

# MobileControl

## OVERVIEW

MobileControl is an app for truck drivers. Truck Drivers use this app to easily access details of their daily task and track the progress.

## MY ROLE

**Senior UX & UI Designer**

Requirement gathering workshop with Client, UI/UX Design, Design KT to Dev team.

March '2021 - July '2021

## About the Project

Mobile Control is an app for truck drivers. The intent of redesign was to make it easier for the truck drivers to easily access details of their daily task and track the progress.

Redesigning App for Ease of use. We followed qualitative research for need finding and predictive evaluation before pushing for development.

The Heuristics Audit made it apparent that the features were cumbersome to use. The brand did not come across as modern. The feedback from drivers about the previous apps was to reduce scroll i.e all the content must be visible for the user on the screen of the device without any scroll and the information architecture must remain the same.

Here is an overview of my design process and evaluation methods.

## Our Design Process

- Heuristic Evaluation
- Summary of pain points
- Solution Finding
- Redesign

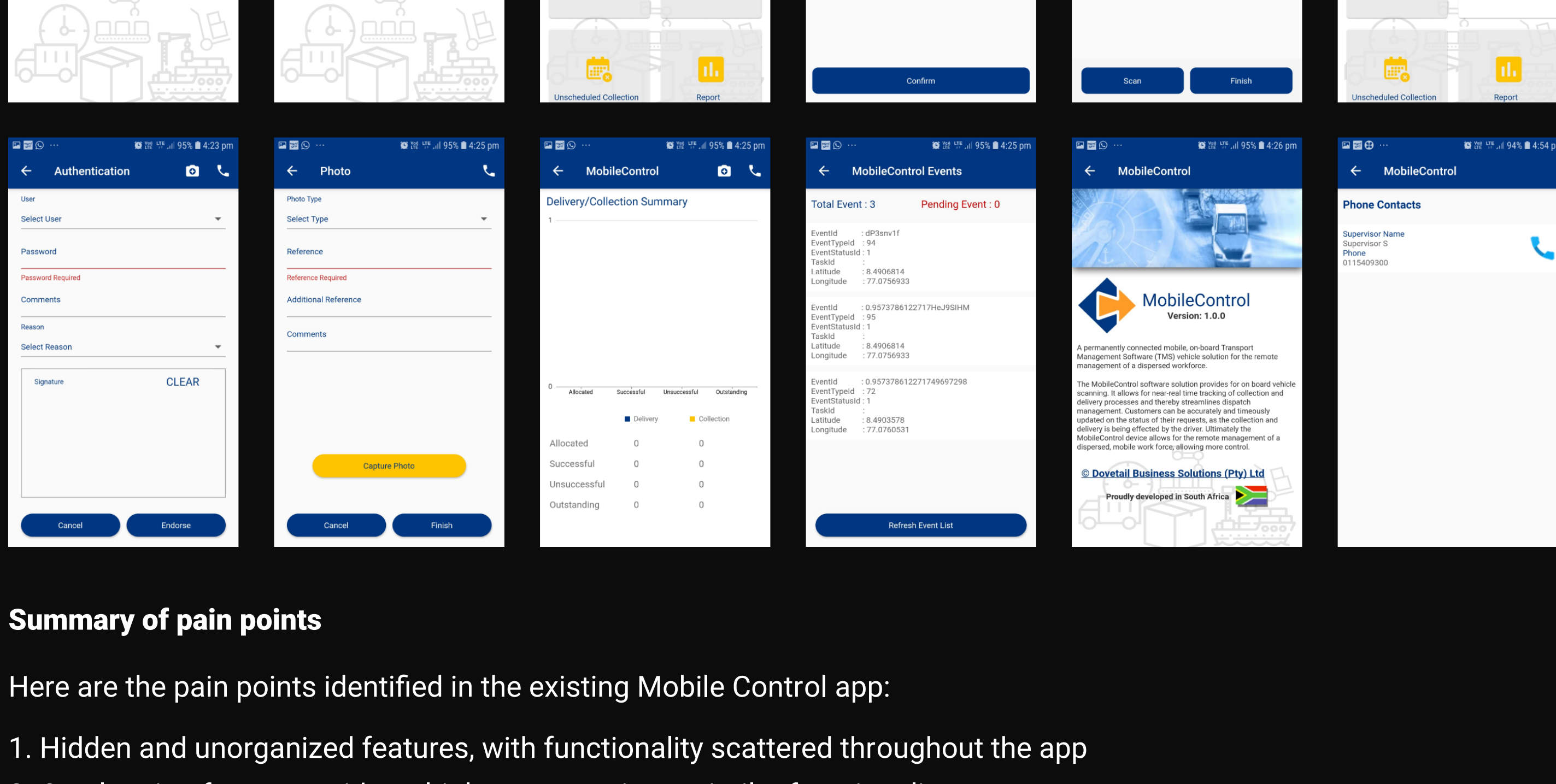
### Heuristic Evaluation

There were three evaluators

1. Senior UI/UX Designer
2. Product Manager
3. Myself (UI/UX Designer)

As part of the design process, we conducted an audit of the existing app by taking screenshots of all screens on the airboard to visualize the information architecture. During the audit, it became apparent that the navigation was a major pain point for users, receiving poor reviews.

Here are few screenshots from the old application.



### Summary of pain points

Here are the pain points identified in the existing Mobile Control app:

1. Hidden and unorganized features, with functionality scattered throughout the app
2. Overlapping features, with multiple ways to trigger similar functionality
3. Confusing language, with misleading nomenclature

### Solution Finding

Moving forward, we began the design process by rearranging the information architecture (IA) and redesigning some of the user interface (UI) to address the identified problems.

Our primary goals in reorganizing the IA were

1. Increase the visibility of key features in the app for easy access
2. Remove duplicated features that may not be as useful

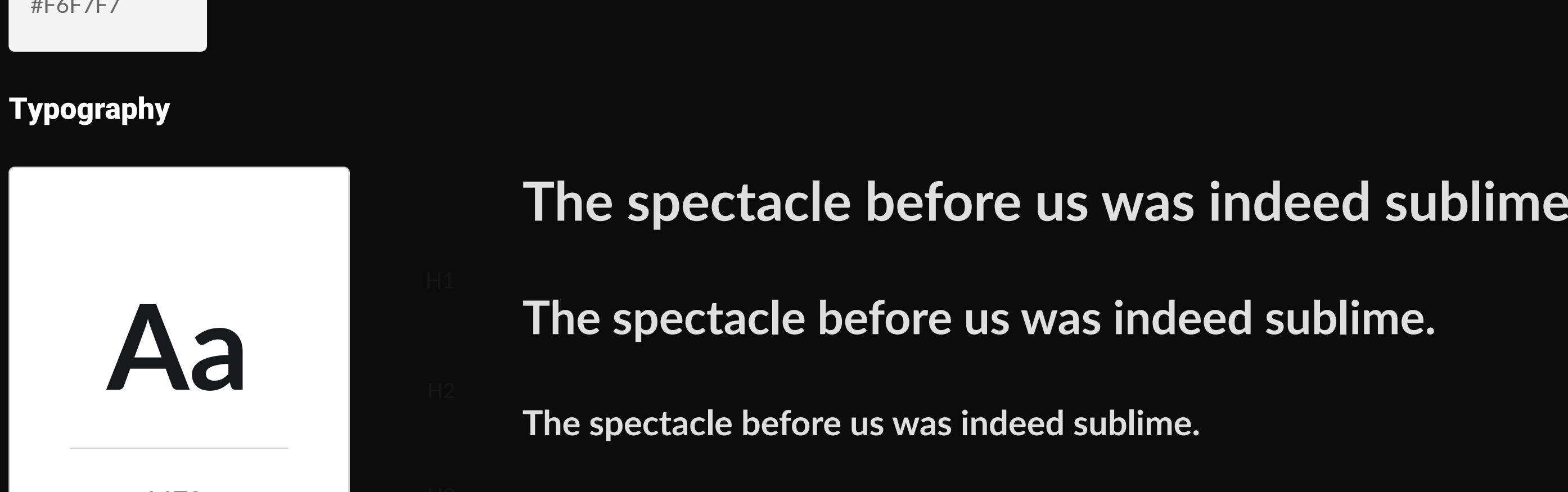
### Redesign

As the project was fast-paced and the client was familiar with the design process and market standards, we received early feedback and skipped the paper prototype and low-fidelity wireframe processes, proceeding directly to high-fidelity design.

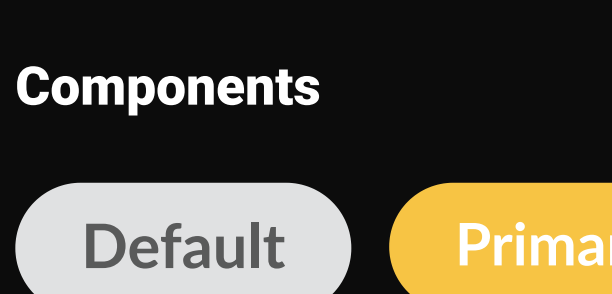
To better understand the client's design preferences and flexibility, we created a total of three design variations.

**Disclaimer:** Due to non-disclosure agreements with Client, I am limited in the amount of work I can show.

### Colors



### Typography



The spectacle before us was indeed sublime.

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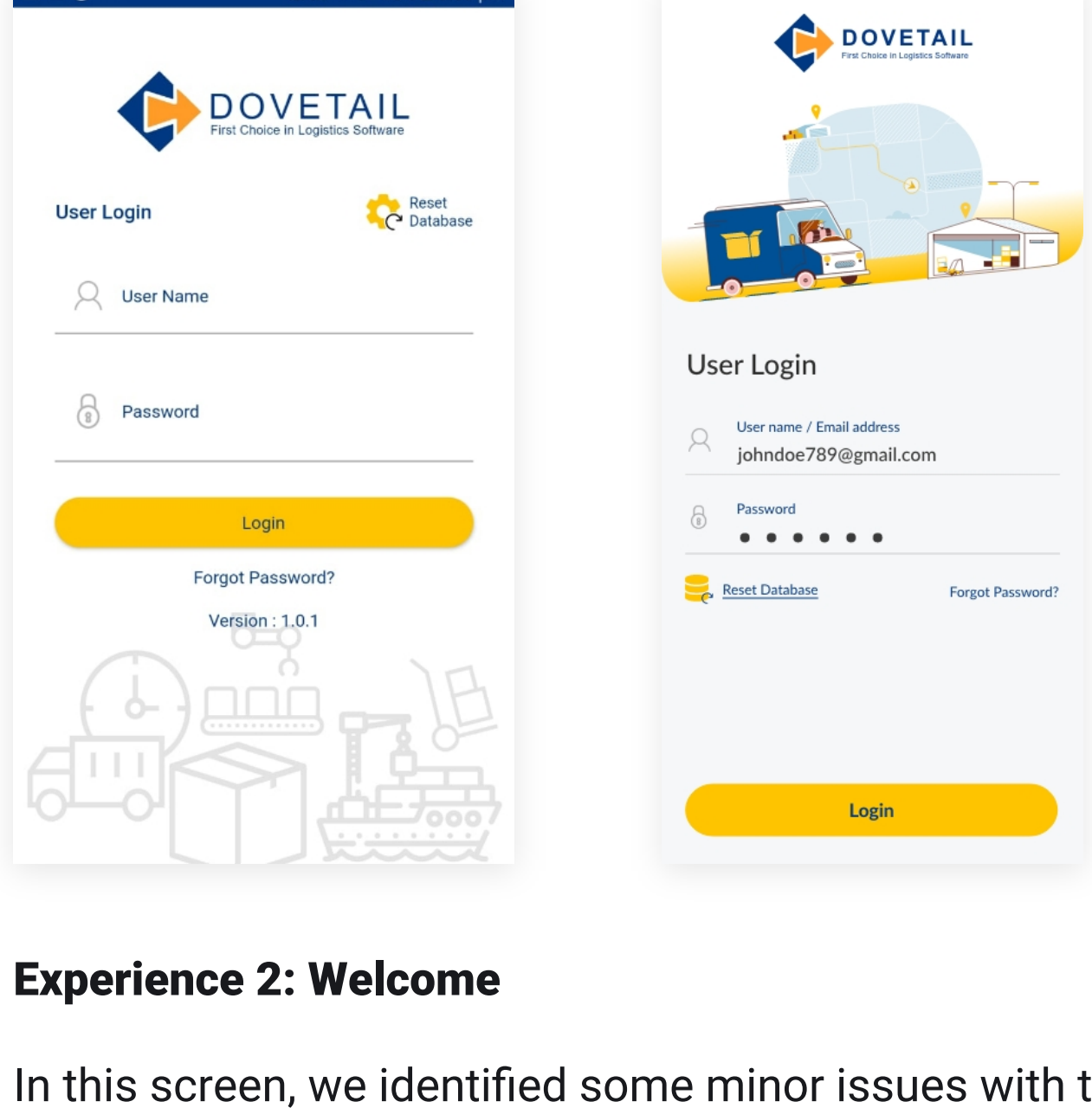
### Components



## UX Suggestion & Redesign

### Experience 1: Login

Our focus for this page was to enhance the layout by removing unnecessary icons and organizing the elements effectively. We eliminated the bottom illustration as it contributed to a cluttered appearance and introduced a meaningful illustration at the top for visual appeal. A key improvement we made was repositioning the "Reset Database" and "Forgot Password" links to improve user-friendliness and visual aesthetics.

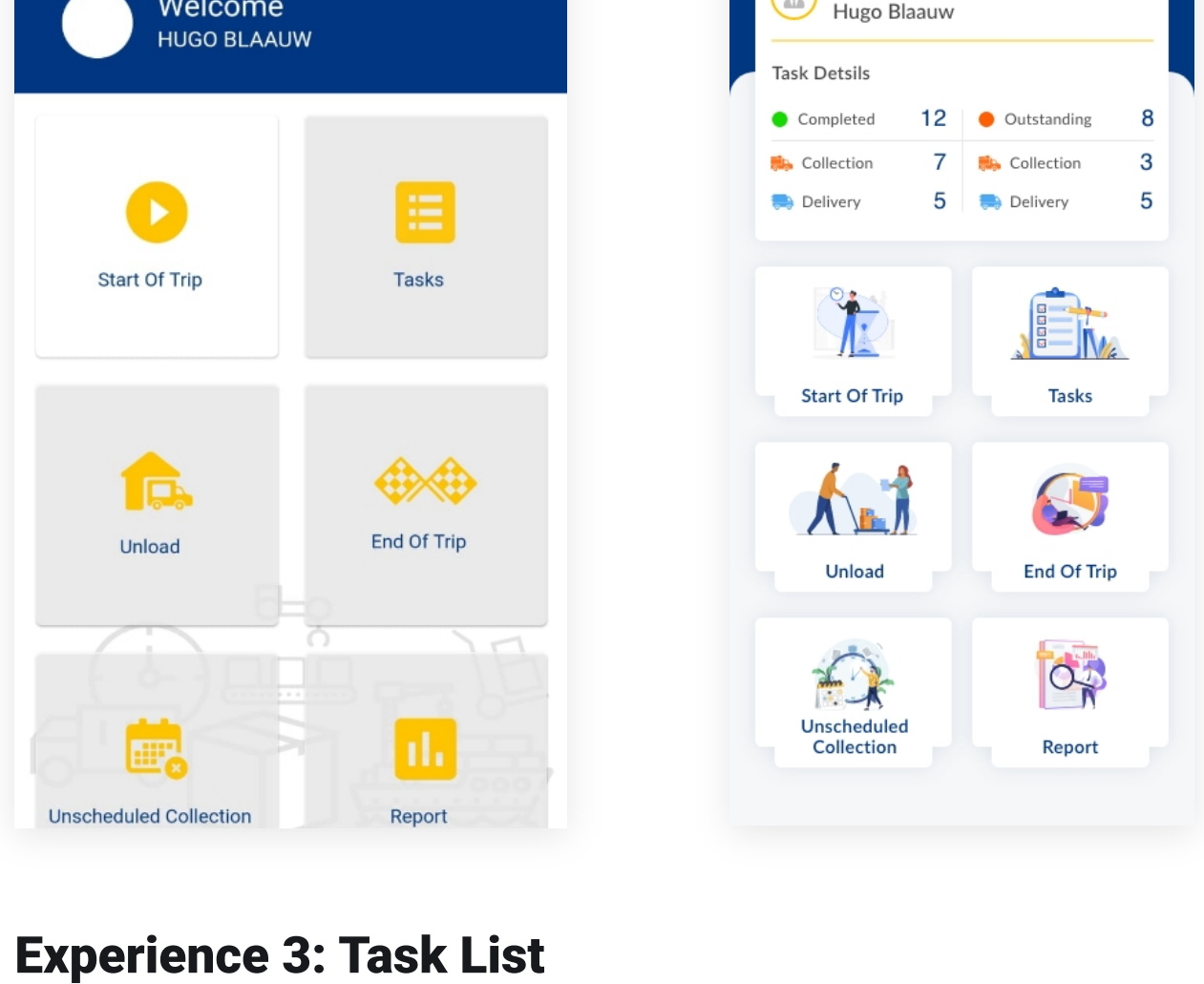


**"Small changes can make a lot of difference."**

By relocating the links and adding a new illustration, we transformed the layout's appearance and improved its visual appeal, showcasing the importance of even minor adjustments in enhancing the user experience.

### Experience 2: Welcome

In this screen, we identified some minor issues with the existing layout, such as the unnecessary background illustration leading to cluttered aesthetics and a bland overall look. To address these concerns, we implemented significant changes, including the introduction of a report view and a meaningful illustrations for each task. Additionally, we removed the background illustration to improve the layout's cleanliness.

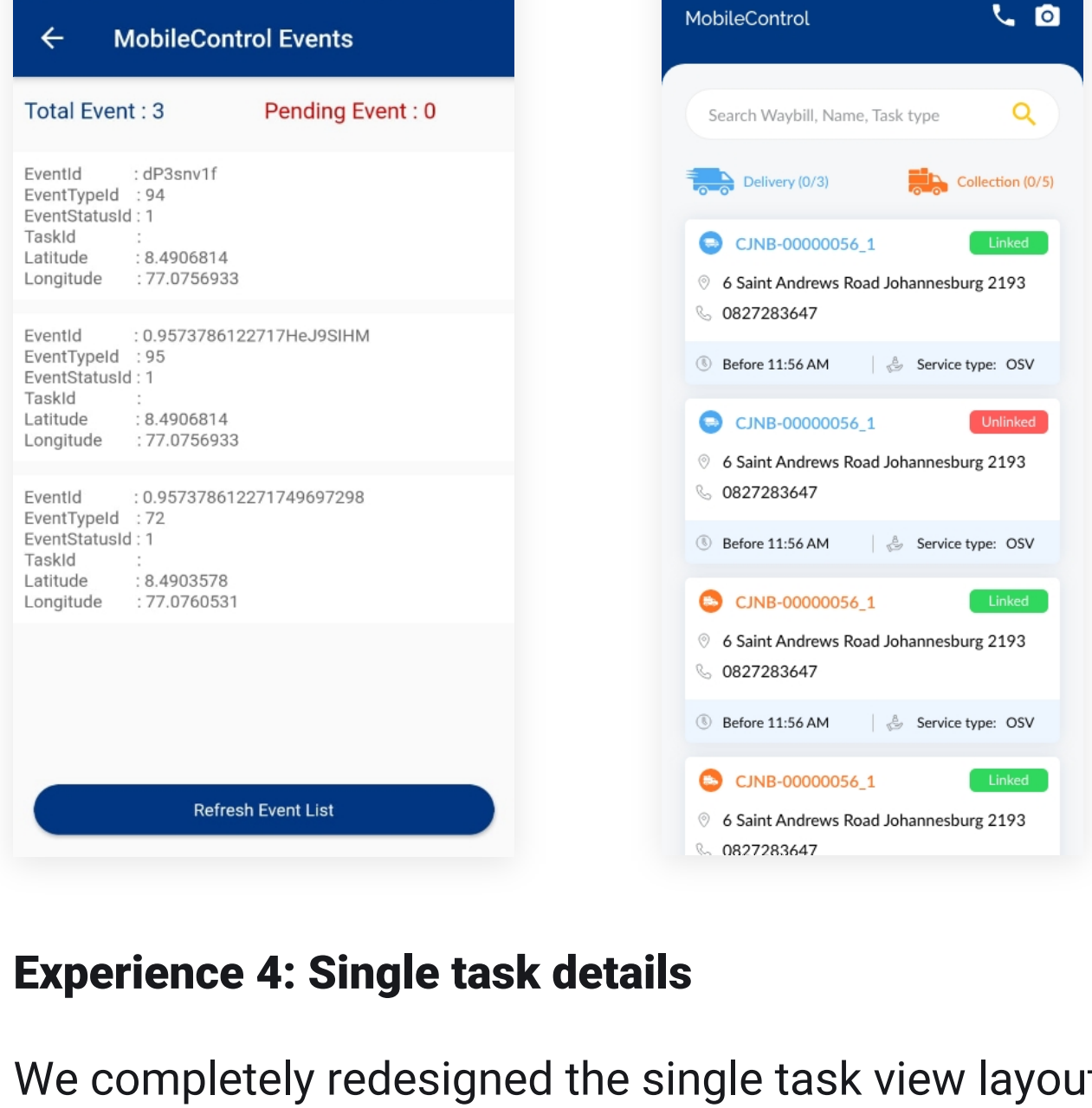


**"Usability is about people and how they understand and use things not about technology."**

By removing the background illustration, we were able to give the layout a clean and modern appearance. Additionally, the report view was introduced to enhance the user-friendliness of the layout. Users can now prioritize their tasks with ease as the report is displayed front and center on the main landing screen. Moreover, the new task illustration icon provides a visual cue, enabling users to understand the task without having to read the label.

### Experience 3: Task List

Our first priority in redesigning the task list view was to address the chaotic nature of the existing layout, which contained an overwhelming amount of information and lacked proper content hierarchy. To achieve this, we removed unnecessary content and reorganized the remaining content by grouping similar information together. Additionally, we introduced icons to improve the overall user experience.

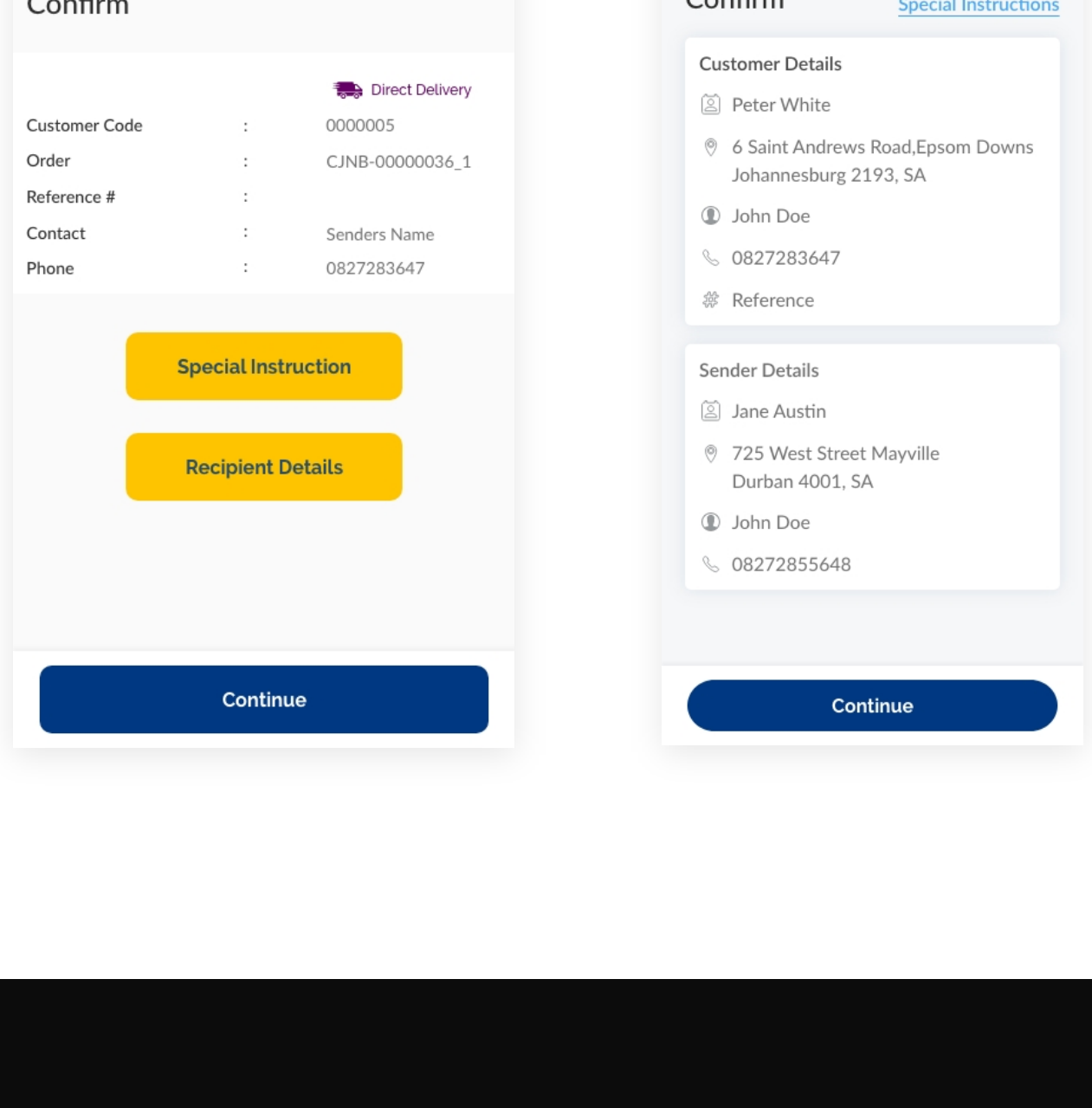


**"Every object tells a story if you know how to read it."**

By introducing a hierarchy for all the content and implementing proper iconography in the updated card view, we were able to improve the overall readability of the layout and

### Experience 4: Single task details

We completely redesigned the single task view layout to follow modern UX practices and improve usability. By grouping all related information with appropriate hierarchy and introducing iconography, the user can now access all content without having to navigate through multiple screens or pop-ups, resulting in a more seamless and user-friendly experience.



**"Everything is designed. Few things are designed well."**

Reducing clicks improves usability and helps users stay focused on tasks.

## Conclusion

The project initially aimed to simply redesign an existing mobile application, but it turned out to be a much more challenging task than expected. The process involved a deep dive into understanding the various use cases and workflows and how even the simplest of actions can be made confusing with poor design.

Despite the challenges, the project provided an excellent opportunity to push oneself and refine design skills. It lasted for a month and a half and required a lot of hard work and effort to accomplish.

Overall, the project was a great learning experience and the case study serves as a valuable example of the importance of good design practices and how they can make a big difference in the user experience.

I hope you enjoyed reading about this case study as much as I enjoyed putting it together.

**Note:** Few information has been removed or may not be accessible for all because of non disclosure agreement signed with client.

Thanks for scrolling