



## CASE STUDY

# UI-UX OVERHAUL FOR A GLOBAL ENTERPRISE SOFTWARE SOLUTION PROVIDER

Delivered consistent and cross-platform user experience.

## Client Background

Our client is a worldwide leading provider of cloud and on-premise enterprise software solutions for organizations to make smarter decisions based on advanced data analytics. They deliver better customer service, ensure compliance, combat fraud, and safeguard citizens. The client's legacy application was not scalable to address increasing user needs and was non-compliant with the accessibility standards of WCAG (Web Content Accessibility Guidelines) laid down by the US government. Their objectives included:

- Development of a solution with consistent user experience across platforms.
- Ensure effective accessibility of the solution including people with physical/intellectual disabilities.

## Xoriant Solution | Key Contributions

The client partnered with Xoriant considering its three decades of expertise and experience across UI-UX enablement. With an expert team of UI-UX design engineers, Xoriant contributed towards the development of Employee Engagement Manager (EEM). A tool that empowers the frontline agents to self-manage their schedule and activities in the contact center with exceptional visibility, flexibility and control. Our key contributions included:

- Designed E2E user experience & contributed towards development of EEM tool by aligning it with customer branding guidelines and standards defined by WCAG for accessibility compliance.

## KEY BENEFITS

- Delivered consistent user experience across platforms
- User-friendly and a consistent look for people with disabilities
- Provided real-time dashboards for supervisors to monitor performance

- Collaborated with agents to facilitate the tool usage, manage real-time scheduling and supervisor with a rule-based automation tool for staffing needs.
- Ensured the developed tool is accessibility compliant to Level #2 as per WCAG standards.
- Created wireframes and UI design which were validated by third-party accessibility specialists across the globe and with ultimate client users with a physical disability.
- Developed a web-based tool that facilitates back-office floor supervisors with a dashboard to monitor agents' intraday performance, staffing level variances to recommend staffing adjustments and provide real-time visibility of communications between agents and members of Work Force Management (WFM) administration.

## Client Testimonial

“We were confident about Xoriant's UI-UX best practices and technology expertise. Their engineering team ensured delivery of a Level #2 accessibility compliant tool as per WCAG standards with consistent cross-platform user experience”

## Architecture Diagram



## Technology Stack

Paper prototyping | Adobe XD and Adobe Illustrator | Angular | Angular IONIC | Cordova | Jenkins | AWS Device Farms



Xoriant is a product engineering, software development and technology services company, serving technology startups as well as mid-size to large corporations. We offer a flexible blend of onsite, offsite and offshore services from our 13 global offices with over 4000 software professionals. Xoriant has deep client relationships spanning over 30 years with various clients ranging from startups to Fortune 100 companies.