

Xplor ERP App

Syed Murtaza Ishaq

Project overview



The product:

An ERP app to help Xplor Enterprises Pvt Ltd digitize its operations with customized solutions to help them keep a track of their inventory, cash in/outflows, Project progress, supply chain. Procurement, receivables, payables and project payment status



Project duration:

01/2023 to 02/2023



Project overview



The problem:

Lack of proper documentation and record keeping is the main issue that is the main focus to help digitize their records.



The goal:

The app caters to all the looming issues the company is facing and the user is able to complete a core task and the data is successfully integrated with the relevant departments.

Project overview



My role:

As the lead UI/UX designer and UX researcher



Responsibilities:

- User research,
- Wireframing,
- Lo-Fi Prototyping,
- Hi-Fi Prototyping.

Understanding the user

- User research
- Personas
- Problem statements
- User journey maps

User research: summary



A Post Research goal is to determine if the app caters to all the looming issues of the company is facing and whether the user is able to complete a core task and the data is successfully integrated with the relevant department. A moderated usability study was carried out using Primary research methods which comprised of a questionnaire with a combination of Qualitative and quantitative questions which later revealed that the app was successful in performing the expected outcomes with a room for improvement.

User research: pain points

1

Data Entry

Lack of proper record keeping

2

Progress reporting

Track of payment status as per each project according to their progress.

3

Inventory management

Mismanaged inventory, lack of record and list of items.

4

Payment schedules

No data of expenses made as per each project and vendor payments

Persona: Syed Murtaza

Problem statement:

Syed Murtaza is a Project manager who needs an On-to-go ERP app to be able to digitize company records because the company needs to improve its efficiency and effectiveness.



Name

Age: Syed Murtaza

Education: Master's Degree

Hometown: Islamabad

Family: Married, one child

Occupation: Project manager

"I am an ambitious, tenacious, detail-oriented, creative outside-the-box thinker, and strategist. I am passionate about graphic designing and creative works. I like to keep myself updated with the changing trends, keep learning, and get better day by day."

Goals

- Digitize all data of the company.
- Introduce an ERP system
- Implement Project management guidelines
- Inventory management
- Maximize company profits
- Improve efficiency and effectiveness of the company
- Introduce a Formal mode of communication

Frustrations

- There is no record keeping
- Informal mode of communication.
- Mismanaged store
- No data of available inventory
- No log to trace inventory
- No data entry for the material usage.

Murtaza is an ambitious and dedicated individual who lives in Islamabad and walks to his office as he lives right in front of his office. Murtaza is really frustrated by how things go around in his company as there's no formal mode of communication and there's a lack of planning which is very Frustrating for him. The company has a lot of leftover inventory and murtaza wants to make a positive impact and digitize the inventory management so that they get up to date and accurate information regarding the available inventory and the amount of procurement they need to conduct.

User journey map

- To have a customised ERP app which would be tailored made to cater Xplor's looming issues and prove to be a wholesome solution.
- The app needs to Integrate all the relevant departments to prove its workability and effectiveness.

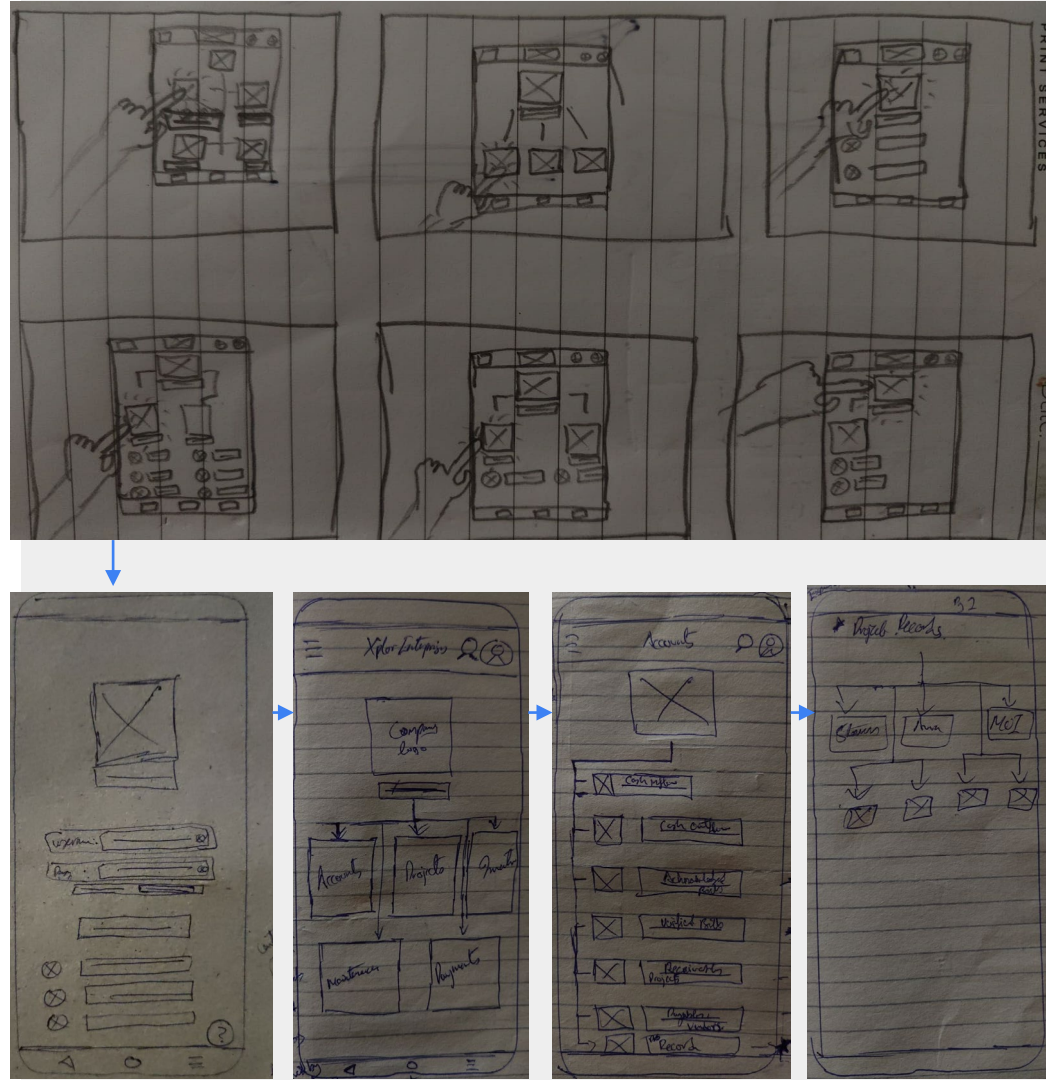
Persona: Murtaza

Goal: An easy to use, efficient and effective inventory management app

ACTION	Search for inventory management apps	Navigate through the app	Initiate Data entry	Review Data	Officially Incorporate the app with inventory management
TASK LIST	<p>Tasks</p> <p>A. Search for IOS and Andriod apps. B. Identify free apps with full access. C. Apps which allow for personalization.</p>	<p>Tasks</p> <p>A. Navigate through the app to determine whether it will fulfill my purpose or not. B. Determine whether it solves our pain points. C.</p>	<p>Tasks</p> <p>A. Start a mockup data entry as per heads B. Fill data in each head</p>	<p>Tasks</p> <p>A. See how the data is presented after data entry B. Access if it is worth making an effort C. Assess whether it is an efficient and effective way of inventory management.</p>	<p>Tasks</p> <p>A. Introduce the app to the team B. Provide a brief traning session to relevant stakeholders C. Incorporate the app to daily data entry as per project progress.</p>
FEELING ADJECTIVE	<p>Limited or no free apps dedicated for inventory management.</p> <p>Found an app with freedom for personalization.</p>	<p>Annoyed at limited information provided to help understand headings or icons.</p>	<p>No head integration option makes the work dull and repetitive.</p>	<p>Dissatisfied with the app navigation framework.</p>	<p>Efficient and effective way to manage inventory</p>
IMPROVEMENT OPPORTUNITIES	<p>Create a dedicated app for inventory management.</p> <p>Should support Windows, Linux, IOS and Android</p>	<p>Incorporate a help icon next to each heading to help users to have a better understanding of that heading.</p> <p>Optimize for screen readers technologies.</p>	<p>Provide freedom of personalization to add heads as per company needs.</p>	<p>Incorporate shortcuts for easy navigation and save time.</p>	<p>A motivational message pop up to inform the user of their work progress of the day and milestones achieved.</p>

Paper wireframes

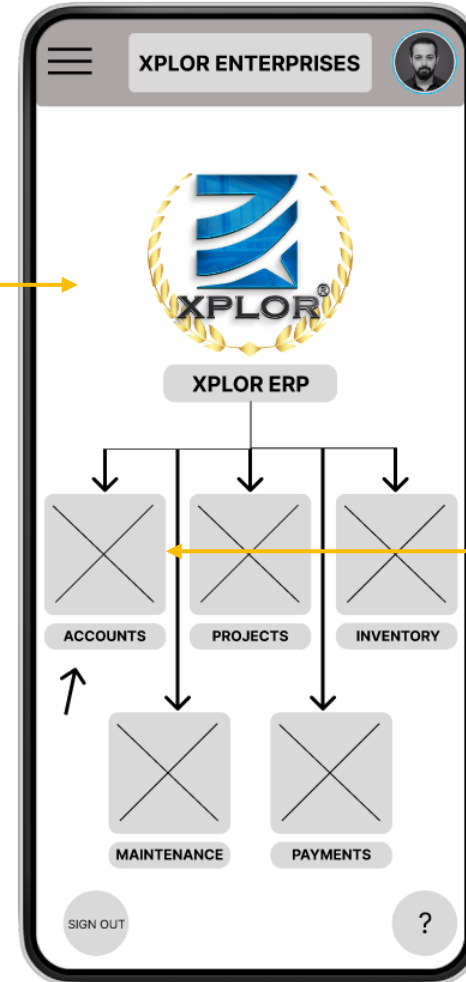
Process oriented with a defined user flow app which integrates all relevant departments and provides a graphical representation of project status, payments etc.



Digital wireframes

A visually appealing design
to help the users easily
navigate through each tab

Company logo
to showcase
that it is a
customised
APP

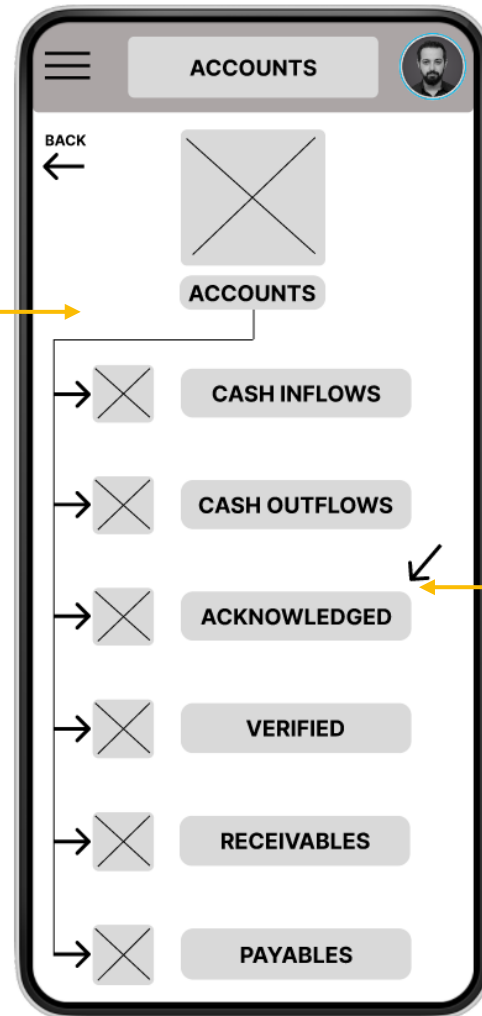


Hierarchical
structure for
tabs

Digital wireframes

A drop down menu which incorporates a balanced incorporation of white space

Headline to help the user know in which tab they are at the moment



An example of the user flow

Low-fidelity prototype

This is the low-fidelity prototype
at this point user flow and
general usability was
established for testing.

Click [here](#)



Usability study: findings

A moderated usability study was carried out in which it was discovered that most of the users were able to complete a task and acknowledged the positive impact this app would help achieve the company's goal.

Round 1 findings

- 1 A getting started tour should be added to help the users find their way without help
- 2 An in app guide should be included to help the users if they ever stumble across any difficulty.
- 3 An in person training session would help the users learn all the functionalities of the app.

Round 2 findings

- 1 The integration of data and entry processing time was simple, efficient and user-friendly.
- 2 The APP should be finalized and should be ready for implementation as soon as possible.
- 3 daily data entry and updating previous records wouldn't take much time as it will be a one time effort to smooth things.

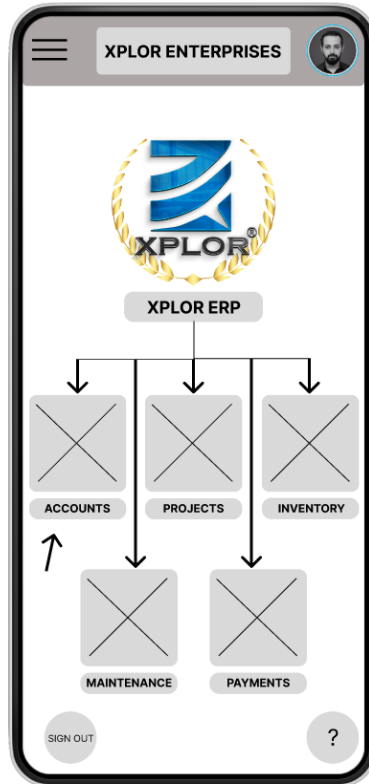
Refining the design

- Mockups
- High-fidelity prototype
- Accessibility

Mockups

After a successful usability study the Lo-Fi design was converted into a Hi-Fi design.

Before usability study



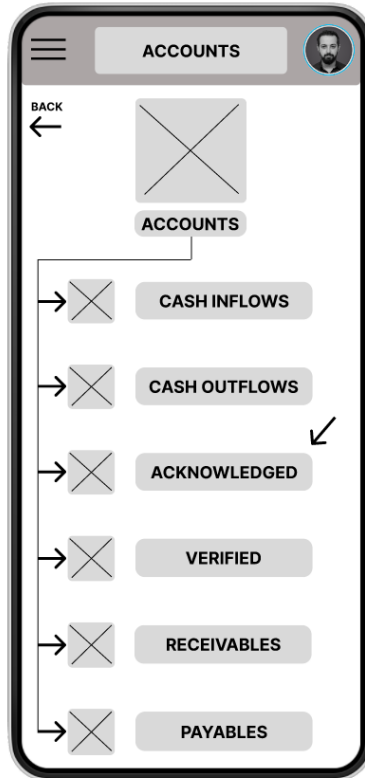
After usability study



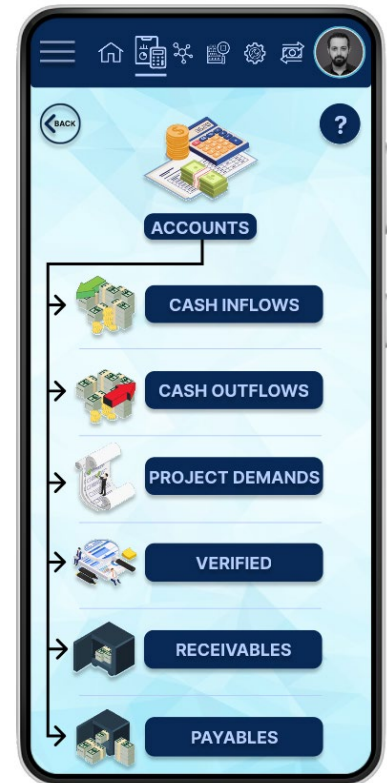
Mockups

Navigation bars, icons and an isometric themed design layout to make the interface interactive.

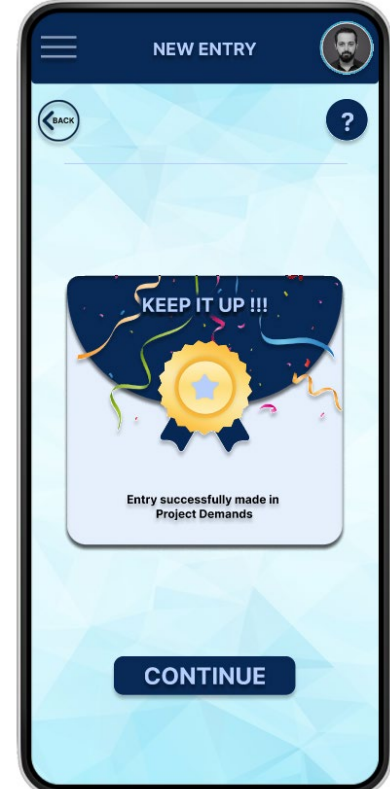
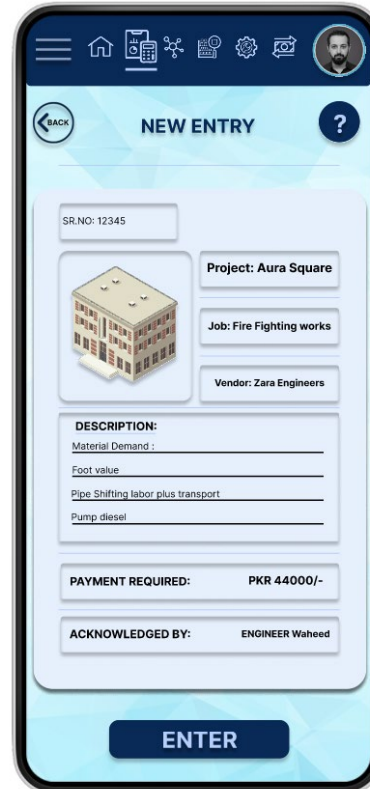
Before usability study



After usability study



Mockups



High-fidelity prototype

Hi-Fi Prototype was developed after a successful usability study.

Click [here](#)



Accessibility considerations

1

Multiple actions and gestures are added to cater a wide variety of users especially keeping in mind accessibility users

2

Animation transition time has been set between 150 – 300 ms

3

Iconography and high contrast colors are used to help accessibility users

Going forward

- Takeaways
- Next steps

Takeaways



Impact:

"I think this is it, that's what we needed all these years and now finally we will be able to keep up to date records."

— Mustafa, Accounts Manager at Xplor Enterprises, Islamabad.

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What I learned:

UX design lays out the foundations and user flow of an app paving the way for developers to simply follow instructions and make the app run in real time. It is a very crucial role and I find this to be the right career choice for me.

Next steps

1

Create paper wireframes
for the other tabs

2

Create Lo-Fi prototypes
for all the tabs

3

Create User flow for all
the tabs and create Hi-Fi
prototypes and learn how
to run it in real time.

Let's connect!



I am an experienced Graphic designer with 9 years of experience and just started off with UX Design and I intend to pursue it as my primary career.

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Thank you!