
Story

Background

Every day most of the companies faces a challenge with room management. The co-work between colleagues is more and more often, which lead us to more appointments with room reservations.

Also the characteristics of the room are extremely important:

- Roundtable for a conference call;
- LCD, or projector, for a presentation;
- Training equipment's, like desktops;



In companies with many employees there's a location challenge, as well. Employees can be distributed by departments, buildings, and regions.

Nowadays there are two types of solution to this issue:

- Use Outlook to create an appointment with room reservation:
 - the employee need to be in front of a laptop, because most of the smartphones doesn't allow that;
 - there is no information about the characteristics of the room;
- Contact the room's responsible:
 - many time is taken in emails / phone calls, without real time information;
 - not available 24/7;
 - if that room is not available you need to start over again contacting another room's responsible;
 - manual schedule errors can be made and two appointments scheduled for the same hour;

My goal is to use Fiori's UX design, to solve this matter, bringing a simple and friendly mobile application, with real time information.

Targeting

This application can be quite convenient in any company, and should be scalable for small and big businesses.

The target user will be administrative employees, that should be able to:

- search for room availability to a certain date / time;
- get details about the room: capacity, location and equipment;
- find local contact's responsible to the room (for any questions, or specific requirements);
- book and be sure that no other meeting will be scheduled for the same time on that room;

Persona



Kathrine

The IT project manager

“I like get things done quickly and efficiently, since I am dealing with million things.”

ABOUT

35, married, 8 years of human resources experience
Being the person who handles several IT projects in my company, I have to often organize meeting with the rest of the teams.
Very mobile, moving from building to building during the day

WORKS WITH (STAKEHOLDERS)

Other company's departments, Consultants, Admins

JOB RESPONSABILITIES

- I am responsible for multiple projects related to IT solutions, that affects other areas of the company;
- I am responsible to make sure that all employees affected gets the proper training before the go-live;
- I spend half of my time in office, but I also need to travel a lot, since this company is spread out across 5 cities around the country.

NEEDS

- I need to organize several meeting to each project;
- In the test and training phases I also need to get bigger rooms, with specific requirements, like training computers;
- I need the ability to check the availability and make room reservation online, since I'm always moving from one place, to another.

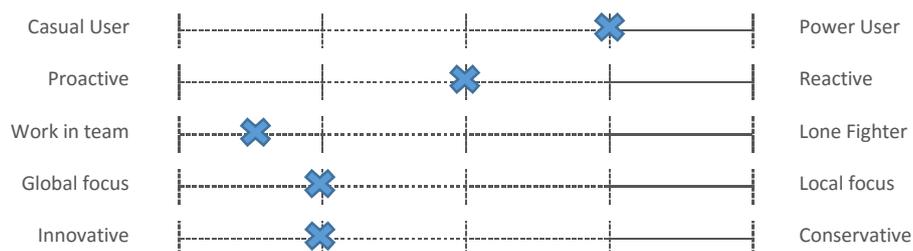
MAIN GOALS

- I control all phases of the project, from the kick-off to the go-live, making sure the plan is followed both from my company and the consultant team;
- Improve the work and efficiency of the remaining department with IT solutions.

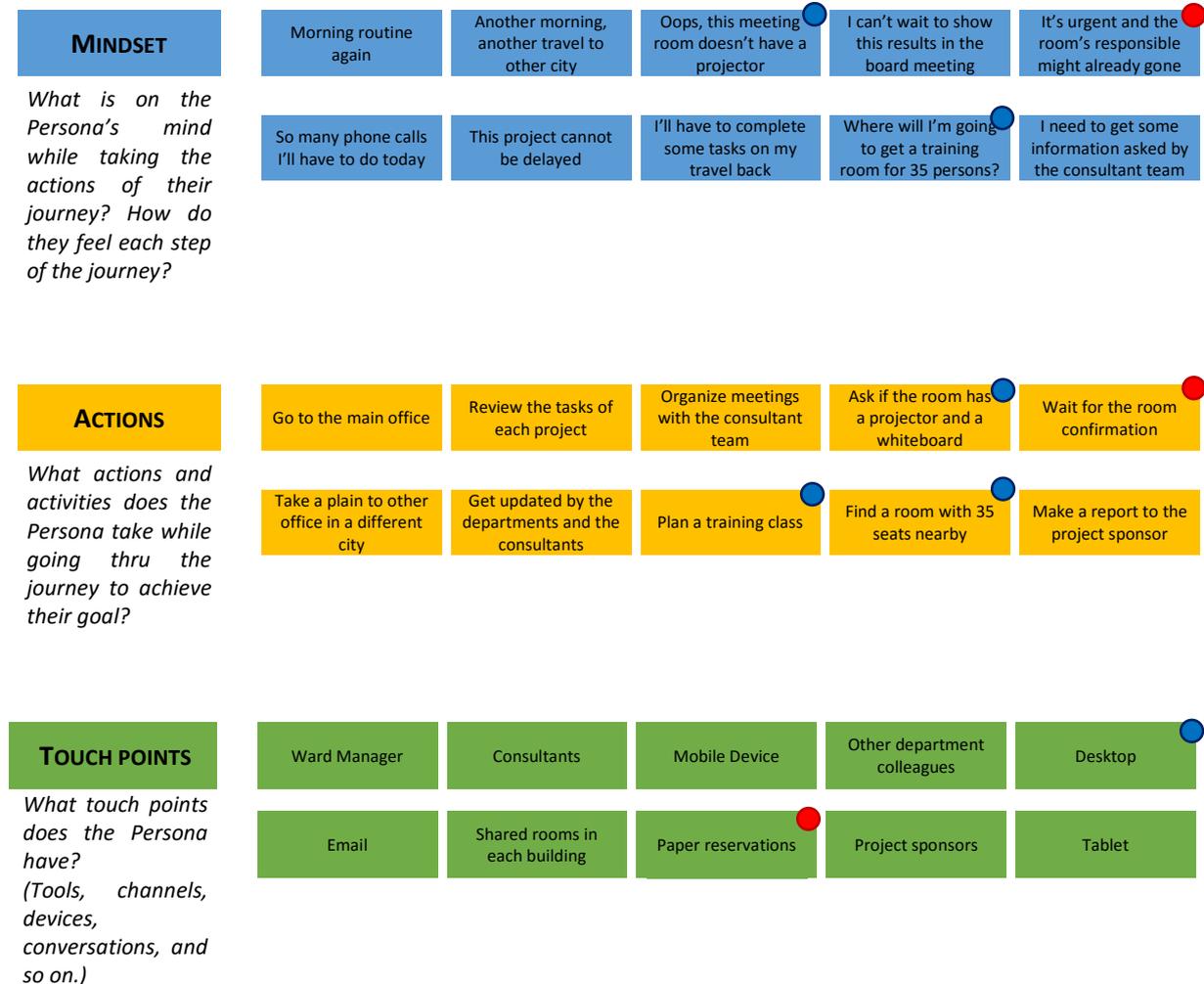
PAIN POINTS

- I can only make room reservations online with Outlook calendar, but I don't have the information about the seats and equipment available (very helpful for training classes);
- To have those kind of information I need to contact several persons, one for each building of the company, that not always area available;
- Also I cannot do this tasks in my smartphone, that would be very convenient in my frequent travels.

COMPETENCES



User Experience Journey



LEGEND

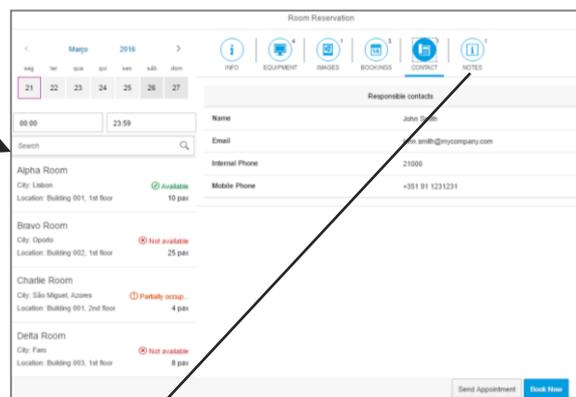
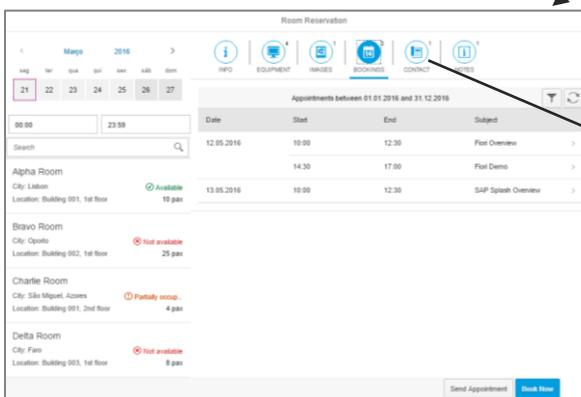
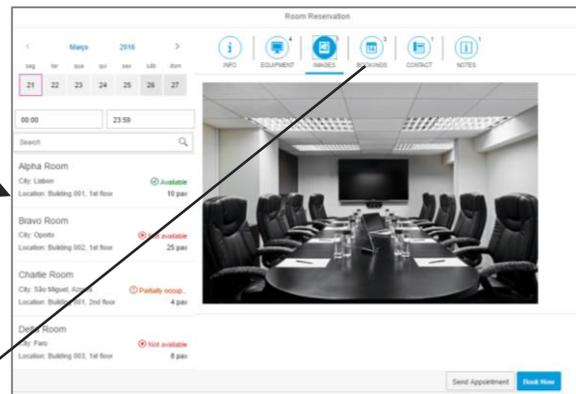
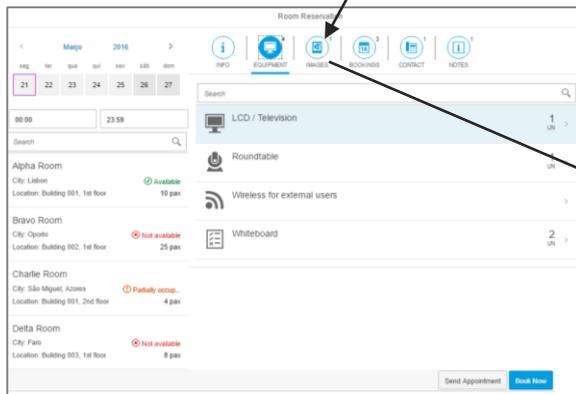
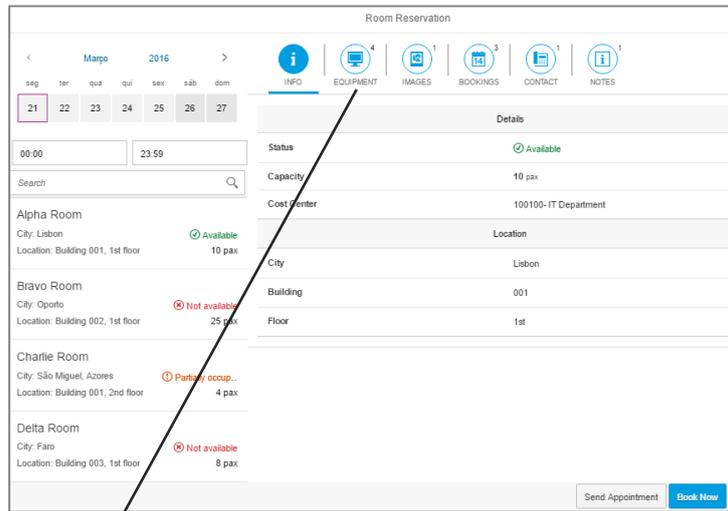
- Pain points
- Fail points

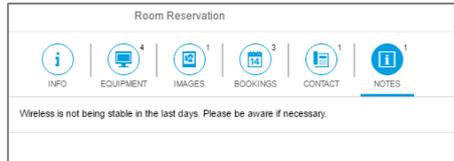
Point of View

Kathrine, the IT project manager needs a way to quickly enter book a meeting room for her projects so that she can concentrate on her main job responsibilities.

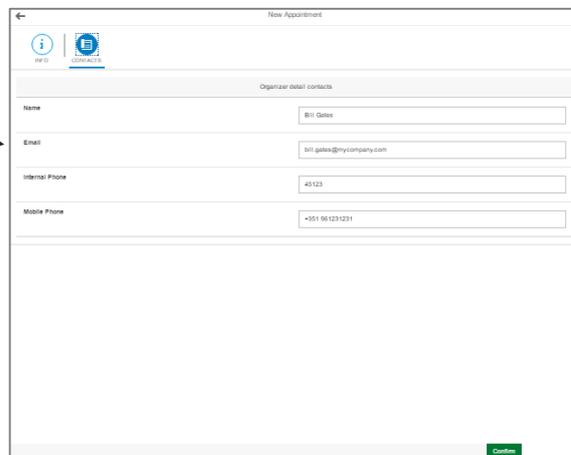
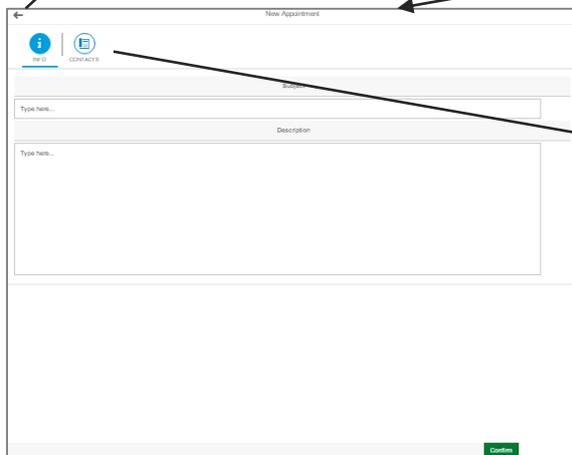
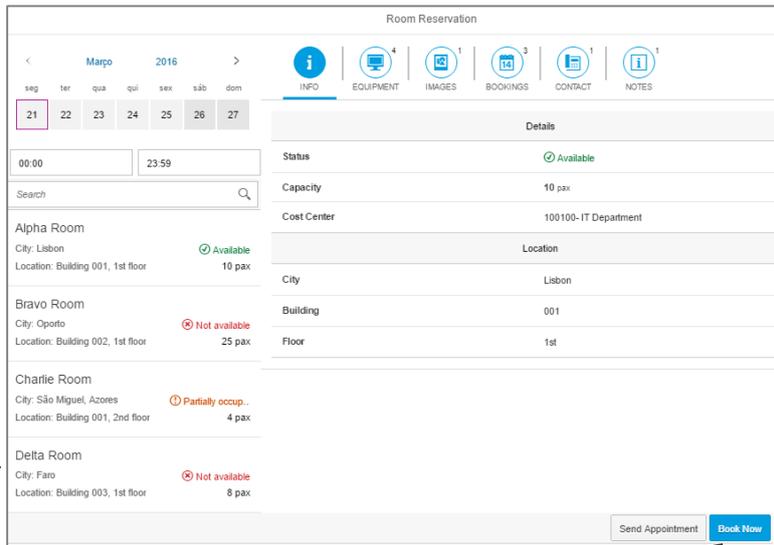
Mock-up (Supported by SAP SPLASH)

Room search and information





New booking



Prototype

Video URL: https://youtu.be/4zTdQ55s_1s