

Date: Sep 13 – Oct 14

Platform: Desktop, Mobile, Tablet

CHALLENGE

Support SSE in their Digital Transformation process with best UX practises.

WHAT I DID

- > Setting goals and objectives
- > Stakeholder interviews
- > Creating user journeys and stories
- > Conducting UX research
- > Conducting competitive research
- > Low-fidelity prototypes
- > High fidelity prototypes
- > Creating wireframes
- > High-fidelity design



PROJECT OVERVIEW

PORTFOLIO SEP 13 – OCT 14

Hardik Savani

SETTING GOALS AND OBJECTIVES

SITE URL: sse.co.uk

SITE OWNER: SSE

WHAT'S THE WEBSITE PROJECT ABOUT?

Scottish and Southern Electricity provide gas & electricity to house holds and businesses in the UK. Smart meters are an exciting new type of energy meter that will help you save time, energy and money.

WHAT ARE THE GOALS OF THE PROJECT?

The goal of the projects is to create smart meter online booking system for customers.

“ The stakeholder has the best idea of what the project is all about, that's who I normally start asking the questions, It's better to write put everything down on paper based on objective and goals, that will be the guiding line for the project's development. ”



CONDUCTING INTERVIEWS



“ Conducting interviews is essential in gathering information, throughout the years I’ve learned that the better you get at this the more useful the information will be. Knowing how to structure your questions, how to listen and how to be grateful is the key. ”

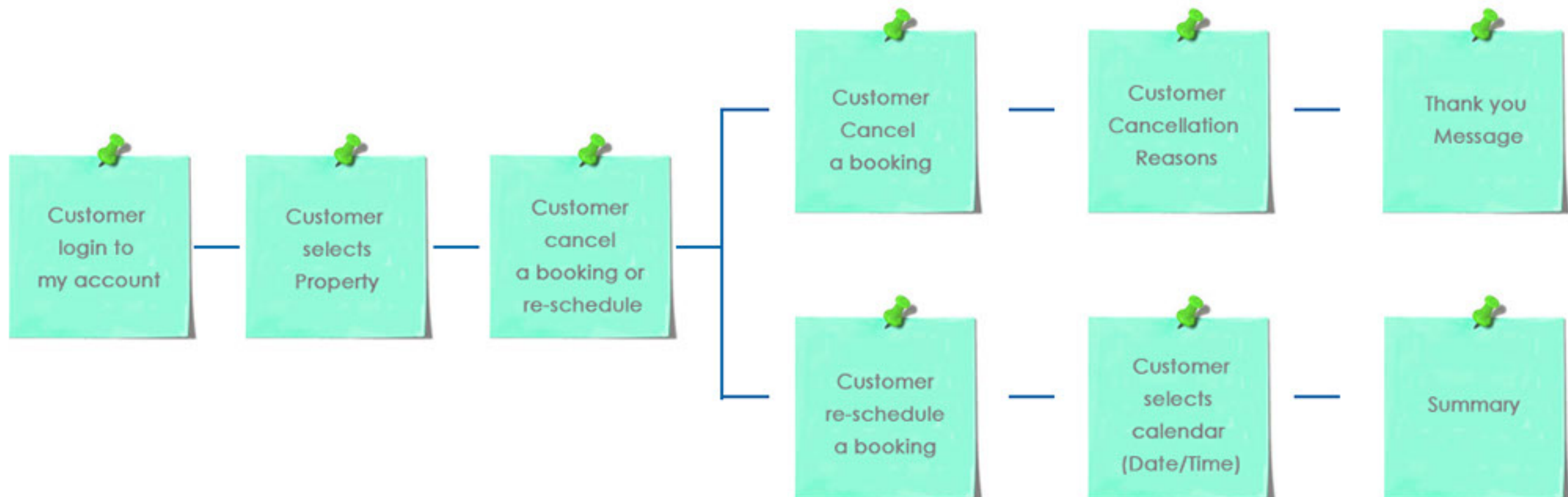


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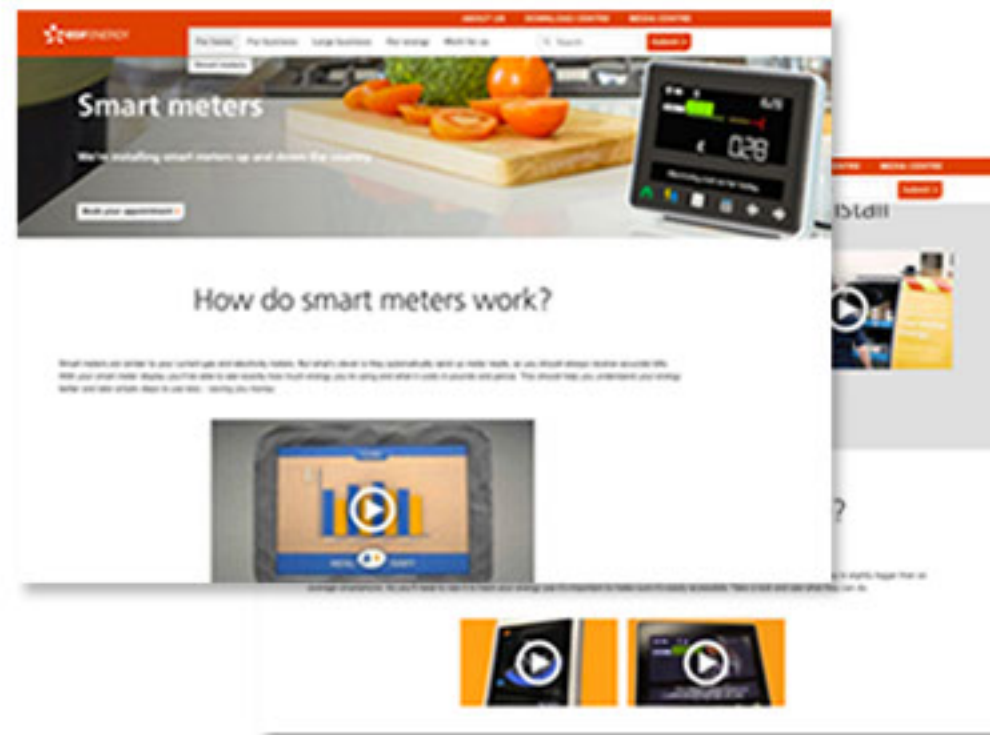
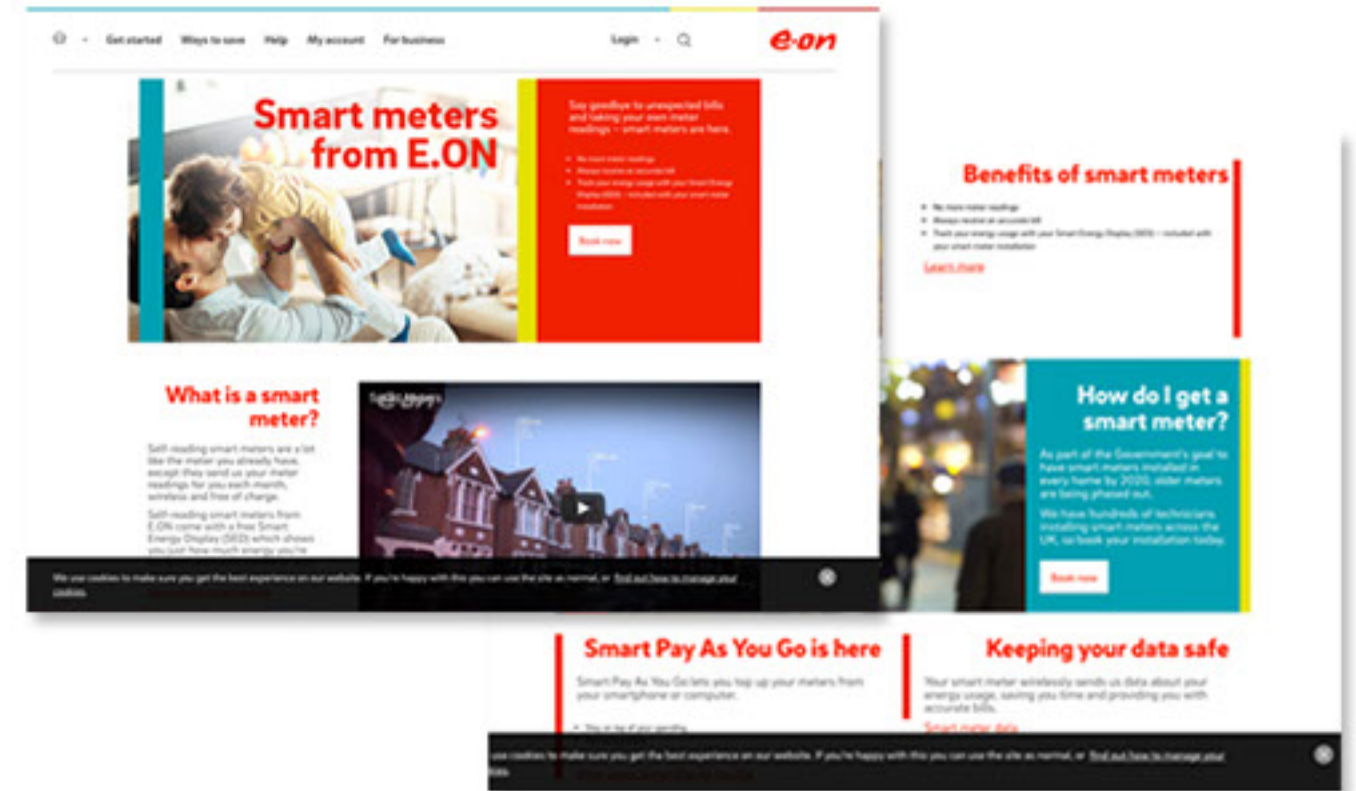
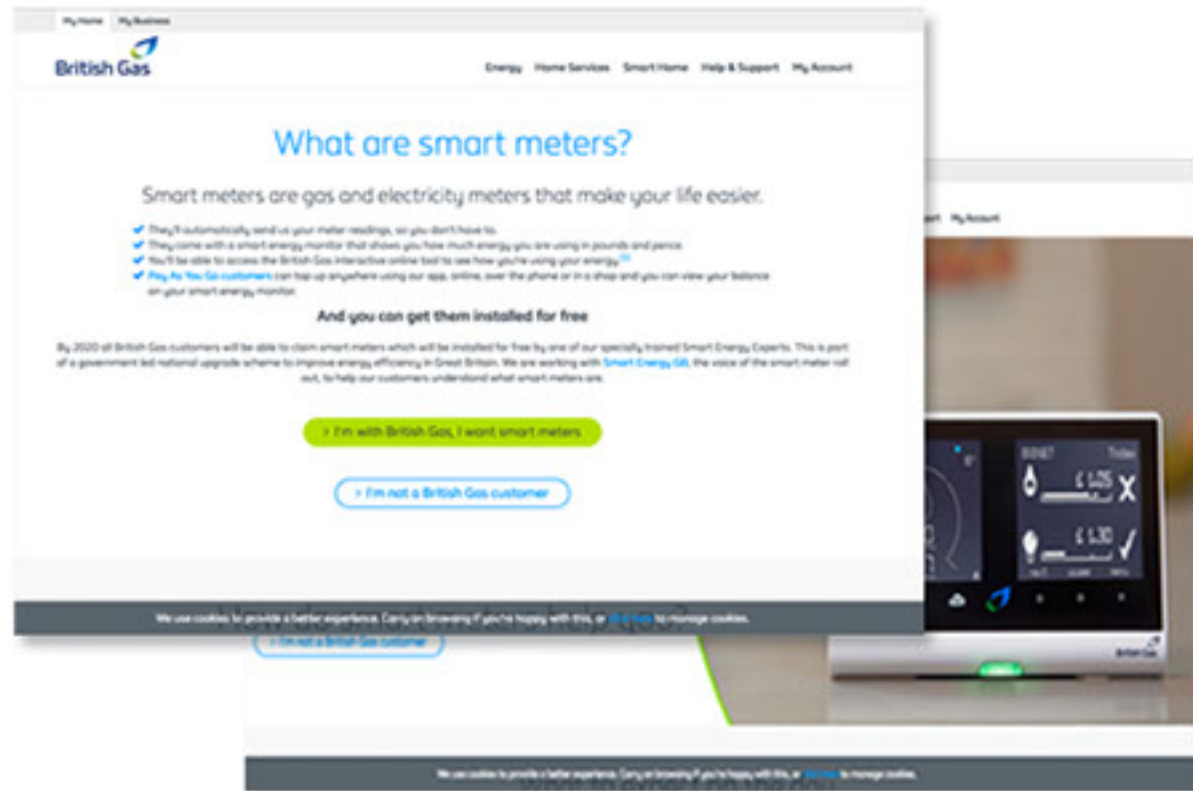
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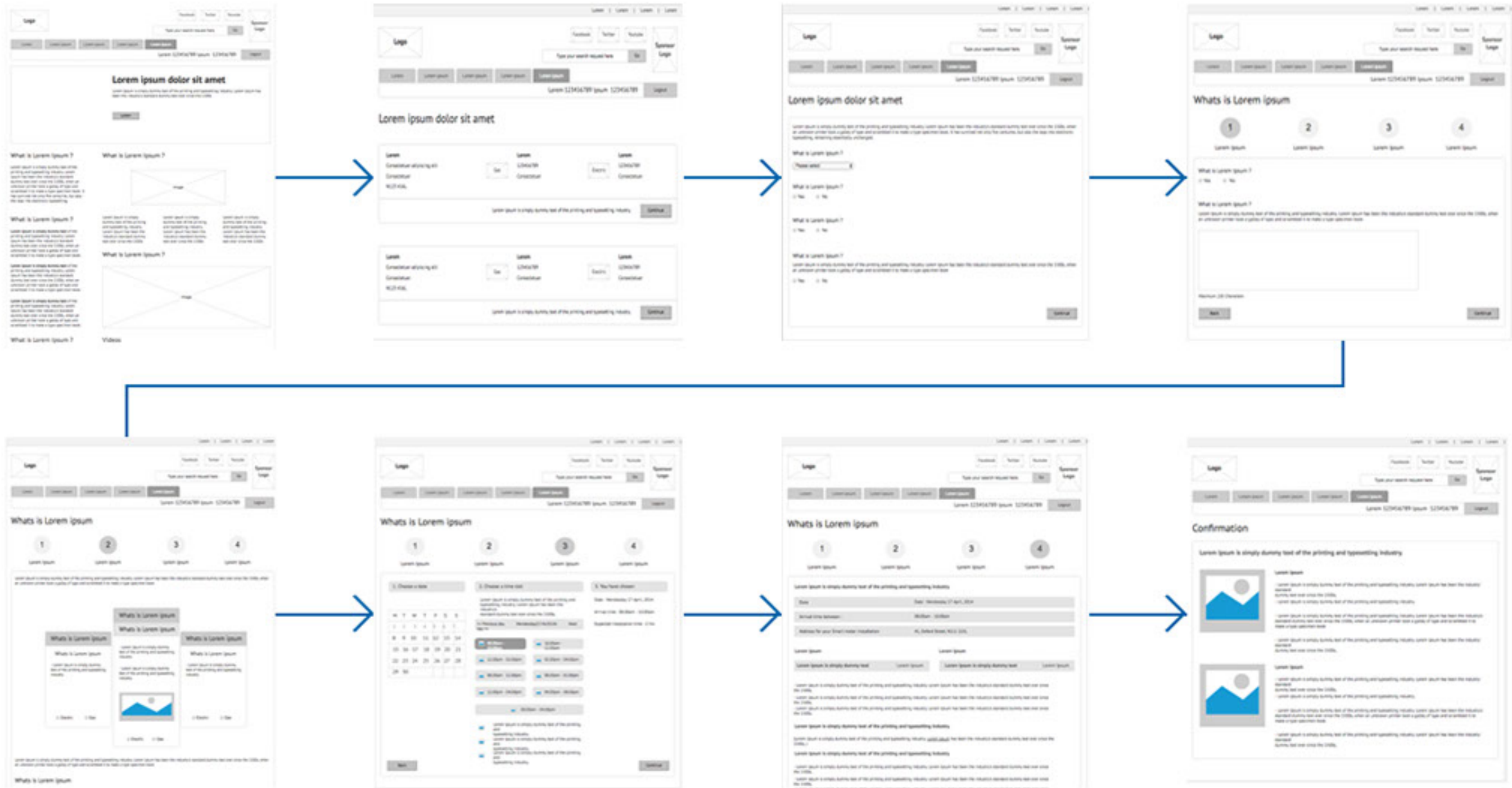
CREATING SCENARIOS



COMPETITIVE PRODUCT RESEARCH



CREATING WIREFRAMES



CONDUCTING USABILITY TESTS



“ In order to make good decision about both design and implementation you need data about how people use designs, and the only way of gathering this data is through usability testing. ”

