

Track-Assets

Software usability review improves user experience and reduces training requirements.

“I am satisfied with our selection of Akendi to review the usability of our product, Track-Assets. During the latter stages of product development in preparation for commercialization, Akendi methodically and rigorously reviewed the product’s user interface. Based on Akendi’s recommendations, we have been able to improve the design of Track-Assets both smoothly and efficiently, because the recommendations were organized logically based on their level of criticality. We would absolutely hire Akendi again in the future.”

– TED JOHNSON, PRESIDENT, TRACK-ASSETS

Challenge

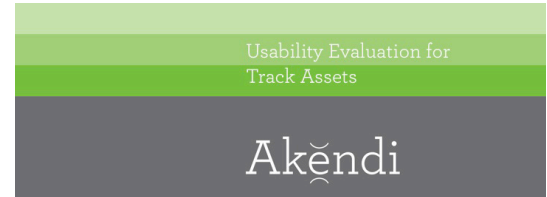
Prior to launching its new threat/risk analysis and reporting software, Track-Assets discovered that test users were struggling to find information and accomplish necessary tasks within the user interface. Track-Assets turned to Akendi to understand the usability issues and recommend improvements.

The Akendi Solution

Guided by usage scenarios, Akendi walked through the new product’s graphical user interface to pinpoint the usability issues. The issues were itemized and assigned impact ratings – a priority status to help Track-Assets plan its development budget and approach. For each problem identified, a solution was recommended, encompassing product navigation, design, functionality and tool concepts.

Results

The Track-Assets product interface is now much more intuitive. Users are no longer confused or frustrated with the product and they can accomplish their desired tasks more efficiently. Users no longer need to be trained in the intricacies of the product and can instead focus on business task at hand rather than where the data should be entered.



Issue
 UI structures from the underlying database are exposed. These widgets are unintuitive and their usage can impede completion of simple tasks.

Severity: Critical
 Consistency and standards, recognition rather than recall, aesthetic and minimalist design, flexibility and efficiency of use

Design Recommendation

- Don't show the inner workings of the system by showing the database structure
- Introduce 'Add,' 'Delete' and 'Edit' buttons located directly above each data list (e.g., above list of Threats). Use text labels instead of icons
- Ensure tool tips contain proper information and indicate the type of data (e.g., "Edit the selected Threat" vs. "toolstripButtons")
- Allow users to delete items using the keyboard 'Delete' key

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Delete a ranking

Issue
 There is no way to delete a ranking entry

Severity: Critical
 User control and freedom, help users recognize, diagnose, and recover from errors

Design Recommendation

- Introduce a 'Delete' button to allow users to delete rankings created in error

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About Akendi

Akendi combines insights and analysis about user behaviour with award-winning creative design, scientifically architecting the user’s experience to meet organizational goals: increasing sales, engaging users, and improving customer experiences.

Please call us to learn more: 1.866.585.1660
 Or email us today: business@akendi.com