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.

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