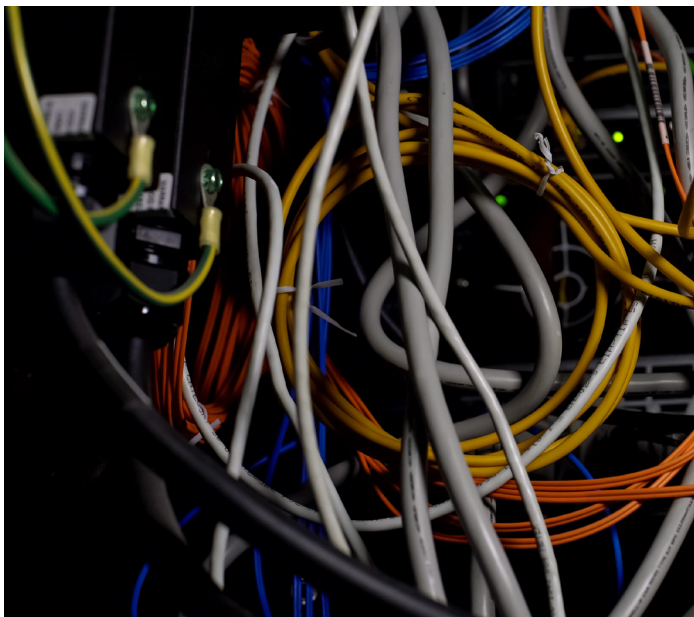UX user experience

CASE STUDY
Reducing Complex Hardware Weight & Setup Time

PRODUCT

Prophet is a tactical Signals Intelligence/Electronic Warfare Support capability for the Brigade Combat Team and Expeditionary Military Intelligence Brigade.

PROBLEM

Prophet was a complex hardware and software system with minimal visual cues to assist with setup and a lengthy 3,000 page user manual. The **heavy weight of the system and difficult setup** was hindering users in the field.
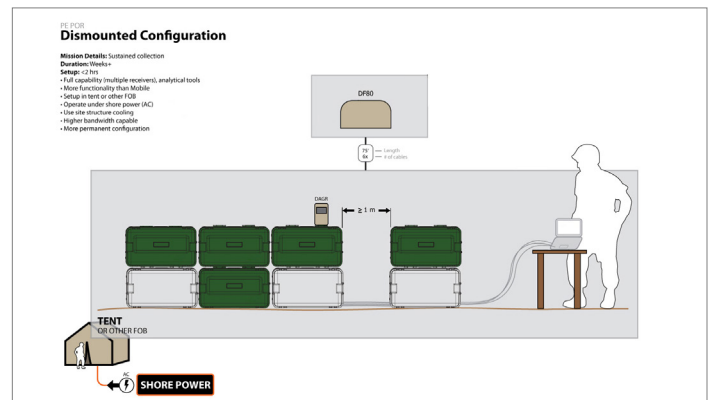

SOLUTION

Redesign the layout and functionality of the transit case modules **to reduce weight and user setup time.**
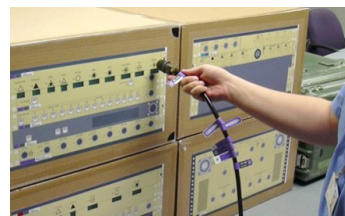
UNDERSTANDING THE USER

Comprehensive **user personas and scenarios** were developed to provide greater understanding of the current users in order to make recommendations for the redesign.

DESIGNING SOLUTIONS

Sketching and **low-fidelity mock-ups** were used to understand and resolve problems before they were built into the final system.

INTEGRATING FEEDBACK

Problems were identified early by **user testing** low-fidelity mock-ups and **iterating on designs** to ensure the redesign was optimized for usability.

IMPACT

Applying user understanding and feedback to the redesign of Prophet **reduced the weight of the transit cases by 53%** and **reduced the setup time by 56%**.

GENERAL DYNAMICS
Mission Systems

UX user experience

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