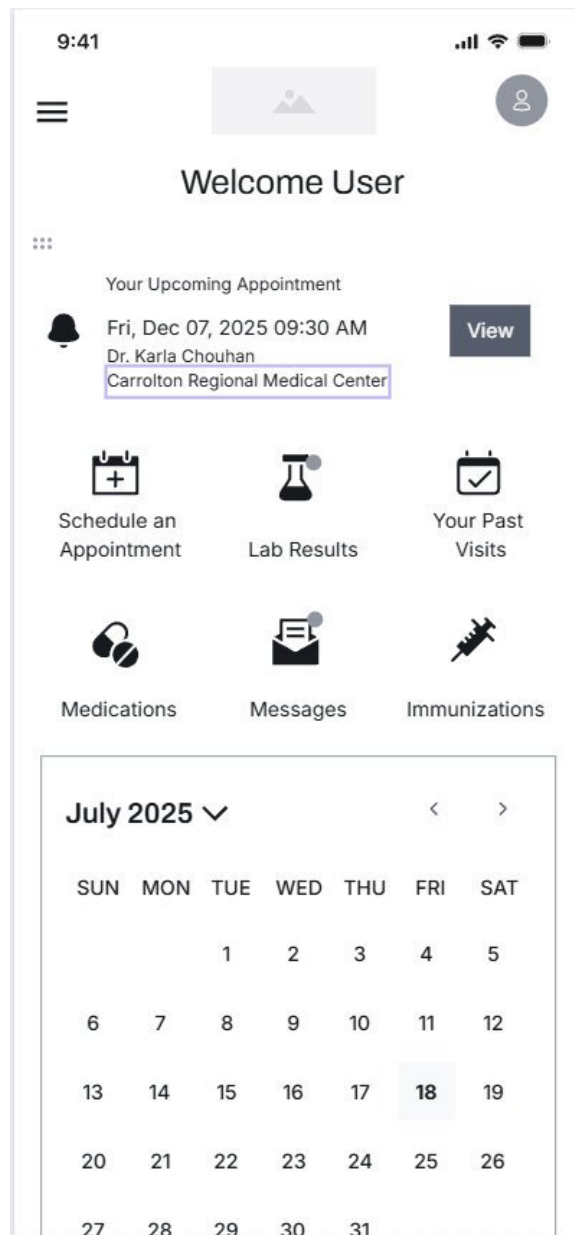
← CIRCULAR

CARDS →



Carrollton Regional
Medical Center
(formerly BaylorScott & White)



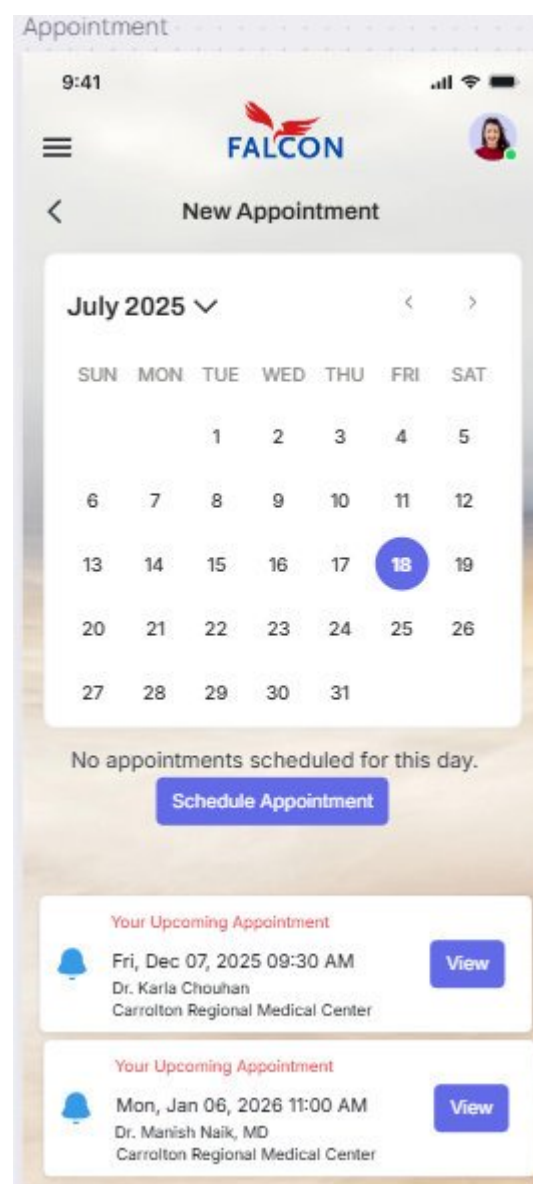
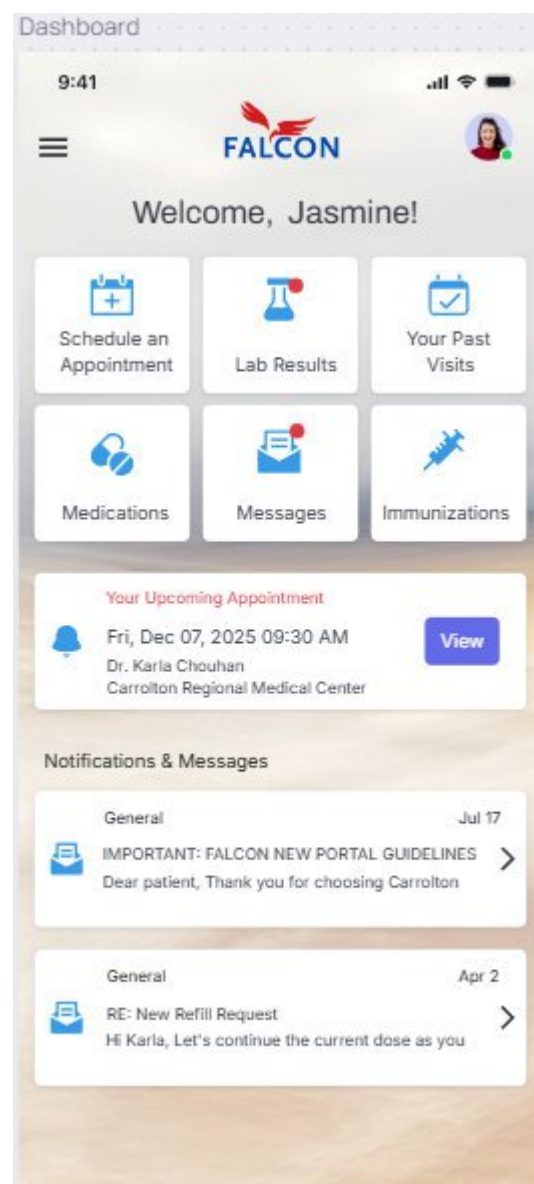
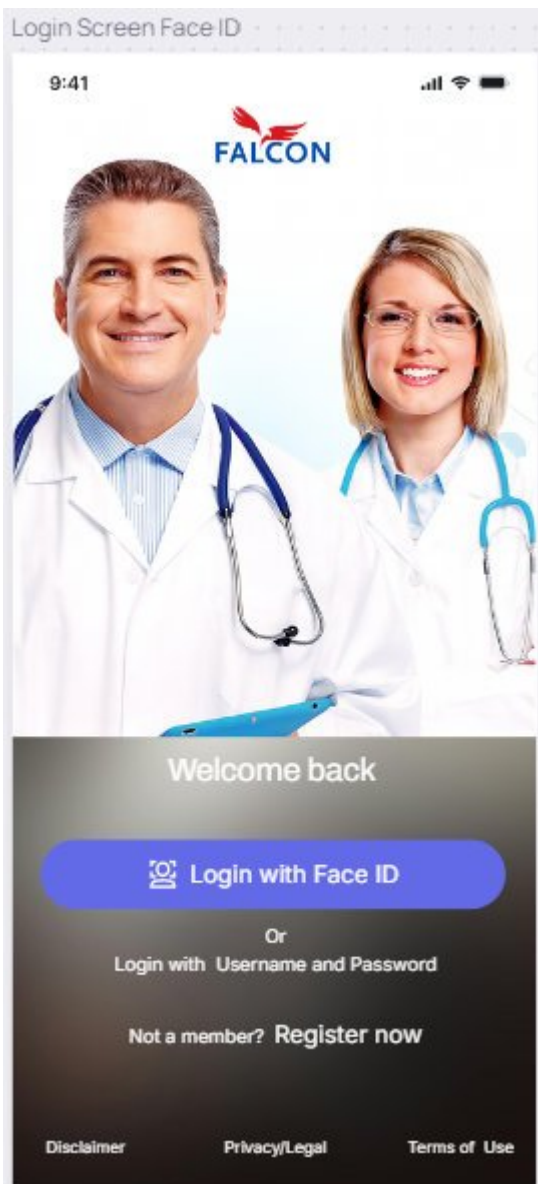


Lo-Fi wireframes

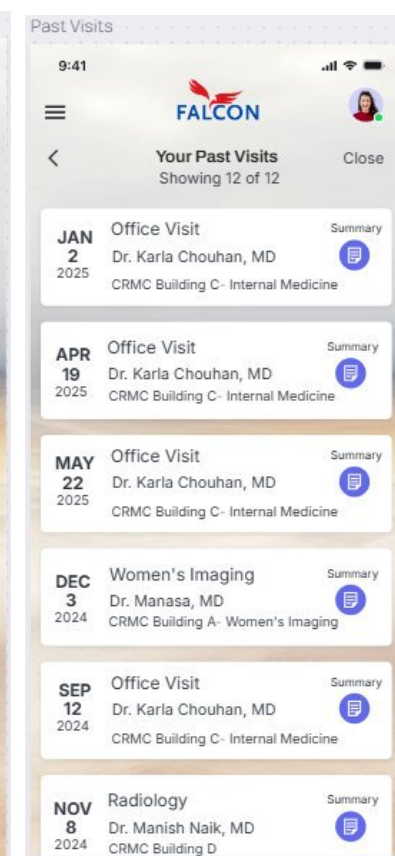
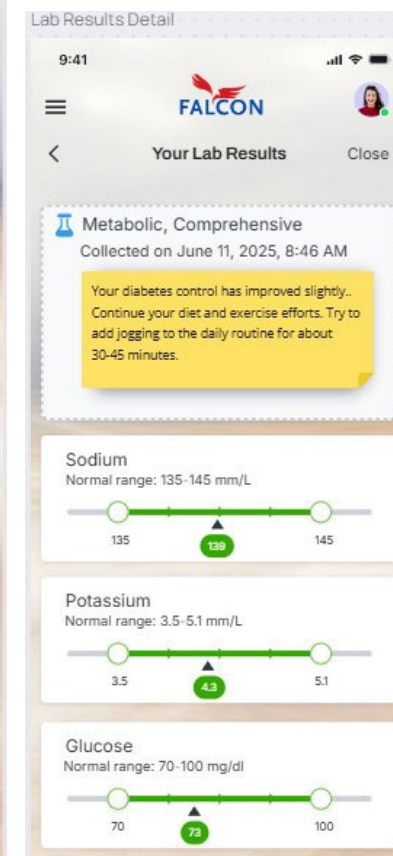
Random screens shown



Hi_Fi Mock-up



(Random screens shown)




Hi-Fi Mock-up

(Random screens shown)

Login Screen User ID

9:41

FALCON



Username **Welcome back**

Enter Username

Password

Enter password

[Forgot password?](#)

Sign In

Or

Login with Face ID

Lab Results

9:41

FALCON

Your Lab Results Showing 23 Of 23 [Close](#)

- Metabolic, Comprehensive**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)
- Lipid Panel**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)
- Hemoglobin A1C-HpIc**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)
- Diabetic Eye Exam**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)
- PSA Total, Screening**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)
- Uric Acid**
Dr. Karla Chouhan, MD Jun 11, 2025
[Comments from Care Team](#)

Medications

9:41

FALCON

Current Medications Showing 8 of 8 [Close](#)

[Review your medications below. Use the following instructions to renew your medications.](#)

Atorvastatin 20 MG Tablet
Commonly known as: Lipitor
Take 1 tablet by mouth every day
Prescription expired on June 1, 2025. Refill requests will be sent to your provider for approval.

Additional Information

Details	Pharmacy
Prescribed April 1, 2025	CVS #1000139
Approved by Chouan K	4205 N Josey Ln
Prescription No 0265433	Carrollton, TX 75010
Refills 90 Tablets	Ph: 971 492-1706

[Remove](#)

Naproxen 500 MG Tablet
Commonly known as: Naprosyn
Take 2 tablets by mouth every day
No refills remaining.

Additional Information

[Remove](#)

Messages

9:41

FALCON

Messages [Close](#)

[Inbox](#) [Outbox](#) [Deleted](#) [New Message](#)

Last Week

- General** Jul 11, 2025
[Reminder for your upcoming appointment](#)
- General** Jul 10, 2025
[IMPORTANT: Falcon portal new guidelines](#)

Last Month

- Referral** Jul 10, 2025
[Nurse Jodi D
Dr. Karla would like you to see Dr Driscoll at Texas Health, Dallas 972-345-6789](#)
- Heart CT Scan** Mar 11, 2025
[Nurse Jodi D
Hi, Jasmine, Dr. Karla received your heart scan and it showed mild plaque...](#)
- Visit Follow-Up** Mar 10, 2025
[You- Hi, Do you want me do lipid panel test in the morning with fasting...](#)

SANA Health Systems

Desktop Patient Portal

Business Goals

- Redesign ageing and legacy portal
 - Streamline navigation for faster access to patient data
 - Reduce no. of screens
 - Usability over aesthetics
 - Minimize cognitive load with clean, intuitive UI
 - Improve data visualization for labs, vitals, and trends
 - Ensure compatibility with existing EHR systems and workflows
- Support role-based access and permissions for providers, nurses, and admins
 - Design for accessibility across all user types
 - Include quick actions for high-frequency tasks (e.g. refill, message, note)
 - Facilitate onboarding with contextual help and tooltips
 - Maintain HIPAA compliance

UX Research

- Performed heuristic evaluation of legacy portal
- Interviewed admins, doctors and staff
- Performed contextual inquiries
- Created user surveys
- Benchmarked competitor portals and EHR systems
- Analysed HIPAA compliance

UX Design

- Created hi-fi wireframes in Visily.Ai then in Figma
- Validated feasibility with Offshore team
- Designed role-based dashboards
- Integrated smart defaults and progressive disclosure
- Iterated designs based on stakeholder feedback
- Checked for final production design consistency



Login



Welcome to Falcon

User Name

Password

[Sign Up](#)[Password Help](#)

Intro

FALCON

Web Design System

FIGMA COMPONENT LIBRARY

V 1.80

DESIGNED BY RAVI



usa-prose-Display

usa-prose-intro

usa-prose-h1

usa-prose-h2

large body

usa-prose-h3

medium body

regular body

small text

usa-prose-ul

- usa-prose-01

Buttons

Standard buttons

	Default	Hover	Clicked			
primary	Button 005EA2	Button 1A4480	Button 162E51			
secondary	Button 757575	Button 5C5C5C	Button 2E2E2E	Button FFFFFF		
info	Button 00BDE3	Button 28A0CB	Button 07648D		Light E6E6E6	Dark 000000
warning	Button FA9441	Button C05600	Button 775540			
danger	Button D83933	Button B50909	Button 8B0A03			

button states

Diagram illustrating the visual states of a button:

- Default:** Button (005EA2)
- Hover:** Button (1A4480)
- Clicked:** Button (162E51)

button state: Disabled

Light
E6E6E6

button with icons

Button Button X



Papineni, Ravindra
(Licenced Prescriber)

- Dashboards
- Patient
- Pharmacy
- Reports
- Messages
- Settings
- Support
- Home

ER

42

Current Patients

0%

ER

12

Bed Count

2%

ER

1

Waiting List

0%

IP

198

Current Patients

1%

IP

190

Bed Count

12%

IP

8

Waiting List

0%

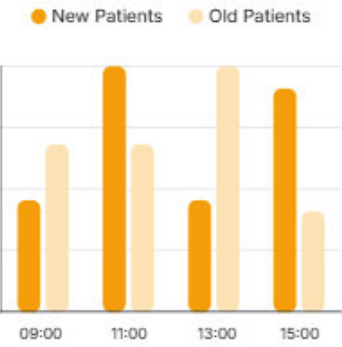
Notifications (4)

Category	Patient Name	Patient Type	Patient ID	Order number	Order By	Order Date	Status	eSign	Delete
Pharmacy	John Mason	IP	415263	79	Ryan Young	21/12/2020	Verified		
Radiology	Mark Hamilton	OP	123654	89	Ryan Brown	14/02/2021	Verified		
Pharmacy	Mandaly	OP	789654	94	John Scott	27/07/2024	N/A		
Labs	Josh Adams	IP	456321	89	Jennifer Edwards	22/07/2021	N/A		

Beds Information



Patients List Summary



My Patients

Name	Gender	Age	Room	Diseases	Status
Melony Edwards	F	33	502	IDC	Checked
Kyala Brennan	F	36	503	PCOS	Checked
Natalie King	F	45	401	Osteoporosis	Not Checked
Angela Brown	F	19	405	Hypertension	Checked



Papineni, Ravindra
(Licenced Prescriber)

Dashboards

ER

Inpatient

Outpatient

Nurse

Patient

Pharmacy

Reports

Messages

Settings

Support

Home

< Home

Search by...

Select Location

New Patient

CPOE

Messages

Notifications

A+ Increase Text

Settings



ER Current 29

ER Bed Allocated 12

ER Waiting List 1

ER Disposition 12

ER Today's Discharge 0

Search...

Current Patients

Nurse Station

My List

Assign to Me

Add New

Add Visit

BCMA

Refresh

Print

Export

ER Dashboard

	Patient Name	Age	Chief Complaint	Summary	Bed	Disposition	LOS	LAB	MED	CT	DX
<input type="checkbox"/>	Jennifer Robinson(M)	55	Severe headache	S	Assign	Against Medical Advice Pending	02:32	(1)	(2)	(1)	(7)
<input type="checkbox"/>	Joseph Bennett (M) HIV ST	25	Chest pain	S	FASTRACK18A	Admit PCU Dispositioned	04:20	(40)	(23)	(2)	
<input type="checkbox"/>	Olivia Martinez (F)	64	Fever	S	MAIN ED2A	N/A	01:00	(9)	(11)		
<input type="checkbox"/>	Anthony Davis (M)				Assign	Admit - ICU Dispositioned	01:50	(2)	(2)		(12)
<input type="checkbox"/>	Jennifer Brown (F)				Assign	Against Medical Advice Pending	00:29	(1)	(10)		(1)
<input type="checkbox"/>	Joseph Bennett				MAIN	Admit PCU Dispositioned	11:00	(2)	(1)	(3)	(12)
<input type="checkbox"/>	Antonio Diaz (F)	56	Severe cough	S	NS3D	Admit PCU	06:44	(12)	(22)		(9)
<input type="checkbox"/>	Carlos Garcia (M)	71	High Fever	S	MAIN ED 3B	N/A	03:33	(8)	(13)		(8)
<input type="checkbox"/>	Abigail Thomas (M)	69	Dizziness	S	Assign	Admit PCU Dispositioned	04:34	(1)	(12)		(2)

Rows

Show Rows 25

Legend

TID: <30 min (Green) | >30 to <60 (Yellow) | >60 min (Red)

Critical Condition: Stroke

Sepsis

Critical Labs

STEMI

Diabetes

HIV

CCI : ARO

AVB

DNA

LATX

MAT

PMMV

FALCON

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(Licenced Prescriber)

Dashboards

ER

Inpatient

Outpatient

Nurse

Patient

Pharmacy

Reports

Messages

Settings

Support

Home

ER Current 29

Bed Allocated

Search...

Current Patients

ER Dashboard

	Patient Name	Age
<input type="checkbox"/>	Jennifer Robinson(M)	55
<input type="checkbox"/>	Joseph Bennett (M) HIV ST	25
<input type="checkbox"/>	Olivia Martinez (F)	64
<input type="checkbox"/>	Anthony Davis (M)	39
<input type="checkbox"/>	Jennifer Brown (F)	44
<input type="checkbox"/>	Joseph Bennett	59
<input type="checkbox"/>	Antonio Diaz (F)	56
<input type="checkbox"/>	Carlos Garcia (M)	71
<input type="checkbox"/>	Abigail Thomas (M)	69

Rows

Show Rows 25

Legend

TID: <30 min >30 to <60 >60

MRN: 350069683

Visit ID: 550045322

Patient Name: Vicky John (M, 64)

Cancel

Save

Patient

Audit Log

Chief Complaints

Code Type
CPT Codes

Problem Type *
Problem Type is Required.

Diagnosis
Fever
Migraine 1 Antibody, Coxiella Brunetli Yellow I

Notes
Dr. John Pillow -09/17/2025: 05:15 PM
This patient has no yellow fever. Tests confirmed.
Dr. Dobaria -09/16/2025: 10:31 AM
This patient may have yellow fever. Not sure x ray
Save Notes

Vitals
09/22/2025 16:45
Height: 6ft 1 in | Weight: 145 lbs | BMI:19:67 kg/m2 | Systolic: 83mm(HG) | Temp: 98F

Allergies
NSAID (non-steroidal anti-inflammatory drug) (Unknown)
No known food allergies ()

What is the name of this panel?

Isolation Status
The Flu (Influenza)

Isolation Precautions
☒ None ☐ Contact ☐ Airborne ☐ Droplet

ESI Level

Beck Junior
☐ Stroke ☐ STEMI

Input Notes

Disposition Details
Disposition Date *
09/22/2025 08:57
Disposition Type *
Transfer Outside Facility
Condition *
Stable
Disposition To
MedSurge
☐ Transfer?
Comments
Save Disposition

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(Licenced Prescriber)

Dashboards

Patient

Pharmacy

View Drugs

Add Drugs

Verify Order

Reports

Messages

Settings

Support

Home

Verify Order

Patient: Jackson , Peter

Gender: Male

MRN: 89722

Visit ID: 43899

DOB: 02/02/1990

Weight: 120 Lbs

AZITHROMYCIN 250 MG TABLET

LISINOPRIL 10 MG TABLET

ASPIRIN 325 MG TABLET

MORPHINE 10 MG/ML VIAL

DOPAMINE 40 MG/ML VIAL

7 of 10

Pending

Non-Formulary

Creatinine: 1.0 mg/dL

CrCL:120 mL/min

Drug to Drug: LISINOPRIL 5 MG TABLET

Drug to Allergies: None

Drug to Lab: None

View Interactions

Allergies

Red Food Color

Rash relief antibacterial

C1 esterase inhibitor, recombinant

View All

Vitals

Admit 09/25 10:30

Current 09/27 22:15

Height

65 in.

62 in.

View All

Weight

150 Lbs

151 Lbs

BMI

24.96

25.90

Pulse

50 min.

50 min.

Temp

99 F

98 F

BP

140/120 mm (Hg)

Lab Results

Date 09/27/2025

Lab

Result

Unit

Range

Aldosterone, Urine

10.

10-30

Audit Log

View All

Header Names

Dosage

300

Dosage Qty.

1

Dispense

6

Start Date

10/01/25 18:30

Review Comments

This interaction may reduce the effectiveness of one or both medications, potentially leading to treatment failure or increased side effects.

The combination of these drugs can alter how they are absorbed or metabolized, requiring a change in dosage or timing to avoid adverse effects

Review Date

10/16/2025

Medication

LISINOPRIL 10 MG TABLET

Dose

10

Med Unit

mg

Dosage from

Tablet and Capsule, Sequential

Route

Respiratory Tract

Frequency

Before Breakfast

Select Days

Wednesday

PRN

Order Priority

Routine

Status

Discontinue

Indication

Indication

Dose Administration Time

0900 1700

Dosage Units

1

1st Dose Now

Order Type

Service Correction

Order Provider

Dr. John, Pillow

Start Date

10/16/2025

Stop Date

10/16/2025

Duration

30

Duration Type

Minutes

Next Administration Date

10/16/2025

Dispense From

ADM

Provider Flag

Physician Name

Dr. Pillow, John

Reason

This interaction may reduce the effectiveness of one or both medications, potentially leading to treatment failure or increased side effects.

The combination of these drugs can alter how they are absorbed or metabolized, requiring a change in dosage or timing to avoid adverse effects

This interaction may reduce the effectiveness of one or both medications, potentially leading to treatment failure or increased side effects.

The combination of these drugs can alter how they are absorbed or metabolized, requiring a change in dosage or timing to avoid adverse effects

Outpatient

Inpatient

Nurse Dashboard

Radiology Worklist

Laboratory Worklist

Rehab Worklist



Respiratory Worklist

Cardiovascular Worklist

Radiology Verification

Cardiovascular Verification

Respiratory Verification

 Patient + Pharmacy + Reports + Messages + Settings + Home + Customization + Room Controller + PATIENT -

Template

Lab Results

Vitals

12/16/2025 10:30



Temp: 101 F



Pulse: N/A



Resp: 24/min



MAP: N/A



BP: 140 mmHg/85 mmHg



Height: 5ft 11 in



Weight: 120 lbs



BMI: N/A

Search Lab Results

Select Categories

Date Filter

Order Date

12/16/2025 10:30



Search



Mark as Reviewed



Refresh

Total

20

Critical

7

Normal

4

Abnormal Low

9

Timeline View

Category View

Table View

Comparison View

History Log

Monday, December 22, 2025 10:01

Comprehensive Metabolic Panel

Export PDF

Potassium

Critical

10.0 meq/L

Normal Range: 3.5-5.1

↑ Significantly higher than normal

This result requires immediate review

Updated: Dec 22, 2025 09:59 AM

View Details

Final

Chloride

Critical

50 meq/L

Normal Range: 98-107

↓ Significantly lower than normal

This result requires immediate review

Updated: Dec 22, 2025 09:59 AM

View Details

Corrected

Glucose

Critical

140 meq/L

Normal Range: 70-99

↑ Significantly higher than normal

This result requires immediate review

Updated: Dec 22, 2025 09:59 AM

View Details

Final

Gloulin

Critical

-5.0 g/dl

Normal Range: 2.6-3.5

↓ Significantly lower than normal

This result requires immediate review

Updated: Dec 22, 2025 09:59 AM

View Details

Corrected

Calcium

10.0 meq/L

Normal Range: 8.5-10.1

Normal

Updated: Dec 22, 2025 09:59 AM

View Details

Final

Anion Gap

9.2 meq/L

Normal Range: 7-14.

Normal

Updated: Dec 22, 2025 09:59 AM

View Details

Final

GFR AA

3 mL

Normal Range: 2-5

Normal

Updated: Dec 22, 2025 09:59 AM

Hide Details

Corrected

Note:

The GFR calculation is recommended for patients 17-70 years old.

If patient is less than 17 yrs old OR greater than 70 yrs old. Internet results with caution.

GFR non AA

2 mL

Normal Range: 2-5

Normal

Updated: Dec 22, 2025 09:59 AM

View Details

Final



Papineni, Ravindra
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Dashboards



ER



Inpatient



Outpatient



Nurse

Patient

Pharmacy

Reports

Messages

Settings

Support

Home

ER

ER Current

ER Dashboard

Patient List

Jennifer Brown (F)

44

Joseph Bennett

59

Antonio Diaz (F)

56

Carlos Garcia (M)

71

Abigail Thomas (M)

69

Rows

Show Rows 25

Legend

TID: <30 min

>30 to <60

>60

Search by...

Select Location

New Patient

CPOE

Messages

Notifications

Increase Text

Settings

Cancel

Save

Add Patient Vitals

All Vitals

NS Vitals Only

Show Controls

09/22/2025 16:45

Icon Legend: Refused Off Unit Change Units

Height

5. ft 11 in

Weight

145 lbs

BMI

20.22

Temperature

98 F

Pulse

45 min

Rhythm

Respiratory Rate

Heart Beat

79

Blood Pressure

120/80 mm/hg

Standing BP

130/85 mm/hg

Sitting BP

120/80 mm/hg

Blood Oxygen

98 BPM

SpO2

SpO2 %

Select

Oral

Select

Select

Select

Sinus Rhythm

Cancel

Save Vitals

Save Notes

Vitals

Height: 6ft 1 in | Weight: 145 lbs | BMI:19:67 kg/m2 | Systolic: 83mm(HG) | Temp: 98F

Allergies

NSAID (non-steroidal anti-inflammatory drug) (Unknown)

No known food allergies ()

Disposition Details

Disposition Date

09/22/2025 08:57

Condition

Stable

Disposition Type

Transfer Outside Facility

Disposition To

MedSurge

Transfer?

Comments

Save Disposition

SANA Systems AI Web presense

SANA Systems AI Design

Business Goals

- Redesign old school site
 - Make it modern looking
 - Reduce no. of pages
- Improve overall usability
 - Leverage new tools
 - Sync with other SANA systems

UX Research


- Conducted a comprehensive UX audit
- Performed competitive analysis
- Translated stakeholder feedback into design requirements

UX Design

- Created lo-fi wireframes
- Redesigned the interface using modern design principles
- Streamlined navigation and content structure
- Reiterated designs



[S&P 500 Index](#)
[Market Opportunity](#)
[Compensation Landscape](#)
[Values](#)



TAM \$187.95 B
Total Addressable Market

SAM ~6000

EDM, Systems & Teams
Talk to us now
The C&I answer any questions on our EDM and ERP products. [Just Talk To us.](#)

JKM Systems, LLC Team
Talk to us now
 We can answer any questions on our KJMP and KRP products. Just talk to us.



“Sana HRMS is a comprehensive solution designed to manage every aspect of human resources within an organization. It complies with U.S. labor laws, integrates seamlessly with payroll and benefits providers, supports a diverse workforce, and delivers advanced analytics for data-driven HR decisions.”

SANA HRMS

Core HR
Employees
Attendance & Leave
Performance
Recruitment
Payroll
ESS
Mobile App

Suit for scalability and ease of use, Sana HRMS simplifies complex HR processes from recruitment and onboarding to performance management and employee engagement. With powerful automation, secure cloud infrastructure, and intuitive dashboards, it enables HR teams to focus more on strategy and people, and less on paperwork and manual tasks.

Comparative Analysis SANA Systems Pricing Pricing Comparison User Ratings Privacy Details Videos



“Sana redefines hospital and clinic operations—optimizing efficiency, compliance, and financial performance through automation and data intelligence.”

Sana Systems delivers a comprehensive suite of AI-powered healthcare solutions designed to streamline operations, optimize resource management, and enhance clinical, financial, and imaging workflows.



Our Healthcare Operations solutions improve documentation, automate coding, enhance compliance, and leverage AI for better clinical decision-making. Our Enterprise Resource Planning (ERP) tools drive efficiency in workforce scheduling, asset management, and contract tracking, ensuring seamless hospital operations. We empower financial teams with robust Financial & HR Management tools, simplifying payroll, budgeting, and compliance. Lastly, our Medical Imaging & Data Solutions provide secure, scalable imaging storage and interoperability, enhancing diagnostic workflows.

With AI, automation, and interoperability at the core, Sana Systems is redefining healthcare efficiency, ensuring better patient care, operational excellence, and regulatory compliance.

Meet the Leadership Team

The Team is a blend of healthcare and technology experts, ensuring credibility and expertise.



Dr. Krishna Prasad Surapaneni
Chairman & Founder



Nishant Surapaneni
Managing Director



Leena Surapaneni
Managing Director



Erick Margen
Advisor



Professor Ram Charan
Advisor



“Sana MMS is a versatile, industry-agnostic Inventory Management Platform that helps hospitals and enterprises track and optimize the flow of supplies, equipment, and materials. Whether cloud-based or on-premise, it provides real-time supply chain visibility to reduce waste, control costs, prevent stockouts, and ensure compliance.”

SANA Material Management System

Requisitions
Purchasing
Inventory Control
Barcode Scanner
AP Invoice Match
Reporting
Expense Tracking
EDI Hub
Contracts

Comparative Analysis SANA Systems Pricing Pricing Comparison User Ratings Privacy Details Videos

Category	Description	Buy	Item Tracking	Stock Levels	Reorder Point	Lot Tracking	Unit Tracking	Batch Tracking	Expiry Tracking
Real Time Inventory Tracking	Real time tracking of stock with barcodes, RFID, and IoT sensors.	✓	✓	✓	✓	✓	✓	✓	✓
Barcode Label Management	Barcode label creation with auto ID and barcode generation.	✓	✓	✓	✓	✓	✓	✓	✓
Automated Reordering	Automated reordering process based on stock levels.	✓	✓	✓	✓	✓	✓	✓	✓
Purchase & Supplier Management	Manage suppliers, purchase orders, and invoices.	✓	✓	✓	✓	✓	✓	✓	✓
Stock & Inventory Tracking	Track stock levels, full inventory, and line item details.	✓	✓	✓	✓	✓	✓	✓	✓
Multi Location & Warehouse Support	Manage inventory across multiple locations and warehouses.	✓	✓	✓	✓	✓	✓	✓	✓
Reports & Analytics	Generate comprehensive reports, aging, and analytics.	✓	✓	✓	✓	✓	✓	✓	✓
Compliance & Audit Trail	Compliance with FDA, HIPAA, and other regulatory requirements.	✓	✓	✓	✓	✓	✓	✓	✓
Integration with Other Systems	Integrate with accounting, CRM, and other business systems.	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Access & Remote Viewing	Access inventory data and reports from any device.	✓	✓	✓	✓	✓	✓	✓	✓
Security & Access Management	Control access, permissions, and user roles.	✓	✓	✓	✓	✓	✓	✓	✓
Storage & Equipment Tracking	Track equipment, assets, and storage locations.	✓	✓	✓	✓	✓	✓	✓	✓

Not for U.S.-based businesses, Sana MMS provides inventory control, supports demand forecasting, and ensures critical materials are always available when and where they're needed.

SANA Systems AI Team
Talk to us now



Deloitte

TCEQ: CCEDS/STARS Applications

Business Goals

- Redesign ageing legacy applications
 - Minimize application screen count
 - Reduce interaction cost
 - Research user pain points
 - Leverage framework
- Limit number of pop-ups
 - Improve overall usability
 - Leverage new tools
 - Reuse components
 - No new business rules
 - Establish design standards across applications

TCEQ (Texas Commission on Environmental Quality)
CCEDS (Consolidated Compliance Enforcement Data System)
STARS (State of Texas Air Reporting System)

UX Research

- Performed dozens of user interviews
- Performed contextual inquiry
- Created user surveys
- Analyzed survey data



UX Design

- Created lo-fi wireframes
- Incorporated user feedback into mockups
- Validated feasibility with Dev team
- Reiterated designs
- Presented to larger user group
- Defined UX strategy
- Checked for final production design consistency

300+ lo-fi wireframes created

CTA

Commissioner's Integrated Database

CCEDSAdminCRTIERS II

Mail Maintenance

Interested Person Maintenance

Interested Person List

Add Interested Person

Merge Interested Person

Item List

Public Meeting List

Docketed Case List

CID Email Recipient List

Interested Person Detail

IP No. 34224Name Conner, WilliamOrganization CDC CorporationTitle Manager

IP Detail

Address

Electronic Communications

Items & Actions

Additional IDs

Counties

Customers & Regulated Entities

* Request Received Date03/29/1999

Last Polling Date

Legislator

Comment

10/26/2005: RECEIVED REQUEST VIA PETITION TO BE ADDED TO THE MAILING LIST FOR MONTGOMERY COUNTY. ADDED EFFECTIVE 11/01/2005. MLC

Save

Reset

Individual

Name	Prefix	Suffix	Title	Organization	Concerned Citizen	Delete
MOLINA, V. BRIANA	Mrs	---	MANAGER	ABC CORP	NO	✖
CONCERNED CITIZEN	---	---	SUPERVISOR	AAA INDUSTRIES	YES	✖

Add...

Address

Street/PO Box511 Meadowbrook LnStateTXZip78721

CityCedar ParkCountryUNITED STATES

Building

Electronic Communications

Type	PHONE	Country Code	1	Phone	512-999-1000	Ext.	1245
Type	FAX	Country Code	1	FAX	512-999-1010	Ext.	1
Type	EMAIL	mb2000@gmail.com					

Back to Search

CTA

Commissioner's Integrated Database

CCEDSAdminCRTIERS II

Mail Maintenance

Interested Person Maintenance

Interested Person List

Add Interested Person

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Interested Person Detail

IP No. 34224Name Conner, WilliamOrganization CDC CorporationTitle Manager

IP Detail

Address

Electronic Communications

Items & Actions

Additional IDs

Counties

Customers & Regulated Entities

Items

Show More Columns

Number	Program	ID Type	Additional ID	Principal	CN	Status	Active	Comments	Remove
76631	MSWDISP	PERMIT	2377	PINTAIL LANDFILL LLC...	CN175235	CLOSED	YES	ND	✖
+ 76294	MSWDISP	PERMIT	2077	PINTAIL LANDFILL LLC	---	CLOSED	YES		✖
~ 34562	MSW	PERMIT	1037	PINTAIL LANDFILL LLC	---	CLOSED	YES		✖

Associate...

Save

Reset

Actions

Date/Time	Type	Delivery	Acknowledgement	Comments	Documents	Remove
01/22/2011 12:29 PM	COMMENT-WRITTEN	LTR RCVD	03/13/2022	YES	YES	✖
+01/22/2011 12:29 PM	COMMENT-WRITTEN	LTR RCVD	04/22/2022	YES	YES	✖
~ 01/22/2011 12:29 PM	COMMENT-WRITTEN	LTR RCVD	05/27/2022	YES	YES	✖

Add...

Save

Reset

Back to Search

300+ Similar wireframes created

CTA

CCEDS

CCEDSAdminCRTIERS II

Welcome to CCEDS Staff Maintenance

Maintain Staff

Region:

Section: [Select Section...](#)

Team: [Select Team...](#)

☐ Show inactive staff in search results?

Advanced dropdown controls for Region, Team and Section, filters items as you type

Search Results

Upon initial rendering of the page, the data in search results data grid will be sorted by Last Name , First Name and User ID

User ID	Last Name	First Name	Team	Section	Region	Delete
RANSTOO	RANSTOO	MATHEW	ENFORCEMENT TEAM 1	WATER ENFORCEMENT	REGION 1 AMRILLO	
RABARCA	RABARCA	ROBBY	FEDERAL OPERATING PERMITS	REGION 15 HARLINGEN		
AABAZART	AABAZART	ALI	LEGAL LITIGATION ADMIN	-		
SABLES	SABLES	JAMES	DRINKING WATER TECHNICAL	WATER SUPPLY ADMINISTRATION	-	
SABBOTT	SABBOTT	ABBOTT	-	-	REGION 04 DFW METROPLEX	
SABERNAT	SABERNAT	SUSANNE	-	-	-	
MABRAMS	MABRAMS	LUELLA	-	WATER SUPPLY ADMINISTRATION	-	
AABUBAKA	AABUBAKA	AHMED	REGION 12 AIR TEAM3	REGION12 HOUSTON AIR SECTION	REGION12 HOUSTON	
CACHONYE	CACHONYE	CHUKWUEMEKA	-	REGION 16 LAREDO AIR SECTION	REGION 16 LAREDO	
GACKERMAN	GACKERMAN	GARY	REGION 12 WATER QUALITY EAST	REGION 12 HOUSTON WATER	REGION 12 HOUSTON	

Export Page Data only

Export All Data

1 of 5

1

2

3

4

5

>

>>

10

Top of page

CTA

CCEDS

CCEDSAdminCRTIERS II

Staff Member Detail

User ID: RABARCA (Supervisor)

* Title:

* Division:

* First Name:

* Employee Type:

Section: [Select...](#)

Middle Name:

* Hire Date:

Team: [Select...](#)

* Last Name:

Separation Date:

* Location:

AKA:

☐ Exempt

☐ Part-time

Office Phone:

Mail Code:

Supervision Maintenance

Assign Supervisors

Available Staff to be Made a Supervisor

Last Name	First Name	Section
RICHARDS	RICHARDS	REGCOMPL
BARKER	BARKER	JED
BARRETT	BARRETT	EMILY 8650
BAXTER	BAXTER	DEREK ENF AIR
BOVET	BOVET	REBECCA 4530

Currently Supervised By

Select	Primary?	Last Name	First Name	Section
<input type="radio"/>		XABEREN	CHAD	
<input type="radio"/>	Y	ALVARADO	RUBEN	
<input checked="" type="radio"/>		ABERXX	PETER	

Role Maintenance

Region Maintenance

Schedule Maintenance

Program Skill Level

Top of page

Production Version

CCEDS - Microsoft Edge

CTA Core TCEQ Applications

CCEDS

QA: v1.1.0.11-1.5.0.13 01-26

Staff Member Maintenance

Maintain Staff

Maintain Team

Regulation Maintenance

Checklist Template Maintenance

Incident Maintenance

Investigation Maintenance

Workplan Maintenance

Region

Select...

Section

Select...

Select...

Team

Select...

Select...

Show inactive staff in search results?

Search Staff

Reset

Search Results

User ID	Last Name	First Name	Team	Section	Region	Delete
12.8	12.29	1.29	-	-	-	✖
MAALUND	XOXOXOX	MADISONZ	CID-DAM-SAFETY	ADMINISTRATIVE SUPPORT SECTION	REGION 99 - CENTRAL OFFICE	✖
FABRASZA	XOXOXOX	FARHAUD	ENF-TEAM1	REGION 99 - RADIOACTIVE MATERIALS COMPLIANCE	-	✖
MARBASZA	XOXOXOX	MUHAMMADALI	CID-RADIII	REGION 99 - DAM SAFETY	REGION 99 - CENTRAL OFFICE	✖
OABDELBA	XOXOXOX	OMAR	-	-	-	✖
MARDULKA	XOXOXOX	MOHAMAD	-	-	-	✖
PAHEL	XOXOXOX	PETER	PSEAD-LIP	-	REGION 99 - CENTRAL OFFICE	✖
SABLES	XOXOXOX	JAMES	ZZDRINKING WATER TECHNICAL REVIEW TEAM	WATER SUPPLY - ADMINISTRATION SECTION	-	✖
HABOUZEI	XOXOXOX	HEIDIH	R07-MULTIMEDIA	REGION 07 - MIDLAND AIR SECTION	REGION 07 - MIDLAND	✖
RACHARYA	XOXOXOX	RAJESH	ENF-OC-2	-	-	✖

1-10 of 2554 records

1 2 3 4 5 >> << 10

Export Page Data

Export All Data

Add Staff

Back To Top

CCEDS - Microsoft Edge

CTA Core TCEQ Applications

CCEDS

QA: v1.1.0.11-1.5.0.13 01-26

Staff Member Maintenance

Maintain Staff

Maintain Team

Regulation Maintenance

Checklist Template Maintenance

Incident Maintenance

Investigation Maintenance

Workplan Maintenance

Staff Member Detail

User ID

MAALUND

Title

NOT ASSIGNED

Division

AQD

First Name

MADISONZ

Employee Type

EMPLOYEE

Section

ADMINISTRATIVE SUPPORT S

Middle Name

Z

Hire Date

08/25/2020

Team

CID-DAM-SAFETY

Last Name

XOXOXOX

Separation Date

Location

CENTRAL OFFICE

AKA

Exempt

Part Time

Office Phone

(512)239-1338

Mail Code

Save

Reset

Cancel

Supervision Maintenance

Available Staff to be Made a Supervisor

Last Name	First Name	Section
XOXOXOX	JAMES	0591
XOXOXOX	JASON	02WASTE
XOXOXOX	CHARLES	10WASTE
XOXOXOX	CHRIS	3230
XOXOXOX	ROBERT	12AIR
XOXOXOX	CRISELDA	

Assign

Remove

Remove All

Set Primary

Save

Reset

Cancel

Currently Supervised By

Select	Primary?	Last Name	First Name	Section
<input type="radio"/>	Y	JOE	GENE	

Role Maintenance

Region Maintenance

Schedule Maintenance

Projects Beyond work

Drone Delivery Mobile App

Business Goals

- Create first of its kind mobile app concept
 - Research new possibilities on consumer end
 - Incorporate game changing features
- Make clickable prototype
 - Make UBER like experience

UX Research

- Researched for existing similar apps
- Interviewed drone pilots (Drone Drop app)
- Interviewed EV drivers (Nissan app)
- Competitive analysis (Austin Telco Credit Union app)
- Feasibility analysis

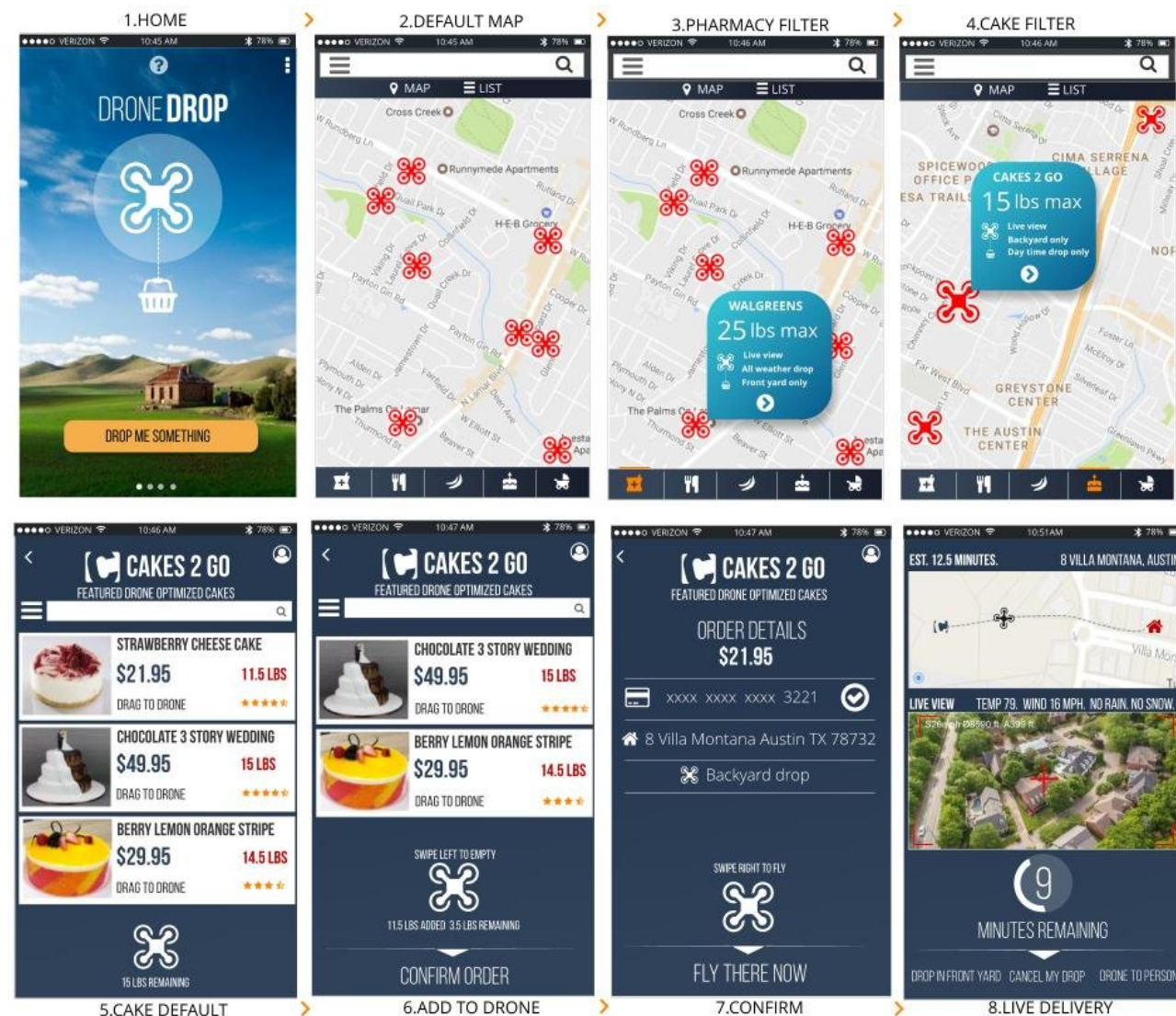


UX Design

- Created paper sketches
- Created hi-fi mockup in Xara app
- Developed interactions in InVision app
- Incorporated feedback into mockups
- Reiterated designs

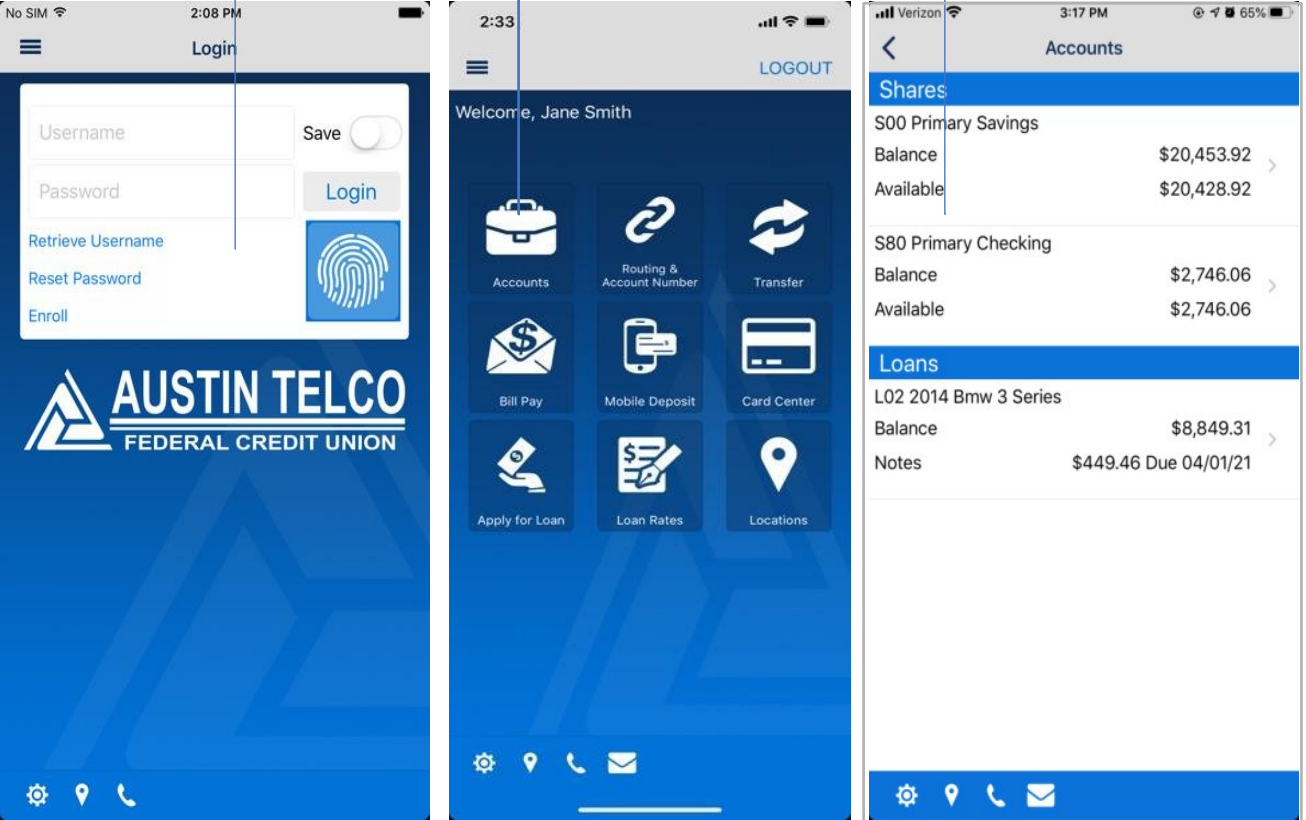


1 2 3



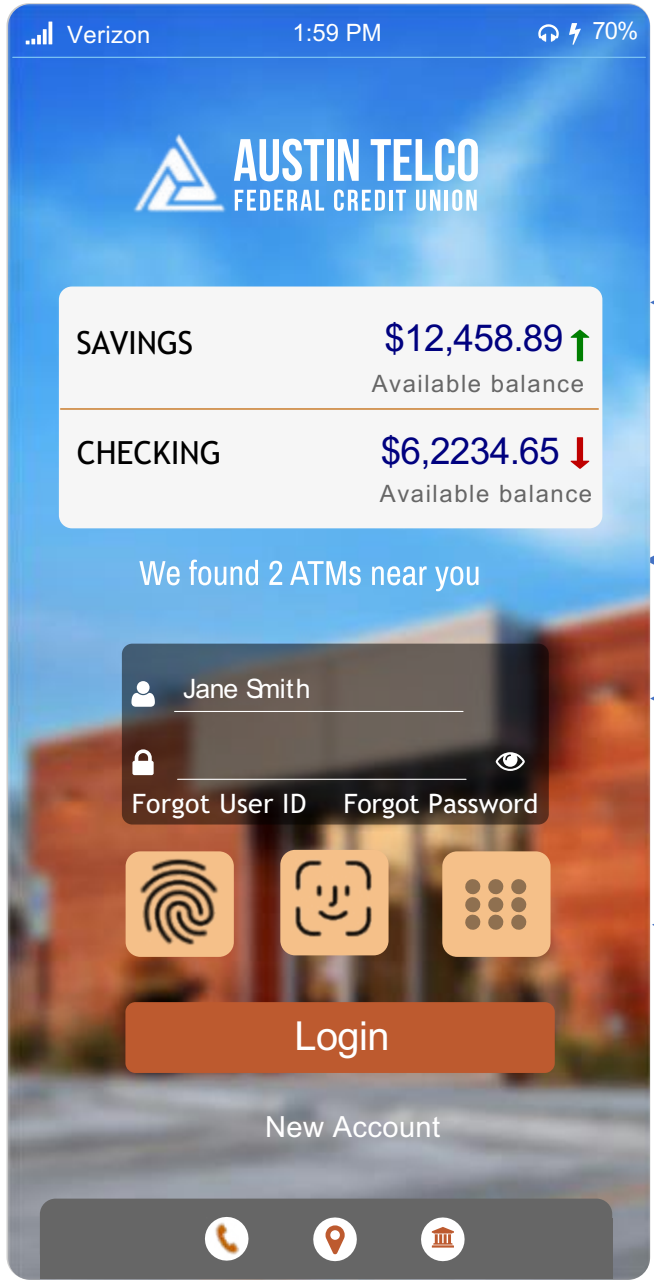
* This app has potential to address a \$95 billion dollar merchandise returns problem, with cancel order in the mid-air feature!

1 2 3



Existing design 2021

3 actions combined in one screen



Account balances shown upfront before login process

Nearest ATM locations shown based on user location

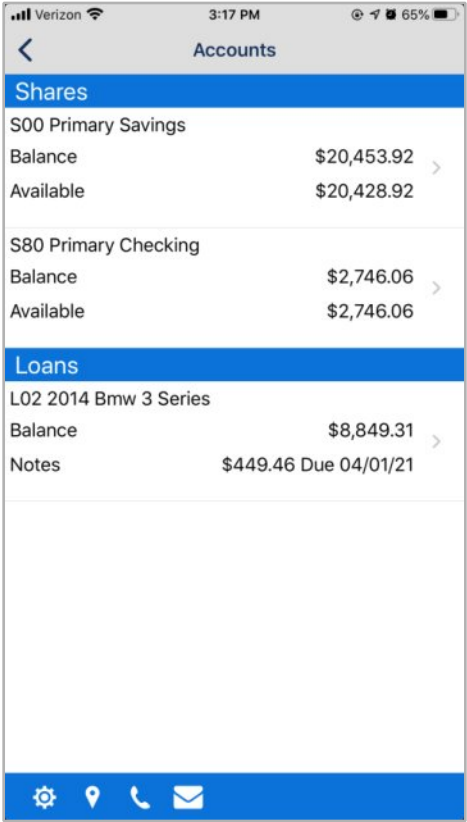
Nearest branch building displayed dynamically in the background based on location

More secure login options

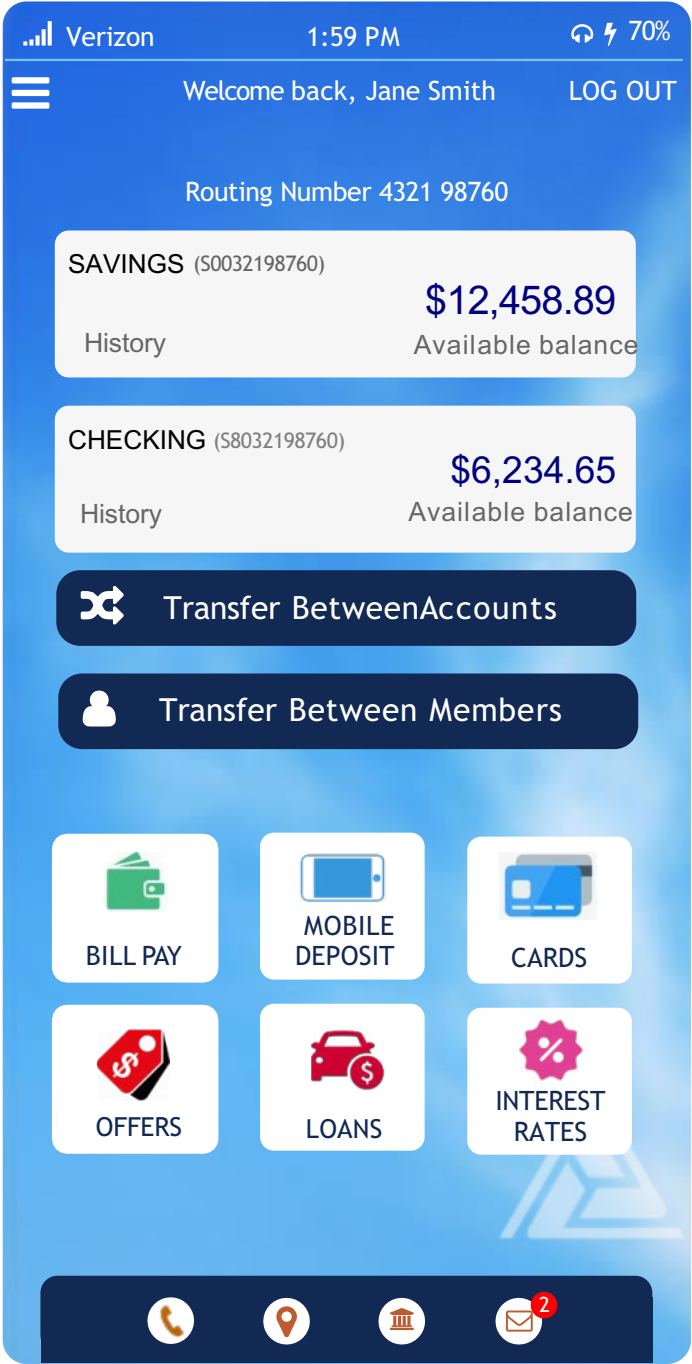
1 2 3



Existing design 2021



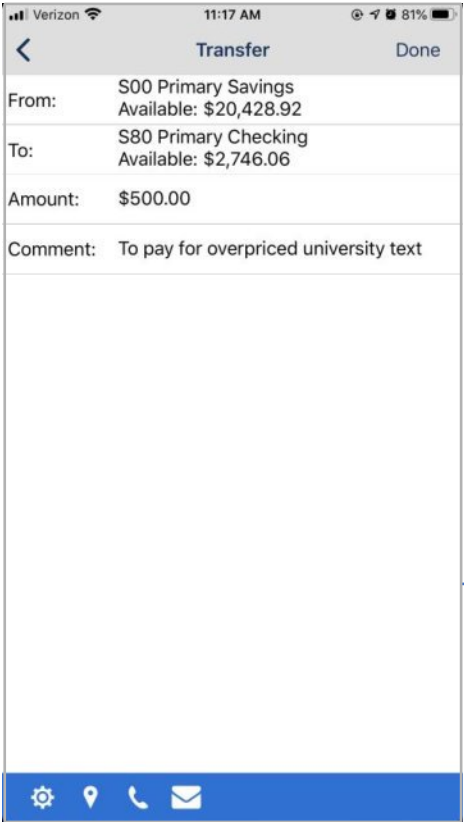
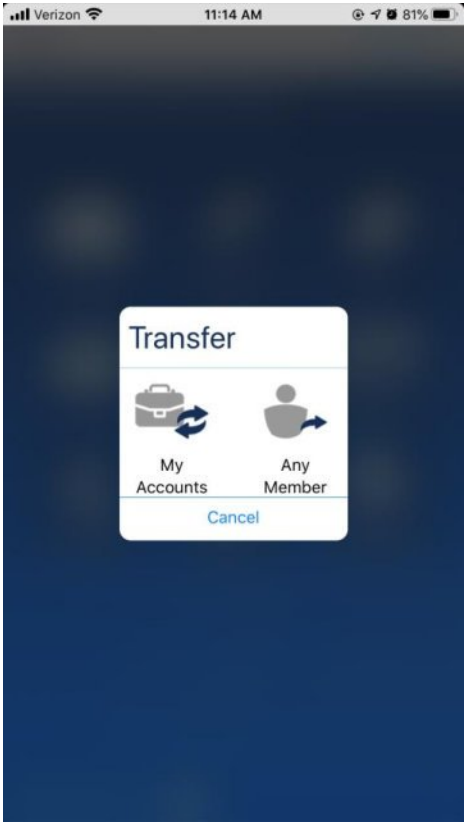
Accounts information and Transfers are combined in one screen to reduce interaction cost



1 2 3



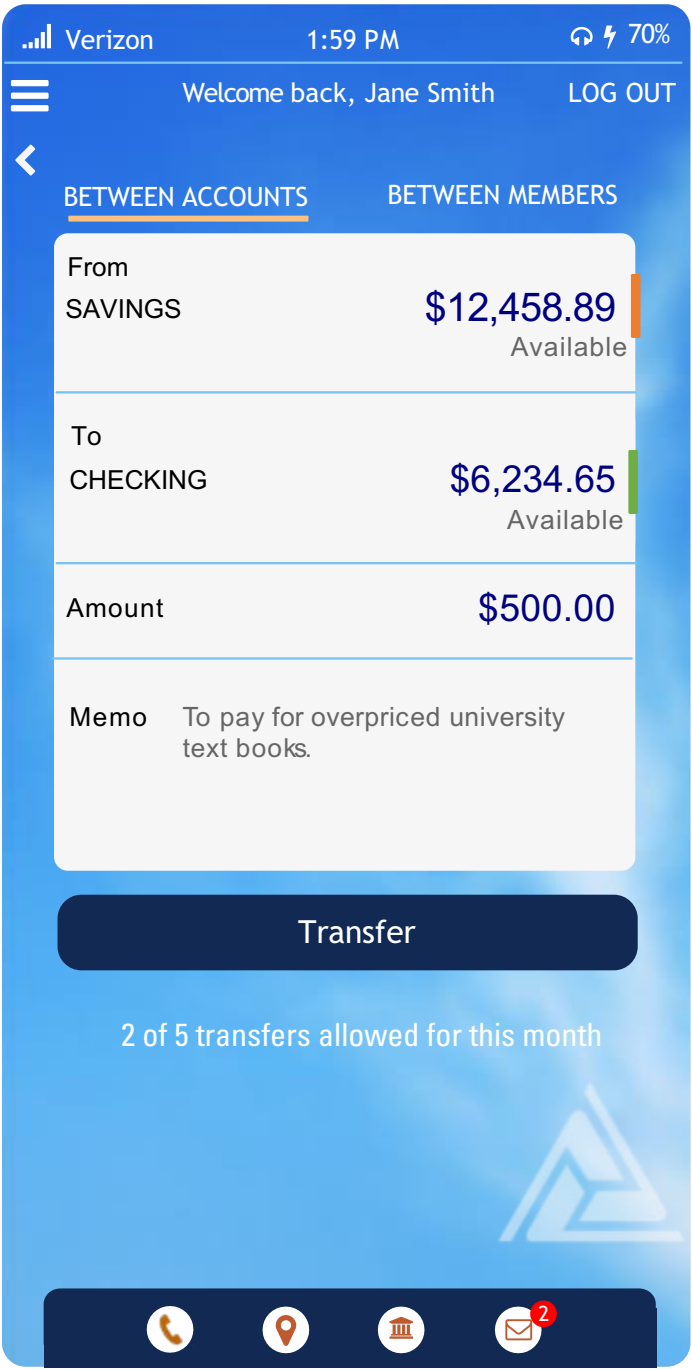
Existing design 2021



Easily swipe between 2 activities without going to main screen

Redesigned transfers screen for easy input

Upfront information on allowed transfers reduces customer calls



HHSC, State of TX

Community Partner Program

Business Goals

- Redesign old web presence
 - Increase conversion from partners
 - Make it easy to understand
 - Uplift the look and feel
- Eliminate excess pages
 - Focus on partner message
 - Increase usability
 - Must pass ADA compliance

UX Research

- Interviewed stake holders and partners
- Evaluated other agency web existences
- Determined the problem areas
- Design review



UX Design

- Axure design tool
- Improved call to action persistency
- Presented to smaller user group
- Incorporated user feedback into mockups
- Reiterated designs
- ADA compliant

Engaging
visuals



Community Partner Program

- Home
- Links
- FAQ
- Interest Form
- Login





FIND COMMUNITY PARTNERS

ZIP CODE

OR CITY

OR COUNTY

Search

Community Partners: Helping Serve Texans

In an effort to make it easier and more efficient for Texans to apply for and manage their HHSC benefits, the Texas Health and Human Services Commission (HHSC) is partnering with community-based organizations to help people learn how they can get the most out of the HHSC's benefits application and management website, YourTexasBenefits.com.

How You Can Help

To support this effort, HHSC is building a statewide network of community-based organizations that can help people apply for and manage their HHSC benefits, including food, cash and medical assistance, online at HHSC's YourTexasBenefits.com. This Community Partner Program (CPP) is a growing network of organizations trained and capable of teaching Texans how to put YourTexasBenefits.com to work for them.

The organizations that become Community Partners represent a wide range of social services, including public entities, non-profit organizations, and faith-based groups. An organization interested in becoming a Community Partner enrolls by submitting an Interest Form online, which includes questions on what Community Partner level the organization is best suited for. Once enrolled, HHSC then provides online training and certification to interested staff and volunteers of those Community Partners approved to provide one-on-one assistance with YourTexasBenefits.com. Community Partners also have access to reports from HHSC showing how many people the organization has assisted in applying for and managing HHSC benefits online at YourTexasBenefits.com.

Community Partner Program Support Team

Are you interested in joining the Community Partner Program? Are you currently in the enrollment process and have a question? Or are you already a Community Partner and would like assistance with something? The Community Partner Program Support Team is here to help at every step of the way. You may email your request or question and contact information to CPPSupport@ag.tamu.edu or to your regional support contacts. To find your regional support contact click [Regional Support Contact List](#).

Join the Community Partner Program

If your organization would like to participate in the program, click the [Interest Form](#) link at the top of this page to complete and submit the form.

CPP Overview Video



CPP Testimonial Video





CPP

- BECOME A PARTNER
- BENEFITS
- RESOURCES
- QUESTIONS
- CONTACT US

FIND A CPP PARTNER ZIP: (or) City: (or) County: Find



LET'S PROMOTE SELF-SERVICE & SELF-SUFFICIENCY TOGETHER

Become a Partner Now!

WHAT IS CPP?

The Mission of the Community Partner Program is to develop and maintain a statewide network of community organizations helping eligible Texans apply for and manage their benefits on line.

Texas Health and Human Services, through the Community Partner Program (CPP), works with Community Partners to promote self-service and self-sufficiency by helping individuals apply for and manage their benefits through [YourTexasBenefits.com](#).

The Community Partner Program began as a pilot with 36 Community Partners in January 2012...

CPP FACTS

- More than xx of Community Partners
- Have been Partners for at least two years
- Believe serving as a Community Partner benefits their organization and community

Self-Service Self-Sufficiency by helping INDIVIDUALS

Become a Partner Now!

HHSC Regions



- 1 • High Plains
- 2 • Northwest Texas
- 3 • Metroplex
- 4 • Upper East Texas
- 5 • Southeast Texas
- 6 • Gulf Coast
- 7 • Central Texas
- 8 • Upper South Texas
- 9 • West Texas
- 10 • Upper Rio Grande
- 11 • Lower South Texas

CONTACT US

Community Partner Program
Health and Human Services
909 West 45th St., MC 2077
Austin, TX 78751
cpp@hhsc.state.tx.us

BECOME A PARTNER

FIND A PARTNER
RESOURCES
QUESTIONS
CONTACT US
HOME

EXTERNAL LINKS

The Health and Human Services Website
[YourTexasBenefits.com](#)
2-1-1 Texas
Texas Veteran's Portal
Healthy Texas Women
Report Fraud, Waste and Abuse

SUBSCRIBE TO OUR NEWSLETTER

your email address here

Subscribe

Persistent call
to action on all
pages

Hierarchical
text explaining
core value

Trust building
facts at a
glance

HHSC, State of TX

Document Center

Business Goals

- Redesign internal application
 - Reduce support calls
 - Improve usability
 - Leverage new portal technology
- Minimize pop-ups
 - Minimize no. of screens
 - Make it sleek from existing design

UX Research

- Interviewed end users
- Evaluated existing design
- Recorded pain points



UX Design

- Axure and Adobe design tools
- Created hi-fi mockups
- Validated feasibility with Dev team
- Presented to user group
- Incorporated user feedback into mockups
- Reiterated designs
- Defined UX strategy
- ADA compliant

DOCENTER

SUPERVISOR JOHN DOE LOGGED IN
FEBRUARY 21, 1:10 PM

MENU

DASHBOARD

TASK COUNTS:

OPEN
12,594

COMPLETED
43,1410

AS 2856
1092

RS 1466
1001

QC 1989
1901

TASK STATS

	Completed	Forwarded	Claimed	Unclaimed
AS	8500	1001	2856	1989
Index	3000	1250	2856	1092
App	4000	2516	1020	999
Redet	1500	987	560	620
RS	6500	2516	1466	1001
Third Party	6500	1466	620	1466
QC	12000	2856	1989	1901

DOCUMENT BY CHANNEL

FAX
1567

PHONE
5214

FACE2FACE
2698

INTERNAL
6214

IMAGE INGESTION OUTCOME

Received Date
03-17-17

Auto Linked
1500

Auto Routed
1234

Auto Complete
4561

Regular
1237

Total 9562

STAFF PRODUCTIVITY

Status: All

All Supervisors

Refresh

Name	Staff Status	Login	Logout	Completed	Forwarded	Claimed
AS						
John Doe	Active	8:30 am	4:30 pm	1500	1500	1500
John Doe	Inactive	8:30 am	4:30 pm	1500	1500	1500
John Doe	Active	8:30 am	4:30 pm	1500	1500	1500
John Doe	Inactive	8:30 am	4:30 pm	1500	1500	1500
John Doe	Active	8:30 am	4:30 pm	1500	1500	1500
John Doe	Inactive	8:30 am	4:30 pm	1500	1500	1500
John Doe	Active	8:30 am	4:30 pm	1500	1500	1500
John Doe	Inactive	8:30 am	4:30 pm	1500	1500	1500
John Doe	Active	8:30 am	4:30 pm	1500	1500	1500
John Doe	Inactive	8:30 am	4:30 pm	1500	1500	1500

HHSC INTRANET

TX WORKS HANDBOOK

HELP DESK

DOCENTER

SUPERVISOR JOHN DOE LOGGED IN
FEBRUARY 21, 1:10 PM

MENU

TASK MANAGEMENT SEARCH

Pre Def

Search

DCN/User

AS Index

Search

RESULTS

Show more rows
10 50

Assign Unassign

DCN	Workflow	Doc Type	Claimed By	Initial Task Created
150608002060678	Index	IVR Change	Rangel, David	10-20-2015 02:01:52 PM
150608002060678	Client Center Level2AS	Internal Doc	Rangel, David	10-20-2015 02:01:52 PM
150608002060678	HEART Assignment	Application	Rangel, David	10-20-2015 02:01:52 PM
150608002060678	Multi Case	Application	Rangel, David	10-20-2015 02:01:52 PM
150608002060678	State Review	Internal Doc	Rangel, David	10-20-2015 02:01:52 PM
150608002060678	Multi Case	IVR Change	Rangel, David	10-20-2015 02:01:52 PM

Showing 1 to 6 of 32

TASK COUNTS

All Open Tasks (477) 100%

3rd Party Document (13) 2.73%

ThirdParty Document (13) 2.73% Assign

Application (116) 24.32%

Contingency Change (3) 0.63%

Coversheet Document (119) 24.95%

Duplicate Application (1) 0.21%

TASK ASSIGNMENT

Staff Hierarchy Staff by Role

Status: All Active Inactive

MANAGER

Manager

UserAA11, DPUAT

UserAA6, DPUAT

UserBB6, DPUAT

UserBB6, DPUAT

AVAILABLE STAFF LIST

UserAA6, DPUAT

SELECTED STAFF

UserHP14, DPSIT

Distribute Tasks

HHSC INTRANET

TX WORKS HANDBOOK

HELP DESK

State of TX

Self Service Portal

Business Goals

- Find out usability issues in existing application
 - Redesign Your Texas Benefits Portal
 - Reduce screen count
- Create a persona
 - Develop a storyboard
 - Use best practices
 - ADA compliance

Hector, the Head of Household



"I want to spend as less time as possible on the computer for applying for benefits"

Age: 55

Work: Roofer

Family: 4 Children

Location: San Antonio, TX

Archetype: Manual labor

Limited tech skills

Poor English

Doesn't own smart phone

Bio

Hector is a roofer that works overtime and lives with many family members under one roof.

Hector do not carry a mobile device, and depends on elder children for computer related tasks. He generally prefers to go to benefits offices to apply for benefits. Only recently he started using computer for status changes. Some times he calls 2-1-1 for assistance in filling application and speaks in Spanish.

Goals

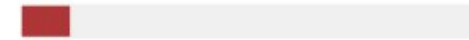
- To learn English better
- To use computer without help from children
- To spend less time applying on line

Frustrations

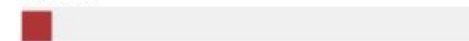
- Benefits forms ask too many questions
- Spanish translation is not good enough on benefits site
- It takes forever to enter whole family members

Technology

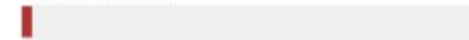
Internet



Mobile



Social Network



Project Beyond work

Educational UX Posters

Business Goals

- Educate Dev team
 - Peer review
 - Share with UX community
- Educate product team on UX
 - Explain feature creep
 - Explain why usability matters



FLEXIBILITY vs. **USABILITY**



UI vs. **UX**



USABILITY MATTERS

Let's Talk

- Reach me by phone or e-mail
- +1 512-767-8697
- planetpapi69@gmail.com
- [Linkedin.com/in/planetpapi](https://www.linkedin.com/in/planetpapi)
- Usabilitytimes.design

Deloitte.



verizon✓



CLEARCHANNEL



Thank You

