# Device Management System

A device management system is a software used to manage and control a large number of devices, such as cameras, controllers, displays, etc, within an organization.

Platform: Web (Enterprise SaaS)
Focus: Information Architecture, Workflow Redesign, Role-Based Experience

## Introduction

A device management system is a software used to manage and control a large number of devices, such as cameras, controllers, displays, etc, within an organization. These systems can perform a variety of functions, such as enrolling new devices, managing software updates, monitoring device usage, troubleshooting, and supporting devices, ensuring security and compliance, and tracking the inventory and location of devices.

## Why Redesign

- **User feedback and complaints:** Users were consistently reporting problems with the current system, such as difficulty in navigating or understanding the interface, a redesign was necessary to improve the user experience.
- **Absence of visual hierarchy:** The lack of a visual hierarchy caused significant information, such as Device details, alerts, notifications, etc., to be overlooked.
- **Visual Clutter:** It was difficult to comprehend crucial information when there was visual clutter.
- **Branding and visual identity:** The organization wanted to refresh its brand, and the redesign included a new visual identity, making the system more in line with the organization's visual identity.

## My Role

- **Conducting user research:** This process included conducting interviews with partners, conducting surveys, and usability tests to gather information about user needs, pain points, and goals.
- **Creating wireframes and mockups:** This phase included creating low-fidelity wireframes, information architecture, Task flow, and high-fidelity mockups to illustrate the design of the system and to communicate the design decisions to the seniors.
- **Creating design system:** Development of the design system, style guides, and other design documentation that was used to ensure consistency across the product.

## Goals

- To provide clear and concise explanations of features and options and create simple and intuitive navigation
- To provide clear and timely feedback on the progress of tasks
- To ensure uniformity in design
- To provided clear and actionable insights and analytics

## Our Process

Discover → Define → Ideate → Design

## Problem Statement

**1.The lack of a visual hierarchy caused significant information, such as Device details, alerts, notifications, etc., to be overlooked.**

Information architecture, flow chart, and task flow were developed, and all features and data points were listed to provide clear and concise explanations of features and options. Simple and intuitive navigation was designed.

Impact : Reduced time to locate critical information by an estimated 35% (based on usability testing).

Information Architecture

Dashboard
Devices
Devices
Add Devices
Add Devices
Add