



Connecting People
and Technology

Tec-Ed's user-centered research and design services deliver vital insights and design solutions for you, your employees, and your customers.

Successful companies around the world turn to Tec-Ed. Here's how we helped one of them.

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Case Study: SupportSoft Update Center

Background and Challenges

SupportSoft wanted to gain a competitive edge in a complex market by offering customers an excellent user experience, beginning with the download of software components from the SupportSoft Update Center.

Objectives

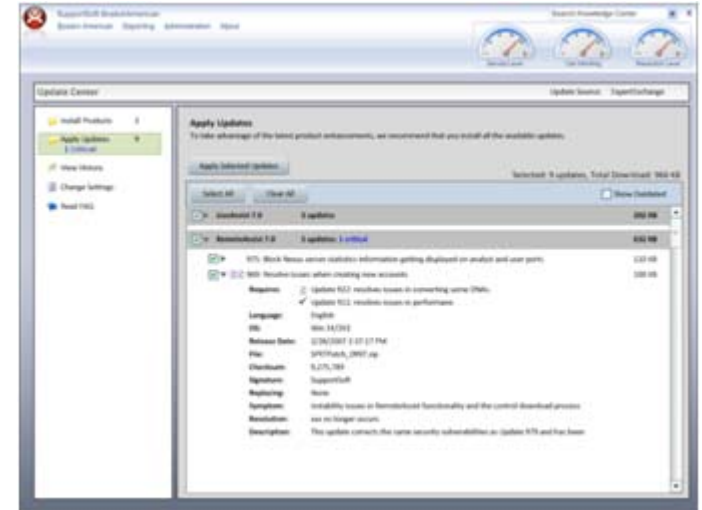
- Simplify the user experience without losing flexibility and user control
- Ensure the ease-of-use of frequent operations
- Minimize user errors through clear task flows
- Provide consistent experience based on user research

Process

- Partnered with cross-functional SupportSoft teams (engineering, marketing, documentation, user experience, and customer support) to investigate and advise on personas and design direction.
- Identified current usability issues
- Determined technical limitations and prioritized features
- Reconceptualized the workflow
- Created wireframes and conducted review sessions with cross-functional teams to verify design direction

Solution

- A successful design with a simplified yet flexible workflow for downloading components from the Update Center
- A detailed user interface specification including use cases, content models, and workflows. The specification describes supported tasks, dynamic content, default settings, persistence, interaction, error checking, and confirmation of actions for each screen design in the workflow
- An improved working relationship between the user experience team and the cross-functional teams



An Update Center Wireframe Screen Mockup

“[Tec-Ed] worked very efficiently and did a great job of learning the complex requirements and taking us step by step to a simplified design. We look forward to working with you in the future.”

— Mark Lubeck, Senior Manager, UEX and Design

SupportSoft (NASDAQ: SPRT) is a global provider of software and services that automate the resolution of technology problems.

