

“... a highly skilled Senior UX Designer and a valuable addition to our team”

“... very insightful, productive and enlightening”

“She has demonstrated a strong work ethic and commitment to delivering quality solutions”

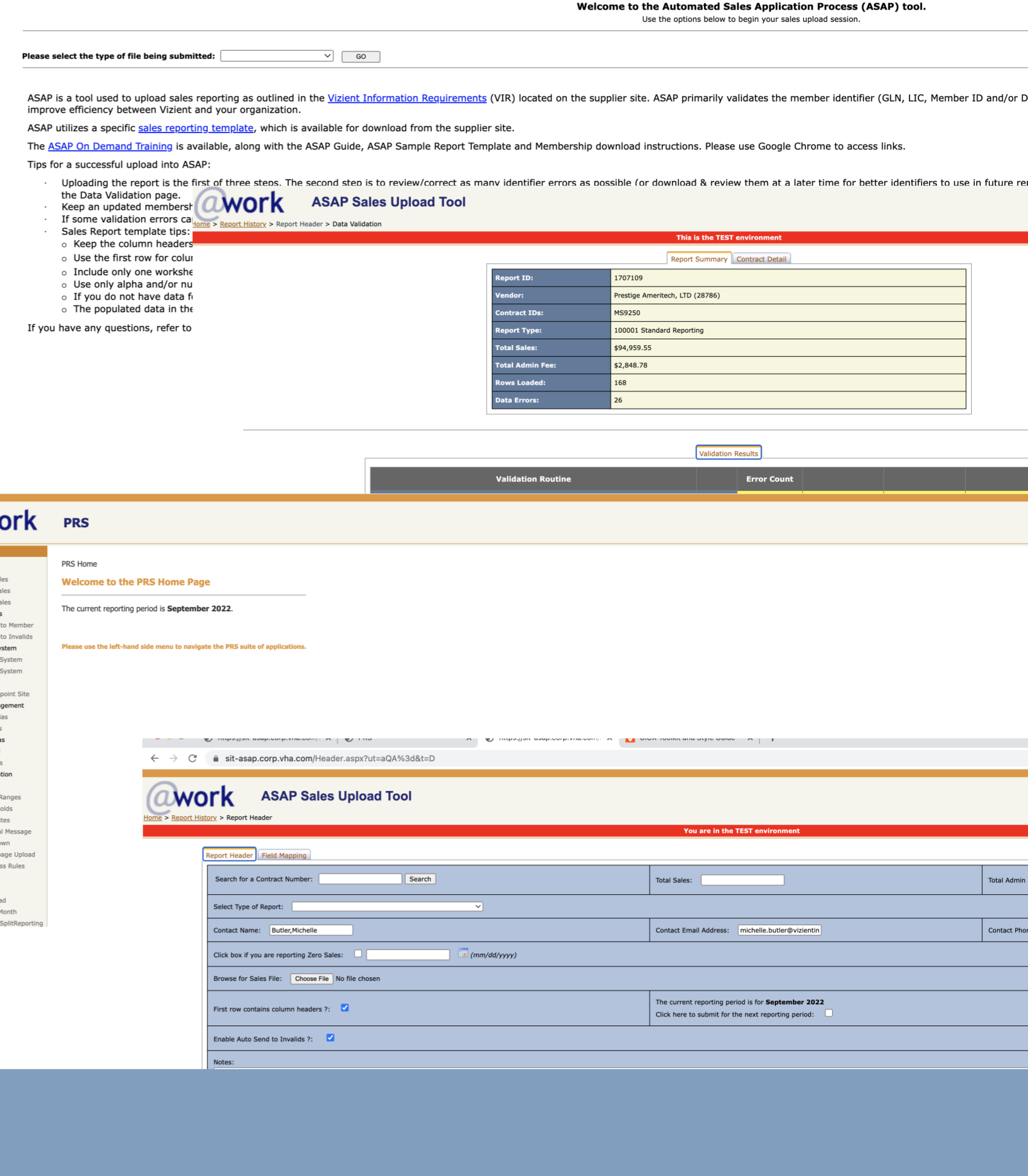
“... drives positive results and makes a significant contribution to our projects.”

“Michelle's attention to detail is impressive, and she has quickly established herself as a valuable member of the team.”

## Project Overview

To create a simple, scalable, accurate, and automated solution for the management of data for administrative fees, rebates and various other revenue types making a direct impact on Vizient's ability to receive and utilize supplier fee reporting.

**Current State**  
30+ year old legacy enterprise application needs to be reinvisioned for a more robust, efficient, usable solutions as a tool for external suppliers to provide sales reporting for membership compliance.



## Getting Started - Research and Assess

# Understand

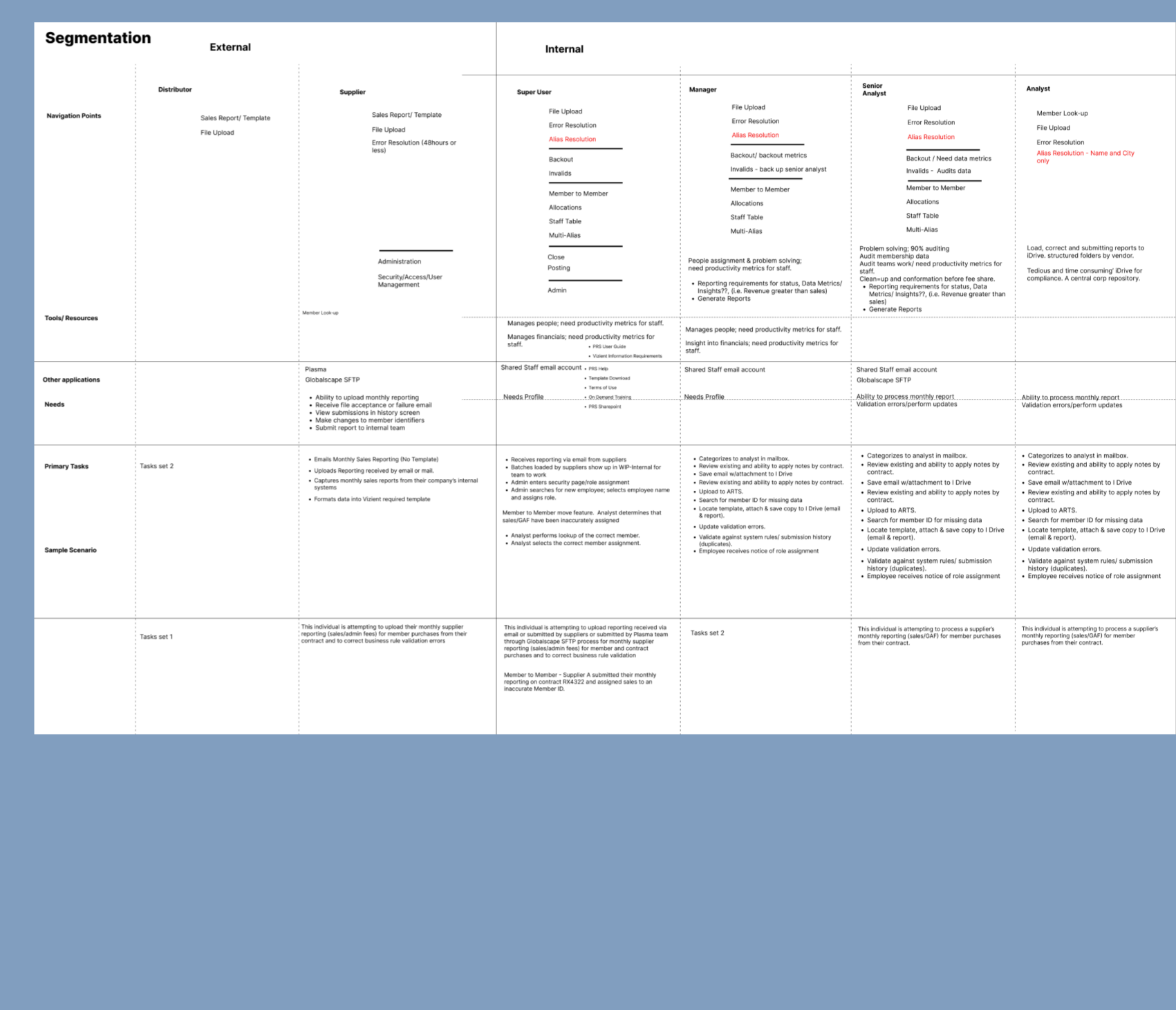
### Segmentation Workshop

Used existing persons to establish end user roles, user workflows and levels of access for initial information architecture.

**GOAL**  
To understand business and organizational objectives for better alignment, planning, managing resources and defining success metrics.

- Focus on initial research and planning to form a basis for how we move forward.
- Using alignment workshops, contextual inquiry, persona development and other traditional research methods to inform strategy, planning and design phases.

**OUTCOME**  
Delivered structural artifacts to help establish foundational project guidelines to outline milestones and product features.



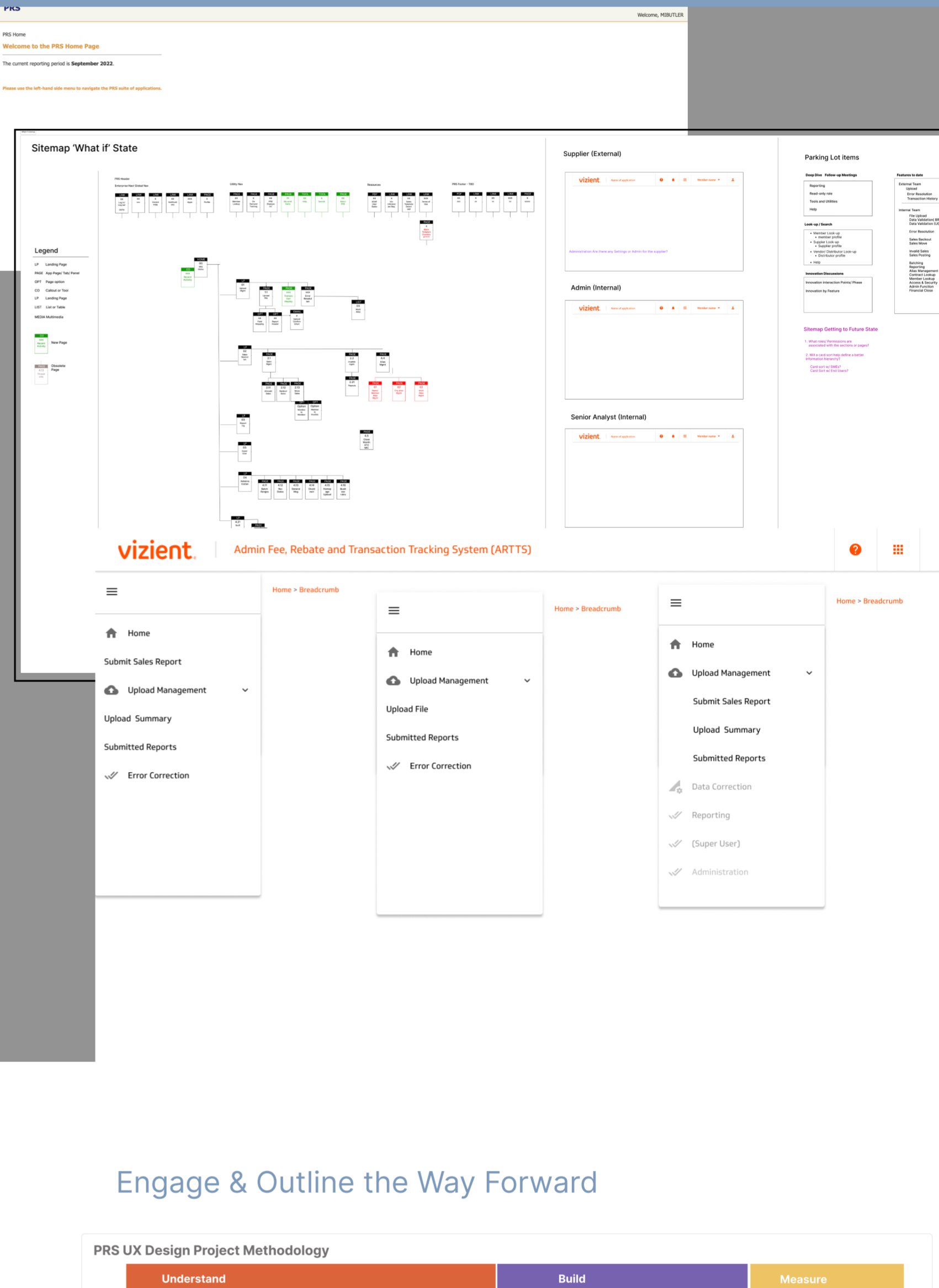
## Align on the Vision

# Define

**OBJECTIVES**  
To map the current state and identify the context, product, technology and users to identify strengths and possible areas of intervention.

To define the future state in terms of context, target user, technology, and user flows to create a product/feature roadmap.

**OUTCOME**  
Delivered future facing site maps and information architecture to clarify team direction.

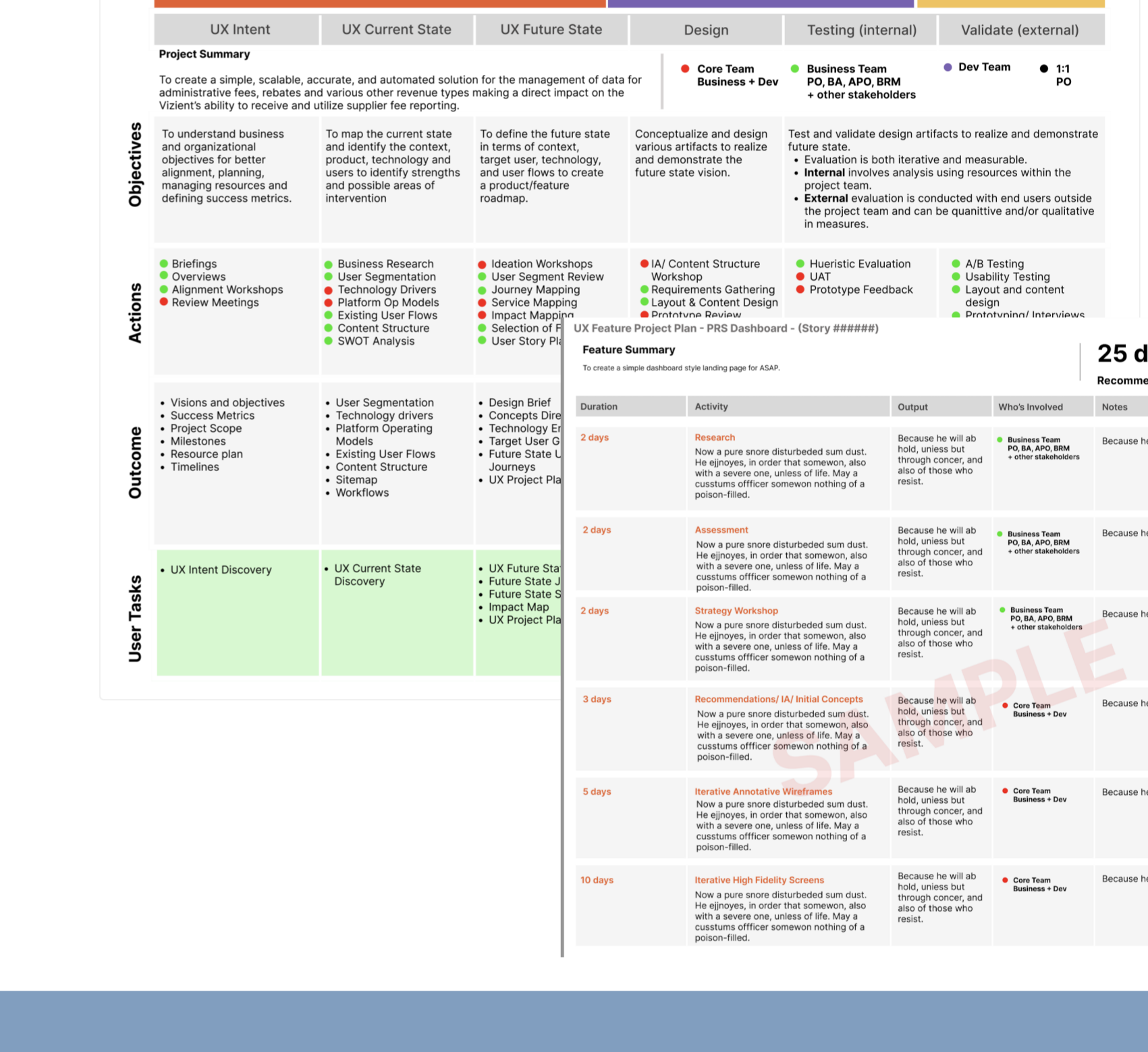


## Set Expectations

# Collaborate

Work closely with stakeholders to align project features and UX feature deliverables in sync with the project roadmap.

**Engage & Outline the Way Forward**

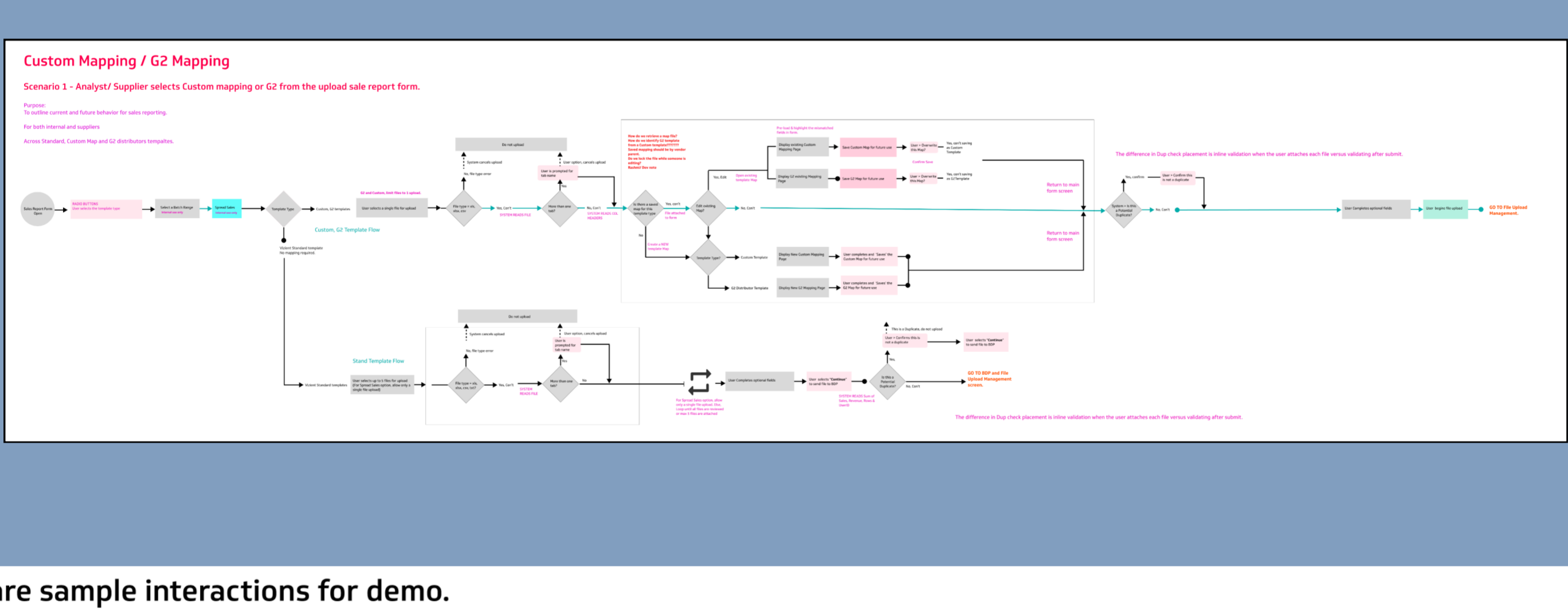


## Detailed Work Product by Feature

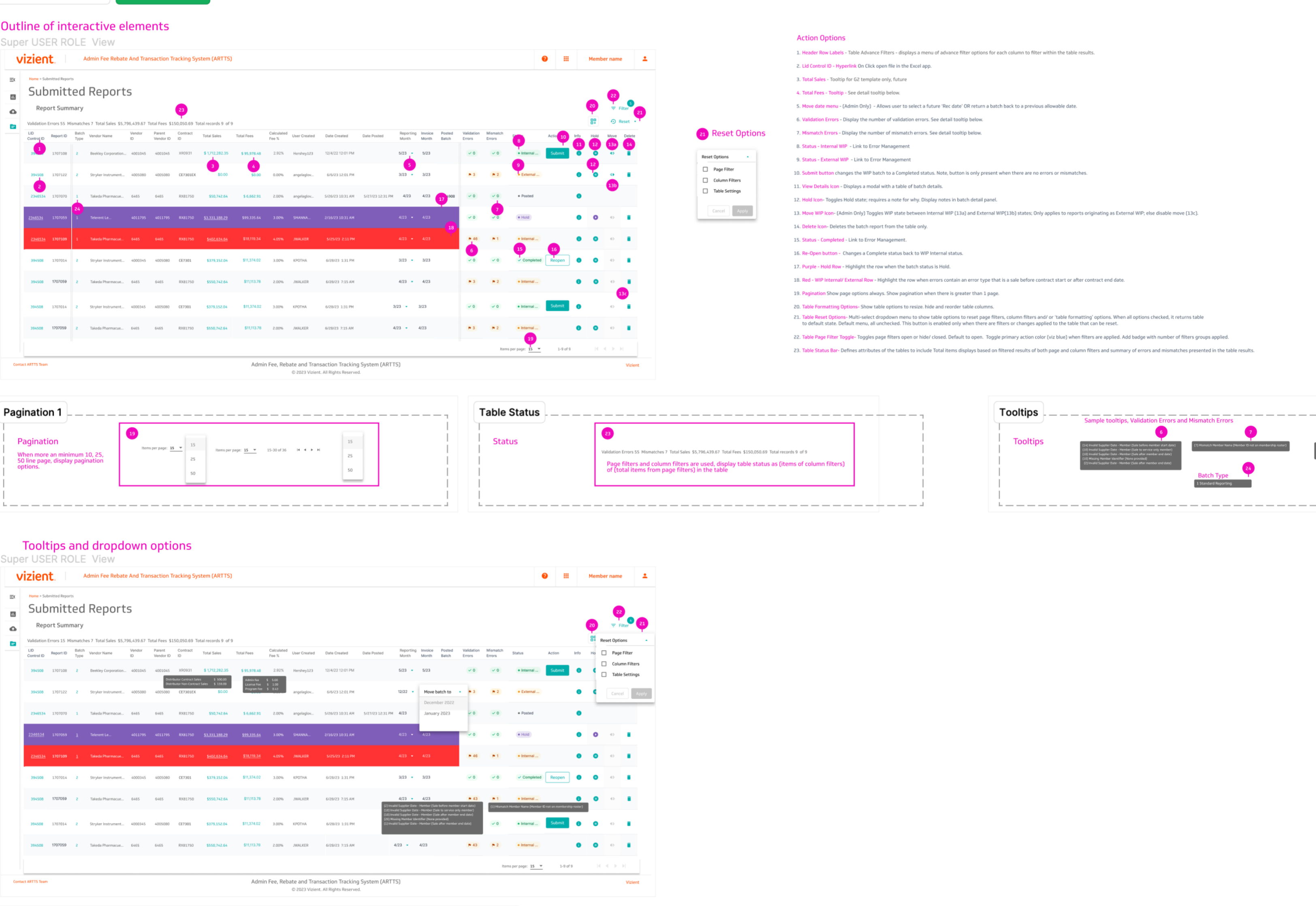
# BUILD

Deliverables included:

- Scenarios and user workflows based on roles/ personas.
- Medium fidelity layout and discovery screen flows
- High fidelity annotated screens ready for development review
- Detailed component definitions as needed.



The tables below are sample interactions for demo.



## Test & Deliver

# Test Refine & Deliver

Collaborate to Refine, Test and Deliver actionable work product to the development team and the end users, our customers.

