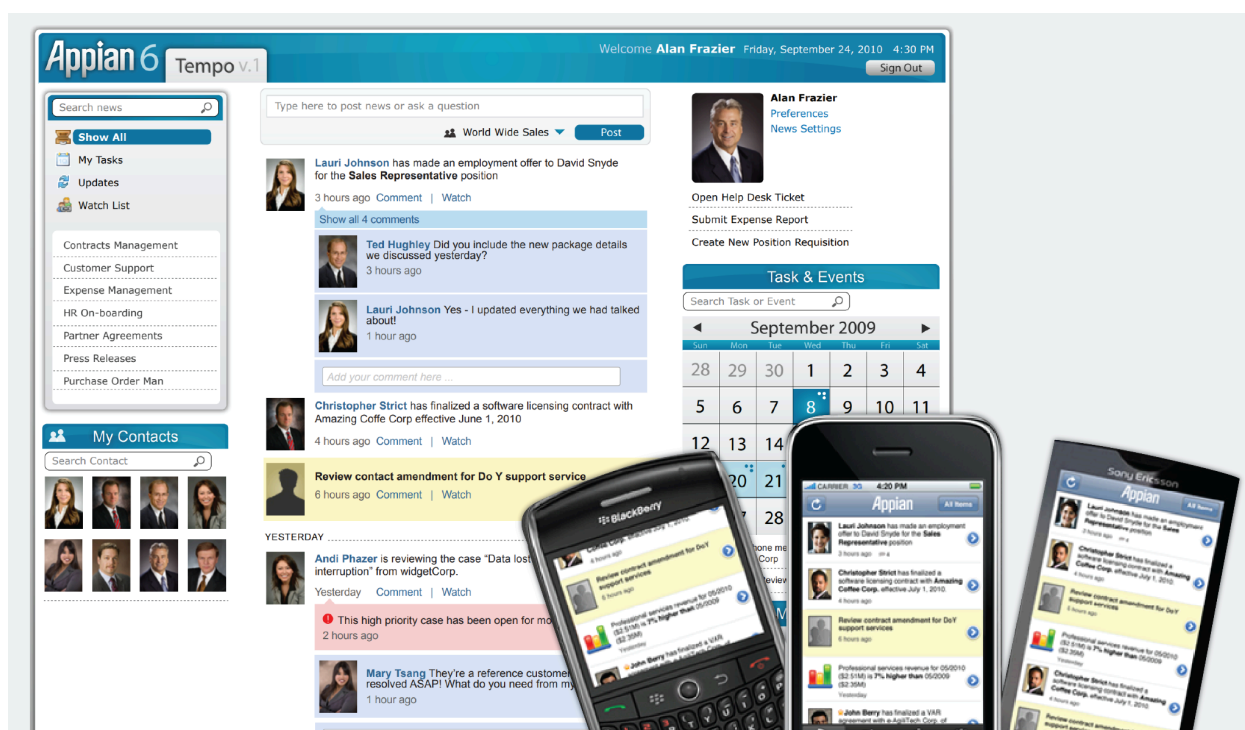


Appian 6 Tempo: Social & Mobile App Concept UI/UX Design



Outline

Appian engaged us in March 2016 to help them develop initial design ideas around their new Mobile Experience of their Appian 6 Tempo BPM and Workflow Application Platform.

We had three months to deliver a complete end-to-end UI/UX design and prototype on how we envisioned their Appian 6 Tempo to look like and interact with the new social-oriented paradigm.

Appian contracted 1 UI/UX Lead and 1 Mid-level Designer on a retainer basis to work with the Appian team.



3 months initial contract
6 months extended



1 Lead UI/UX Designer
1 UI/UX Mid-Level Designer

In addition, our team was in charge of orchestrating the social module added to their existing BPM Enterprise solution:

- Follow users, decision-makers, and groups within the enterprise to stay informed of critical events and announcements
- Send open or private messages to meet a variety of communication needs with an intuitive people and group picker
- Delegate social and mobile tasks to team members for social collaboration with email alerts, audit trails, and analytics on every task for visibility and accountability
- See the user activity stream in the "participating" view to easily filter and access relevant posts and discussions.

What did we do

- We interviewed the Appian PM team and got the initial idea of the personas
- After defining the personas, we interviewed Subject Matter experts that would provide an even deeper understanding of their pain problems and challenges.
- We started to define an initial User Journey.
- Then started Mocking up low-resolution screens to ensure we had the required content.
- After multiple cycles of reviews, we started working on the Look and Feel and design principles.
- We presented the new designs to the PM team and Subject Matter Experts.
 - Mocks and PPT
- I made some internal Usability tests and analyzed the results
- We completed work in 4 months, just on time for their Development to start work on their MVP.
- We gave them another three months to guide and review the development as it evolved.

What worked well?

- We found that a Kanban approach was better to move on the design concepts faster and cover lots of the UI/UX activities in parallel.
- Talking to the Subject Matter Experts helped make suitable adjustments to the initially presented flow.

- The Appian team was pretty quick on review cycles and provided feedback in a very organized way.
- The first time we used InVision to deliver the designs to the PM team and Developers, the communication was very contextual.

What did not work that well?

- We ran into implementation problems since the Appian team was not ready to work on the MVP, so we had much downtime.
- We should have added one more UI/UX resource from our end to move faster on the initial design phase.

What was the result?

- We successfully achieved our goals and completed the design tasks.
- The usability testing provided a great validation of what we presented.
- We got an extension to the overall project to also help the Dev team implement the UI/UX guidelines on a first MVP

Highlights

Subject matter experts performed usability testing. Analytics revealed customers struggled to communicate with peers while working on their assigned tasks using the BPM Framework section. To understand why we conducted eight usability tests.

Findings from the research. Usability tests revealed that Subject Matter Experts were taking screenshots or other means to capture what they were seeing and sending emails to other peers to communicate and correlate their work, wasting time and velocity.

Impact of research on product development. We prototyped a new version that allowed the users to communicate inline from the Appian Application, which had great success and is a used feature on their latest versions.