



user experience

CASE STUDY

Complex Paper Process to Simple Software Application

CUSTOMER

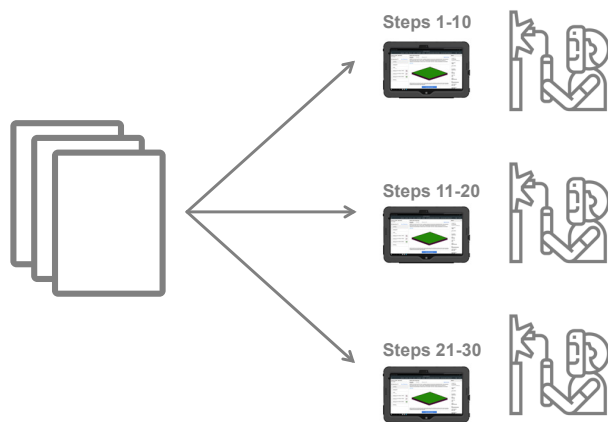
Electric Boat's primary mission is designing, constructing and providing life cycle support to the world's finest submarines.

PROBLEM

The **paper process for work** consisted of work orders that could be hundreds of pages long and varied in granularity.

SOLUTION

The solution requested by the customer was to streamline the completion and distribution of work by creating a **tablet-based software application** to replace the paper process.

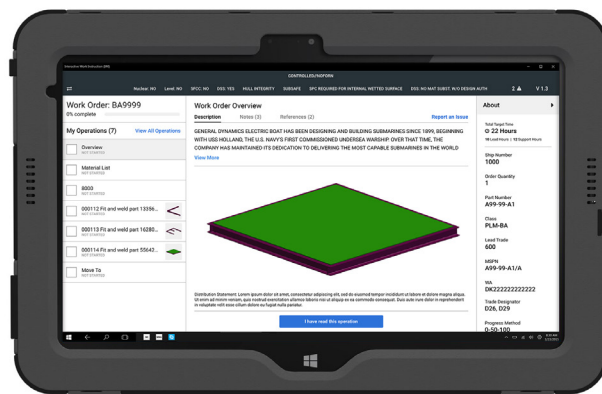


UNDERSTANDING THE USER

An **evaluation of existing tools**, along with **remote and on-site interviews** of subject matter experts and users (tradespersons) at the shipyard, was conducted to help inform early iterations of the application design.

DESIGNING SOLUTIONS

Wireframes and interactive prototypes were iterated with ongoing support from customer and engagement with users.



INTEGRATING FEEDBACK

A **focus group** was conducted with individualized exercises to validate presentation of data using the interactive prototype.



Aggregate user-generated focus group data for areas of interest related to the application interface

IMPACT

The design process incorporated extensive **user engagement for increased acceptance** of the final software application.