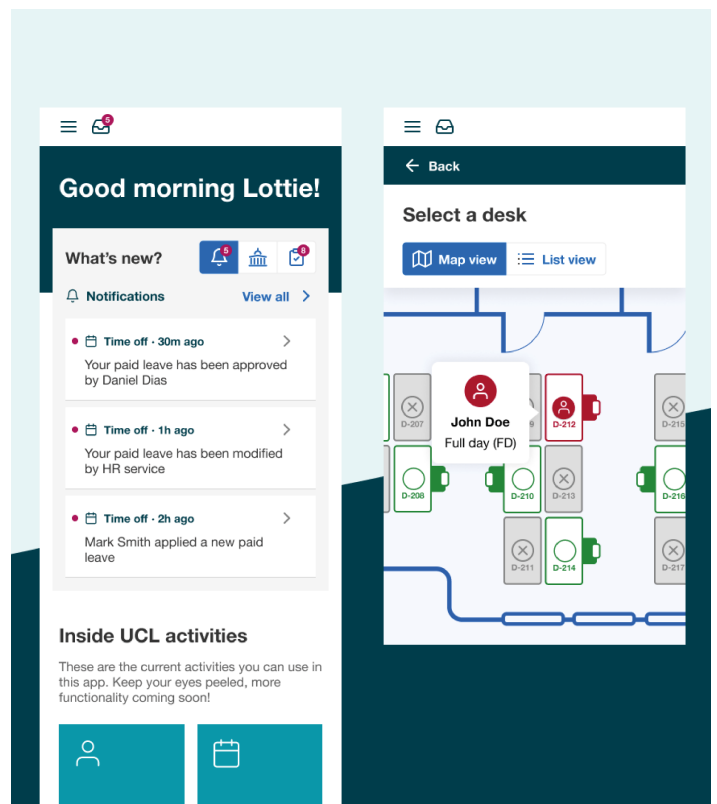
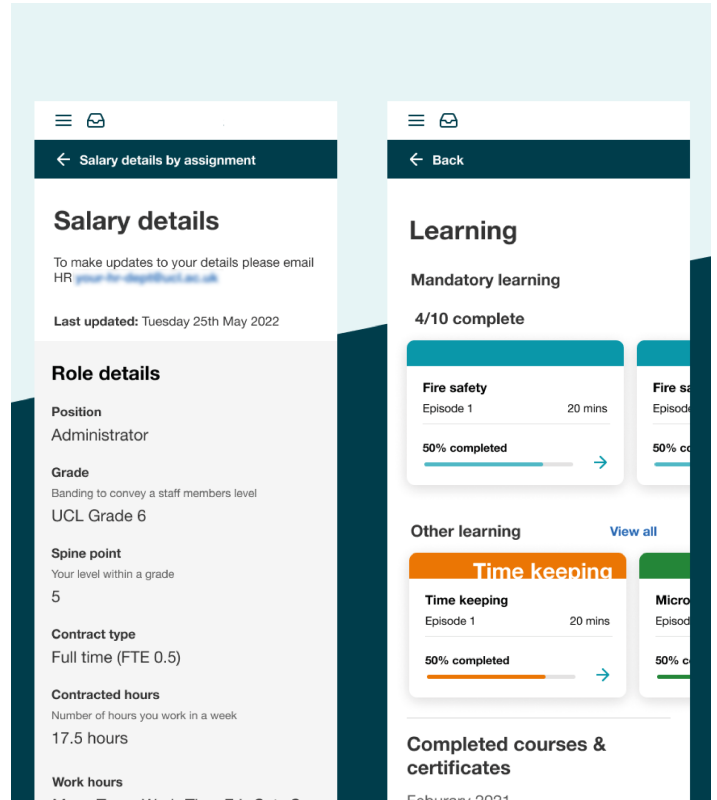


Synopsis

Foolproof and Zensar worked with UCL (University College London) one of the most esteemed educational bodies in the world, to design and build a new employee experience platform for managing HR and administrative activities, such as booking annual leave or updating personal details.

Staff members found the existing platform unintuitive to use. Simple tasks often needed PDFs or explainer guides to aid completion without errors, as well as signing into a local VPN to gain access. This resulted in additional time and cost being invested and unforced errors creeping into what should be a smooth process. Among employees this caused frustration and detracted from their whole experience of the University.

As such, we created a flexible progressive web app platform (across mobile, desktop and tablet) for hosting admin activities, such as booking annual leave or updating personal details. This is saving employees' time and improving the wellbeing of staff and students.



Innovation

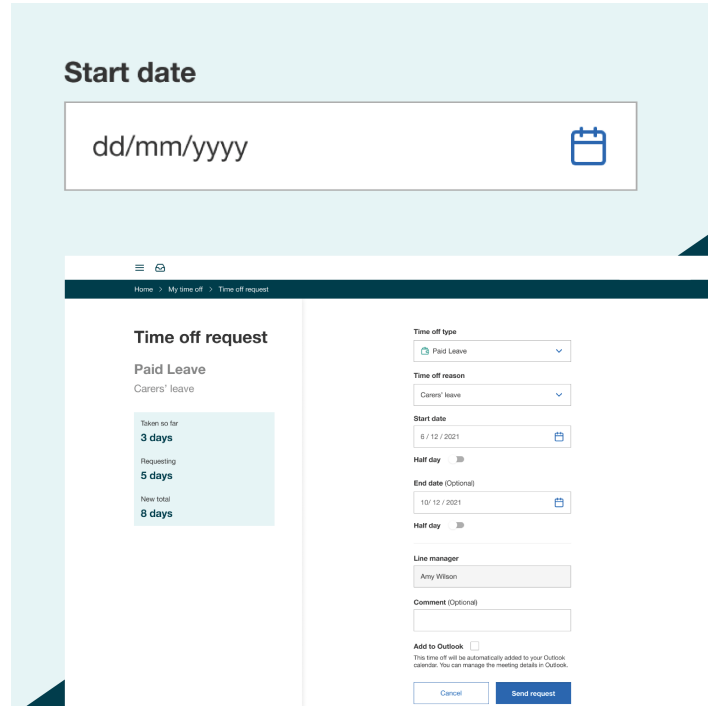
Employees have expectations about digital employee experiences based on their experiences as customers. UCL as an organisation is also renowned for its innovative research. We brought this innovation and excellence to life in the design of their HR tools and systems.

Our work with UCL has transformed the everyday lives of staff at the University - making it easier for these individuals to complete somewhat menial tasks efficiently and focus on their foremost concern - adding value to the education, welfare and campus experience of students and colleagues.

Most intranet and administrative experiences are considered laborious and a chore to use. We went back to basics and thought through what's needed today, and in the future. Our work began by giving the ownership and editing of the users details back to them. Many HR solutions are off the shelf meeting a vast and general range of needs, but the University needed something that spoke to the unique needs of their many employees, and also embodied our shared passion for exploration and research.

Products of this kind are designed to be implemented across a workforce, but they aren't often designed to meet requirements based on speaking to the people using them. As such, the new product is innovative in its field and pushes the parameters of what's expected by focusing on people.

Innovation here was in our approach, and how we realised the solution by the smart reuse of



design and technology - we created a layer above otherwise the enterprise technology. The value generated for UCL was clear from the uptick in engagement (due to people turning to the applications rather than using work arounds) and the saving of colleague minutes across the organisation. Users in search of information on processes, or pensions can now gain access much quicker too.

As well as saving time - that goes back into raising the quality of education received by students - users have been more inclined to book holidays in advance. This has positive effects on employee wellbeing and mental health as does the improved signposting of additional resources connected to these areas.

Craft

We knew our solution had to work for everyone at the University, so we ran successive rounds of qualitative user research and testing with staff members across the University - from lecturers to administrative staff and beyond. We also invited key stakeholders into workshops to capture their thoughts on existing processes and new requirements.

This helped us understand the failings and opportunities for improvement and the needs of different people in the institution.

Having captured this insight, we then built out prototypes which we used with employees to test and iterate on the user journeys we created. The prototypes contained multiple routes to ensure the user could explore the new designs in a natural and realistic way as if they were performing actual tasks. Figma's Smart Animation feature allowed us to animate features like notifications and saving states.

Supporting and scaling our design work, as well as promoting future reuse, was the formation of a component library and the foundations of a design system. We created flexible components which use nested master atoms, enabling complex properties to be built into a single component whilst ensuring they are easily maintainable.

By creating just 15 highly flexible and efficient components, and defining set styles, we were able to create 100+ pages across 3 breakpoints. Defining breakpoints like this allowed us to understand whether a component was consistent across all screen sizes,



if it wasn't, it was easy to understand how its behaviour differed. This enabled a high amount of reuse in design, development and API build.

We established a change log page where details of changes to the design library can be recorded. This means that there is a single place to reference all changes to the library. This is useful for other designers and developers and helps them to keep up to date with amends and understand the decisions for them. Each component also has a short description to ensure components are used in a consistent manner across the application.

Impact

The impact of our work has sent ripples across the organisation and demonstrated the inherent value of placing people at the centre of design.

The work goes some way toward offering the business efficiency savings based off of an average saving of ten minutes per month per employee and the increased uptake of the system and reduced use of work arounds.

With easier processes, staff can now do more with their time, instead of troubleshooting. This has had a knock-on effect, with IT assistants and HR free to focus on value adding activities. Additionally, this has offered further benefits on compliance and data management for staff records adding additional security to the organisation.

We continue to work with UCL on their employee experience and beyond. Currently, this involves adding more tasks and activities to the platform. We're also working to expand on the component library we defined and to build out the design system in full.

