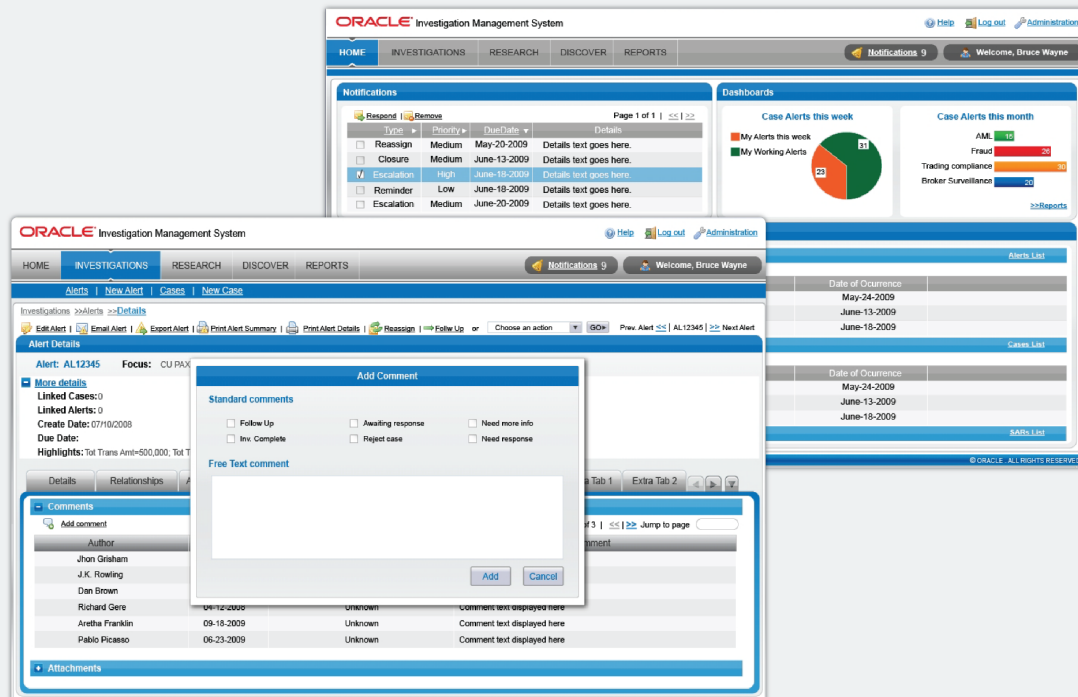


Oracle Financial Services: AML Compliance Case Management UI/UX Design



Outline

Oracle Financial Services had an exciting challenge for our UI/UX team, and the request was to make usability and UI style changes to the Oracle Mantas application suite.

Taking into consideration existing UI elements as well as features and functions which do not have a UI face on top of them



12 months to complete the work



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

There were two main areas of interest: the Scenario Manager and the Case Management both needed to be designed and enhance their existing functionality.

We had 12 months to deliver a complete end-to-end UI/UX Design, Prototype, and Collaborate the implementation with the Oracle Dev Team.

The initial scope of the work:

- Scenario Manager:
 - Data Mapping
 - Scenario Definition & Management
 - List Management
 - Real Data Acquisition Definition
 - Threshold and Threshold Set Definition
- Case Management (Oracle's customers, typically tier 1 and large regional banks, use Case Management broadly to represent all the UI components that are needed to support downstream investigation and administration)
 - Embedded Dashboards
 - Alert Management
 - Case Management
 - Regulatory Reporting
 - Link Analysis
 - Other Investigation Functions
 - Discovery Manager Tool
 - Administrator
 - Threshold Editor
 - Risk Scoring Editor
 - Alert Correlation Editor
 - Alert Processing Editor
 - User Management Editor

- ## What did we do?

- Defined the Personas
- Reviewed their existing MVP
- We define an initial Screen Flow based on the defined scope defined by the Look and Feel patterns designed by the Atomic elements so we can expedite the design process and make sure that consistency is always driving the mocks.



- Defined the Deliverable Schedules according to the primary Development cycles and align them to their existing Sprints
- We started the design, helped the PM team to do a Story decomposition, and defined the backlogs in anticipation of the dev team's planning.
- We were always part of the grooming sessions.
- And also part of the Sprint reviews, making sure the Dev Team was following the Design Patterns.

What worked well?

- Oracle's team had an evident Initial Scope and kept to a minimum any change requests.
- Having a consolidated team from our end helped us move in parallel but in the same direction.
- The Design Pattern work made our team way more efficient. Glad Oracle let us spend a few sprints doing this.

What did not work that well?

- Very little to none failed in this engagement. It would have helped to involve us a little bit earlier so we could have influenced some areas that were already done and taken more cycles and energy to rework those UIs.

What was the result?

- We completed our tasks, had great response from the market on the Oracle case management release and helped build an internal UI/UX team inside the Financial Services R&D.

Highlights

Excellent Product Management Team helped. They were very experienced in the domain and responsive to the reviews and concerns.

Mantas was a recent Oracle acquisition, so even though they were just getting to know their teams across, it was significant to help them integrate their Detection Engine and enable it to fuel the Case Management Solution.

It is always refreshing to see that we did this in 2009 and that implementation and UI definition still hold in their newly evolved products.