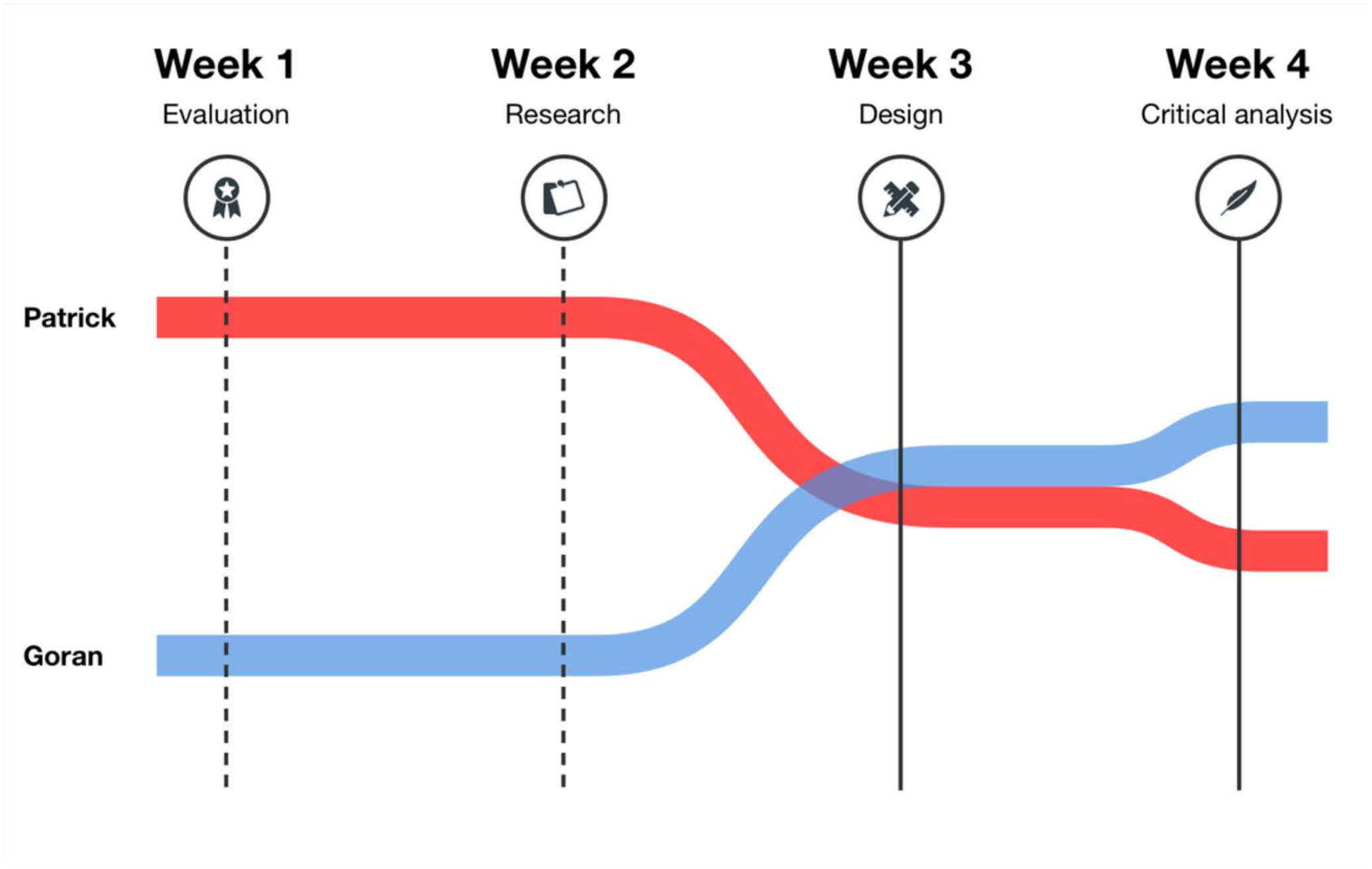
M1: Paper Prototyping and Evaluation Project

Redesign of Ulster Bank iOS app

Sir Patrick & Mr. Goran

01/08

Project planning


Week 1
Evaluation
Week 2
Research
Week 3
Design
Week 4
Critical analysis
Patrick
Goran

02/08

Heuristic analysis

vodafone IE 09:42 99%

Ulster Bank

vodafone IE 09:43 99%

Ulster Bank

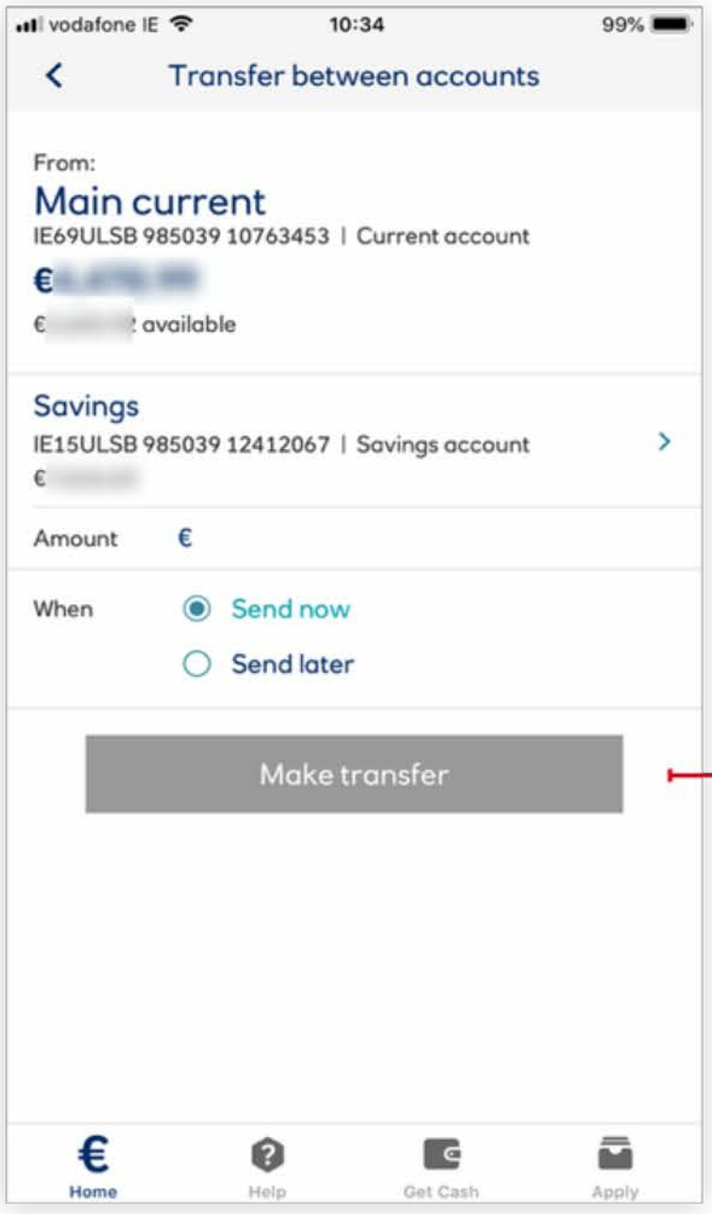
vodafone IE 09:43 99%

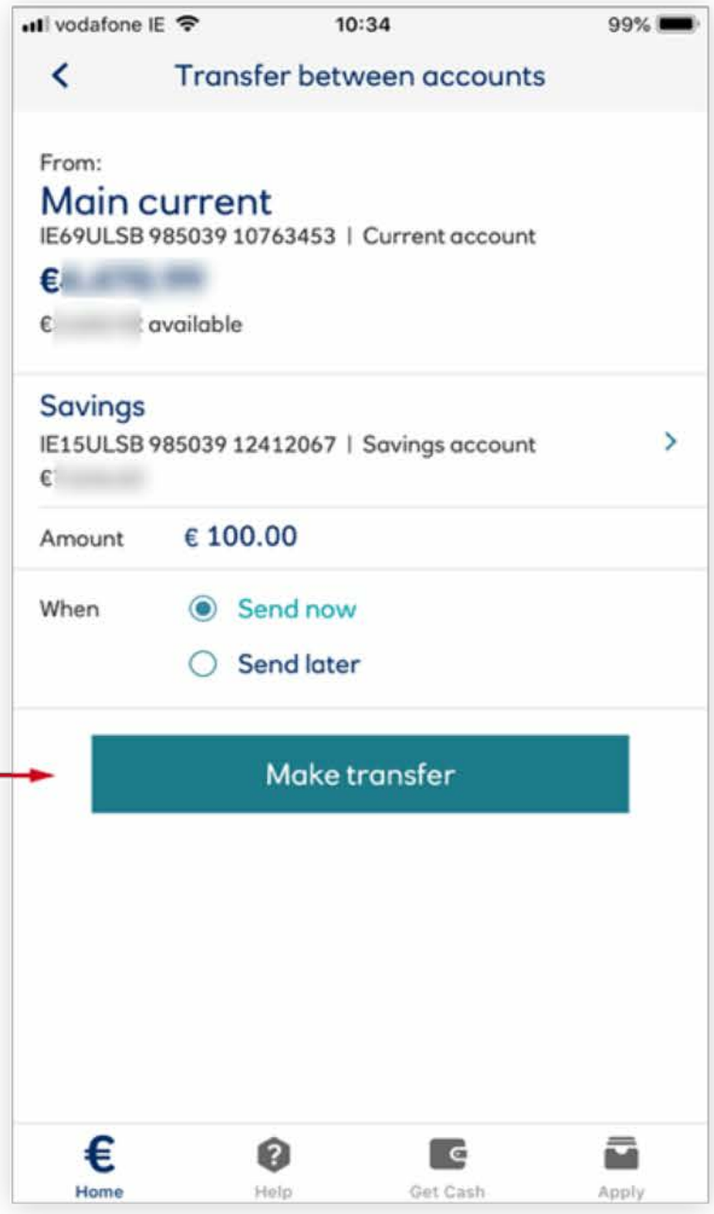
Payments

vodafone IE 16:14 88%

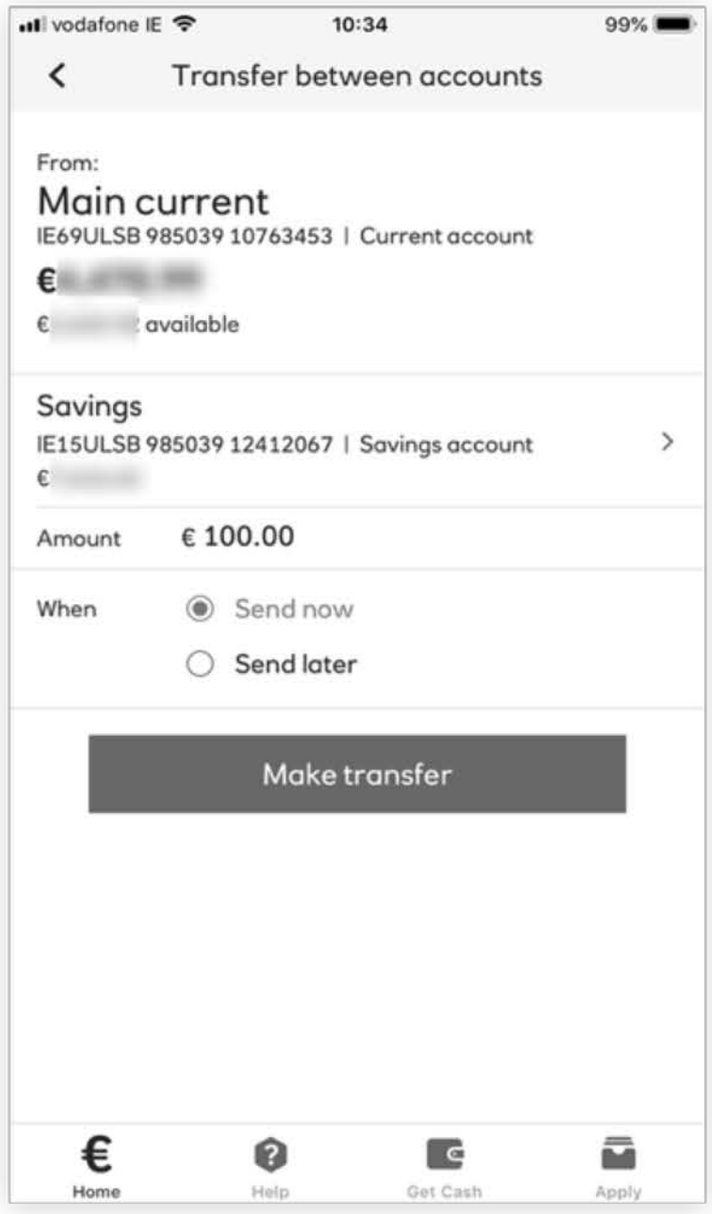
Payments

Done





Screen has been greyscaled



1.8 : 1 contrast

vodafone IE 09:42 99%

Ulster Bank

Main current
Current account
IE69ULSB98503910763453
€ [redacted]
Available: € [redacted]

Pay | Transfer

Savings
Savings account
IE15ULSB98503912412067
€ [redacted]
Available: € [redacted]

Pay | Transfer

Home | Help | Get Cash | Apply

vodafone IE 09:43 99%

< Payments

Main current
Current account
IE69ULSB98503910763453
€ [redacted]
Available: € [redacted]

- Make a payment >
- Pay your contacts >
- International payments >
- Manage scheduled payments >
- Manage Payees >
- Payment limits >

Home | Help | Get Cash | Apply

vodafone IE 19:19 61%

< Payments

From:
Main current
IE69ULSB 985039 10763453 | Current account
€ [redacted]
[redacted] available

To:
Select payee >

Reference

Amount €

When
(•) Send now
( ) Send later

Make payment

Home | Help | Get Cash | Apply

vodafone IE 09:42 99%

Ulster Bank

Main current
Current account
IE69ULSB98503910763453
€ [redacted]
Available: € [redacted]

Pay | Transfer

Savings
Savings account
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€ [redacted]
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Pay | Transfer

Home | Help | Get Cash | Apply

vodafone IE 09:43 99%

< Payments

Main current
Current account
IE69ULSB98503910763453
€ [redacted]
Available: € [redacted]

Make a payment >
Pay your contacts >
International payments >
Manage scheduled payments >
Manage Payees >
Payment limits >

Home | Help | Get Cash | Apply

vodafone IE 19:19 61%

< Payments

From:
Main current
IE69ULSB 985039 10763453 | Current account
€ [redacted]
[redacted] available

To:
Select payee >

Reference

Amount €

When
(•) Send now
( ) Send later

Make payment

Home | Help | Get Cash | Apply

03/08

Surveys

Google Forms → **User priorities**

“Pay” as priority

Frequent transactions

Privacy

04/08

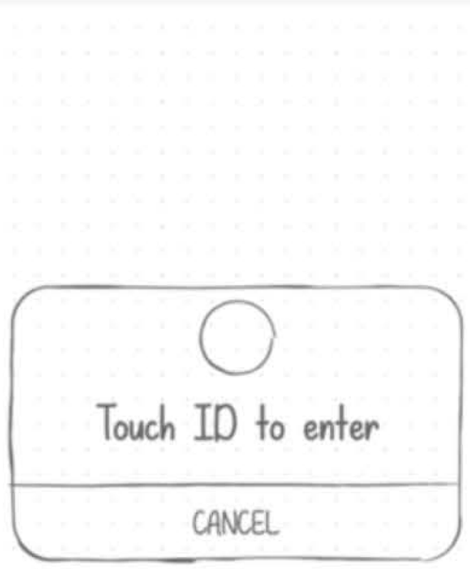
User testing

Redrew the app in paper style

Set a Loading Screen

The screen that displays when launching your prototype

01 Logo Entrance
16 days ago



02 TOUCH ID
16 days ago

03 Homepage
16 days ago

Welcome to

The
Old Bank

VIDEO

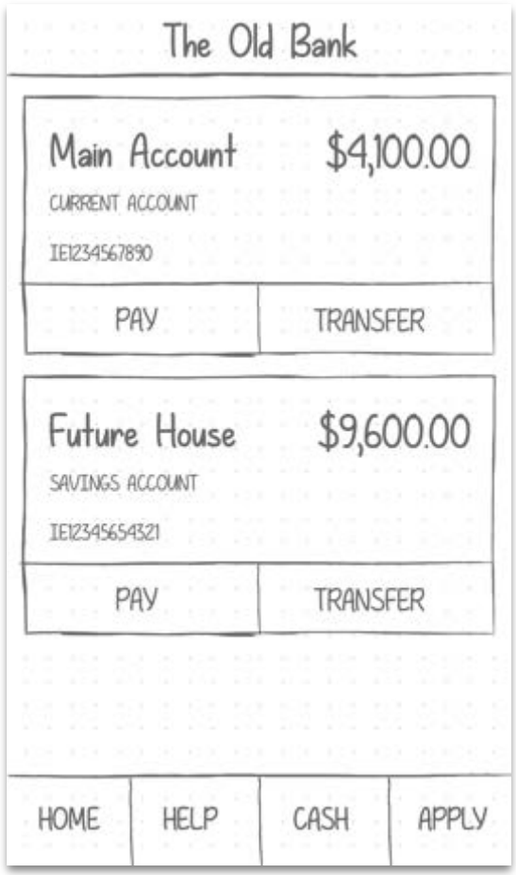
PHOTO

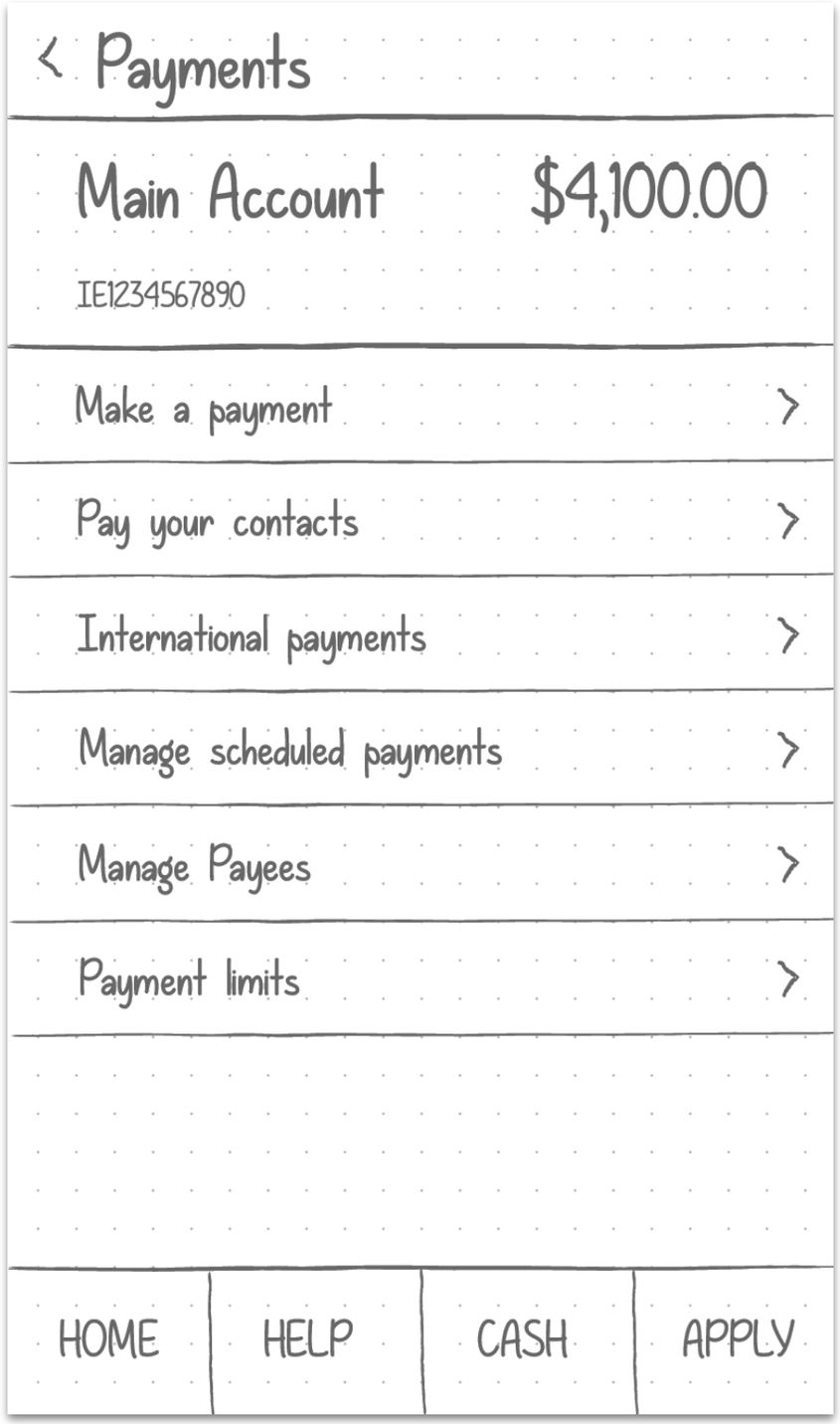
SQUARE

The
Old Bank

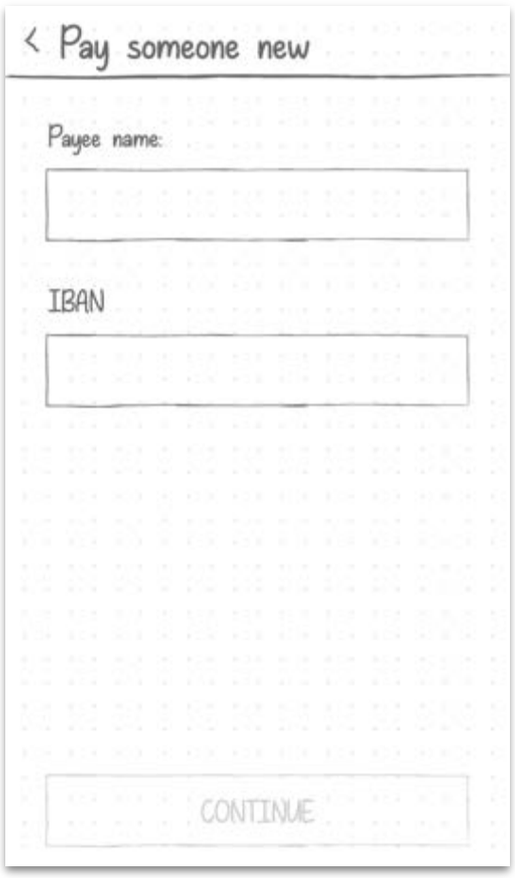
05/08

User identified problems

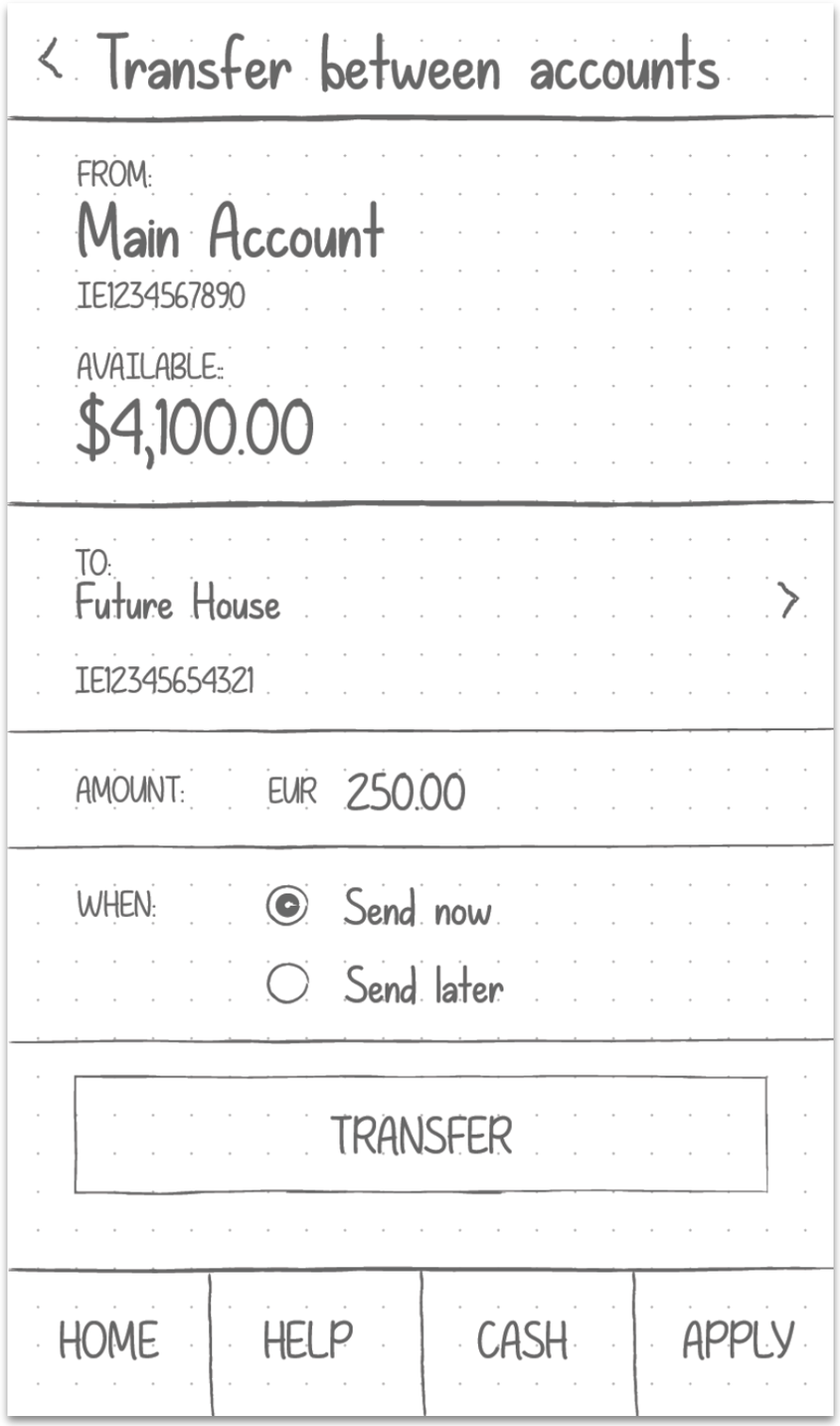




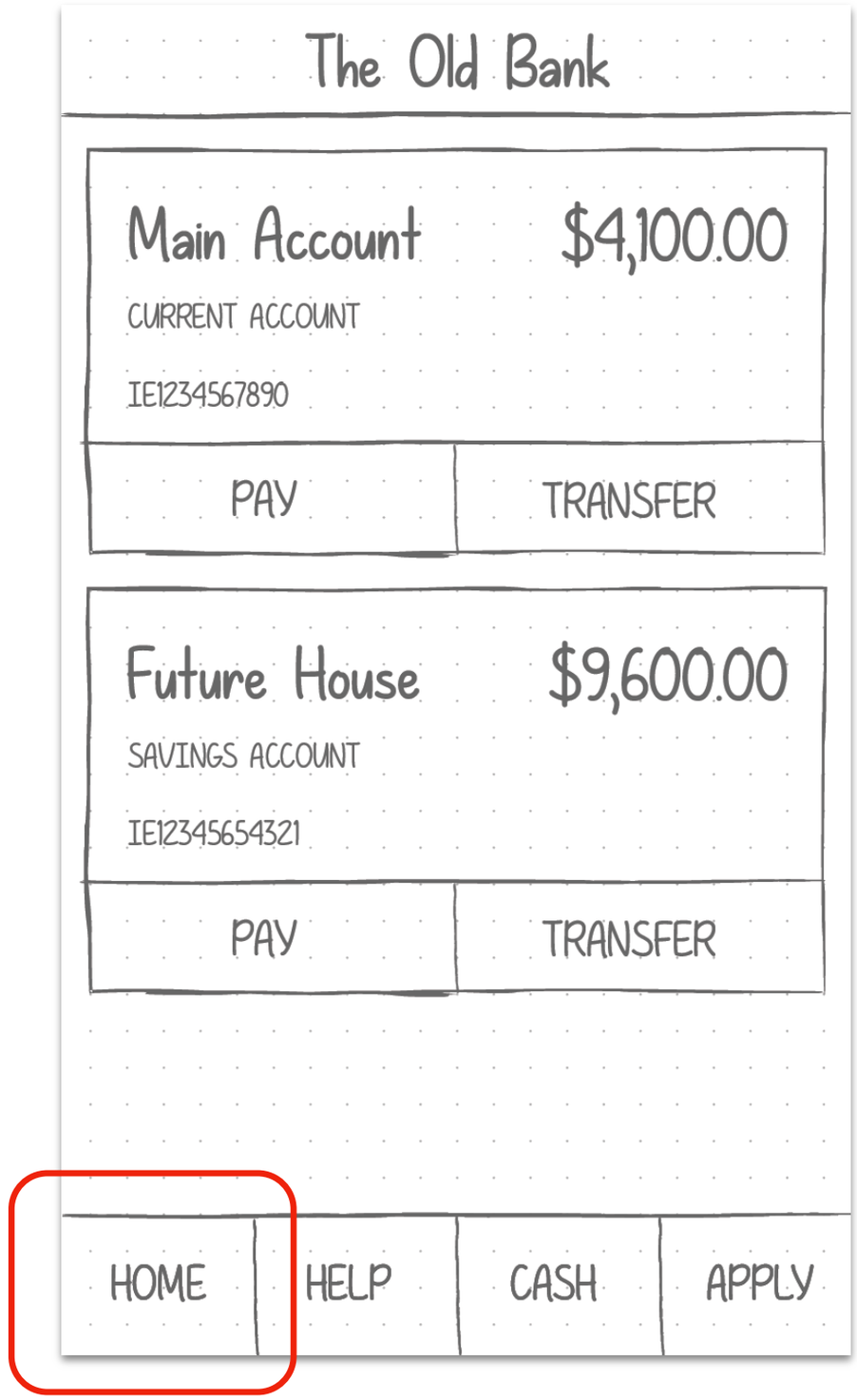
Interstitial page



New payee flow dislocates user



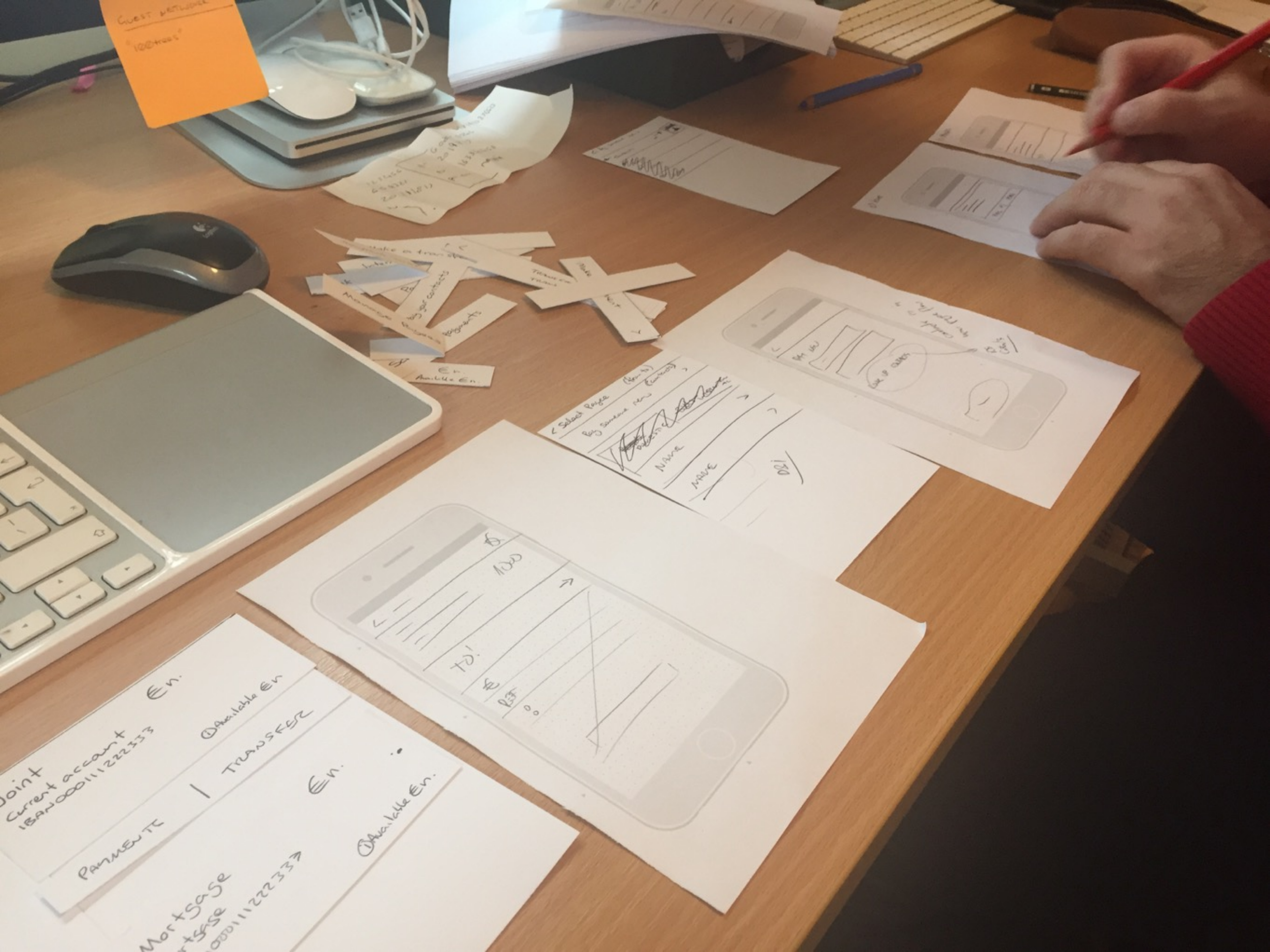
Frequent transactions



Confusing main navigation

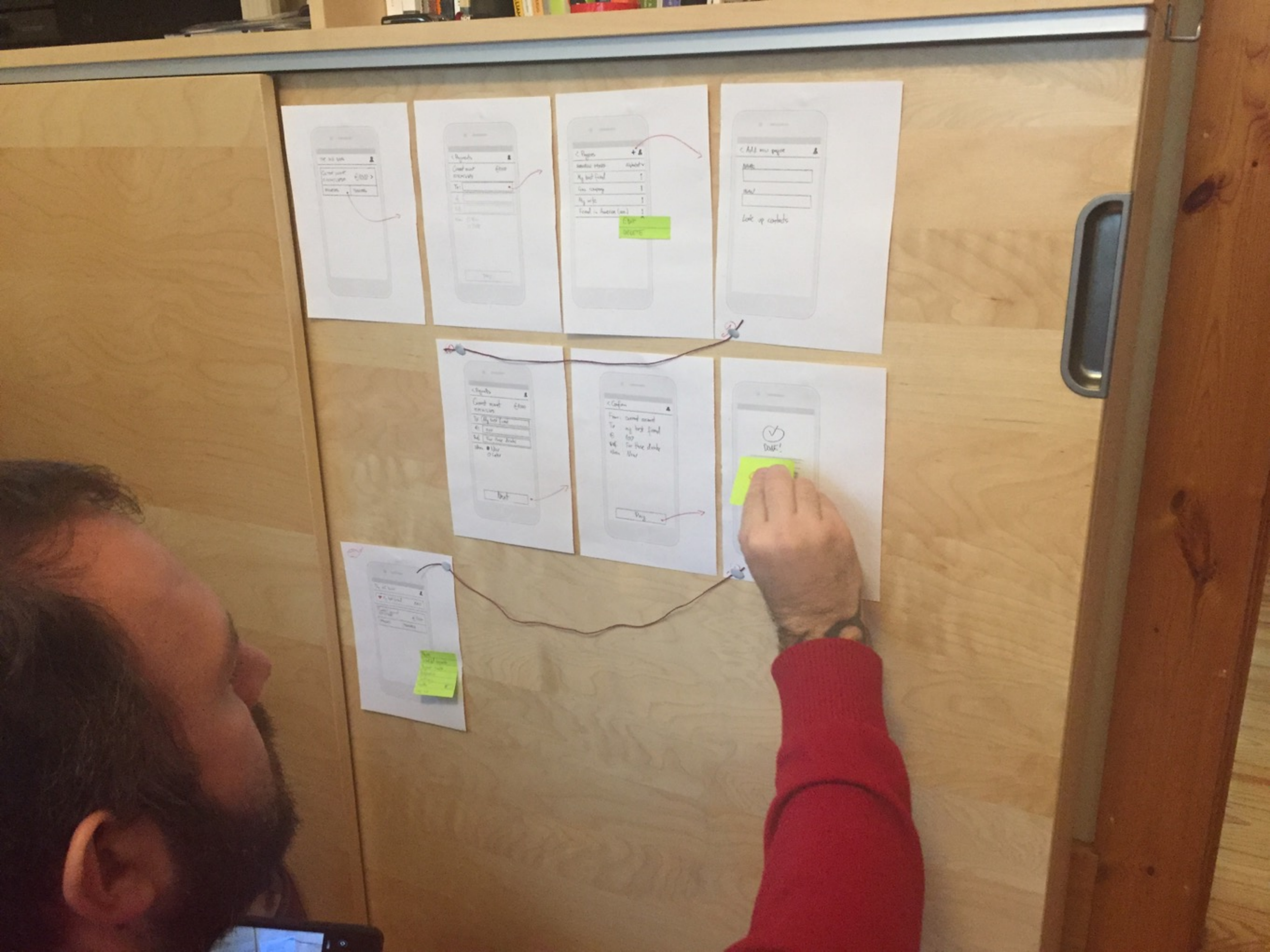
06/08

The dirty work



paper-wireframing1.JPG
Ulster Bank
Ulster Bank
Payments
Joint
current account

Ulster Bank
Payments
Standing Orders
Payment Hub
Manage scheduled payments
Make a transfer
Pay
Pay your contacts
Make a payment
Manage scheduled payments
Manage Proxies
Payment limits
Make a transfer
Standing Orders
International payments
Choose saved payee
Scheduled payments
Help
How can we help?
Search our FAQs
Lost or stolen card
Change PIN
Report fraud
Send money
Request money
Split a bill
Send for Review
Comment
Fill & Sign
Send for Signature
Enhance Scans
Protect
Pay
Look up contacts


Look up contacts
DONE!

07/08

Solutions

- Removed interstitial page

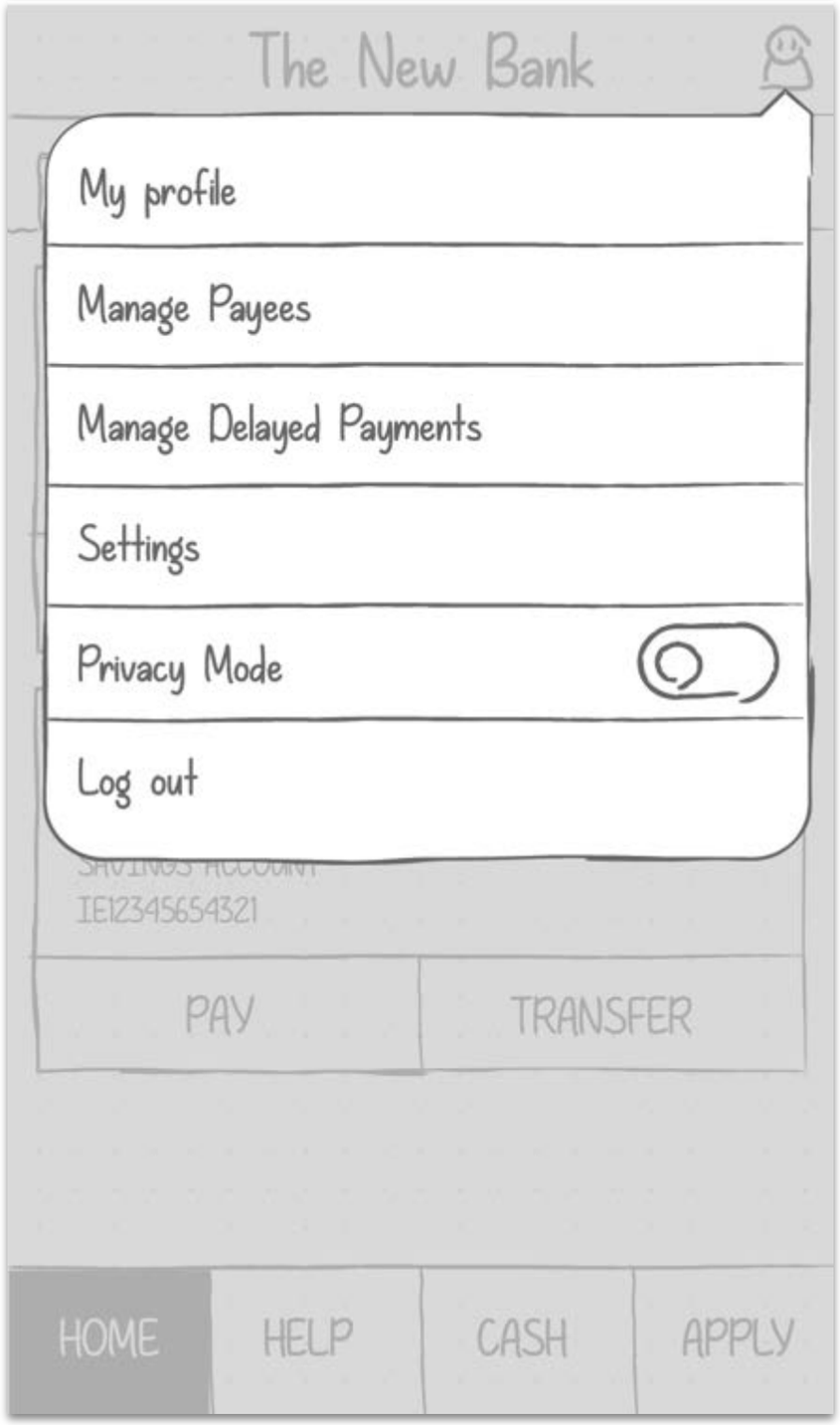
Absorbed all pay flows into one

Moved configuration links into user menu

Improved add new Payee flow

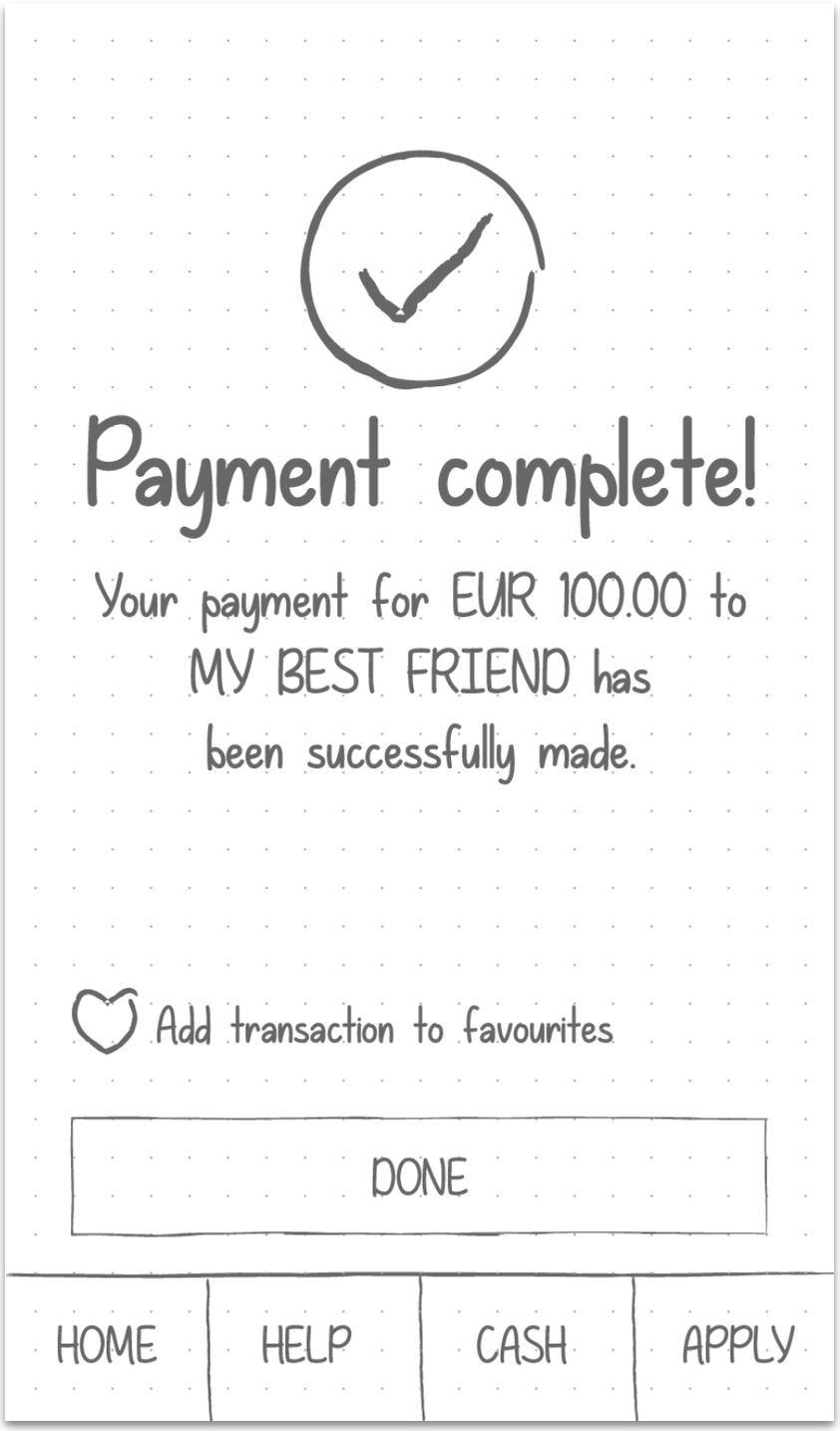
Added Favourites accelerator

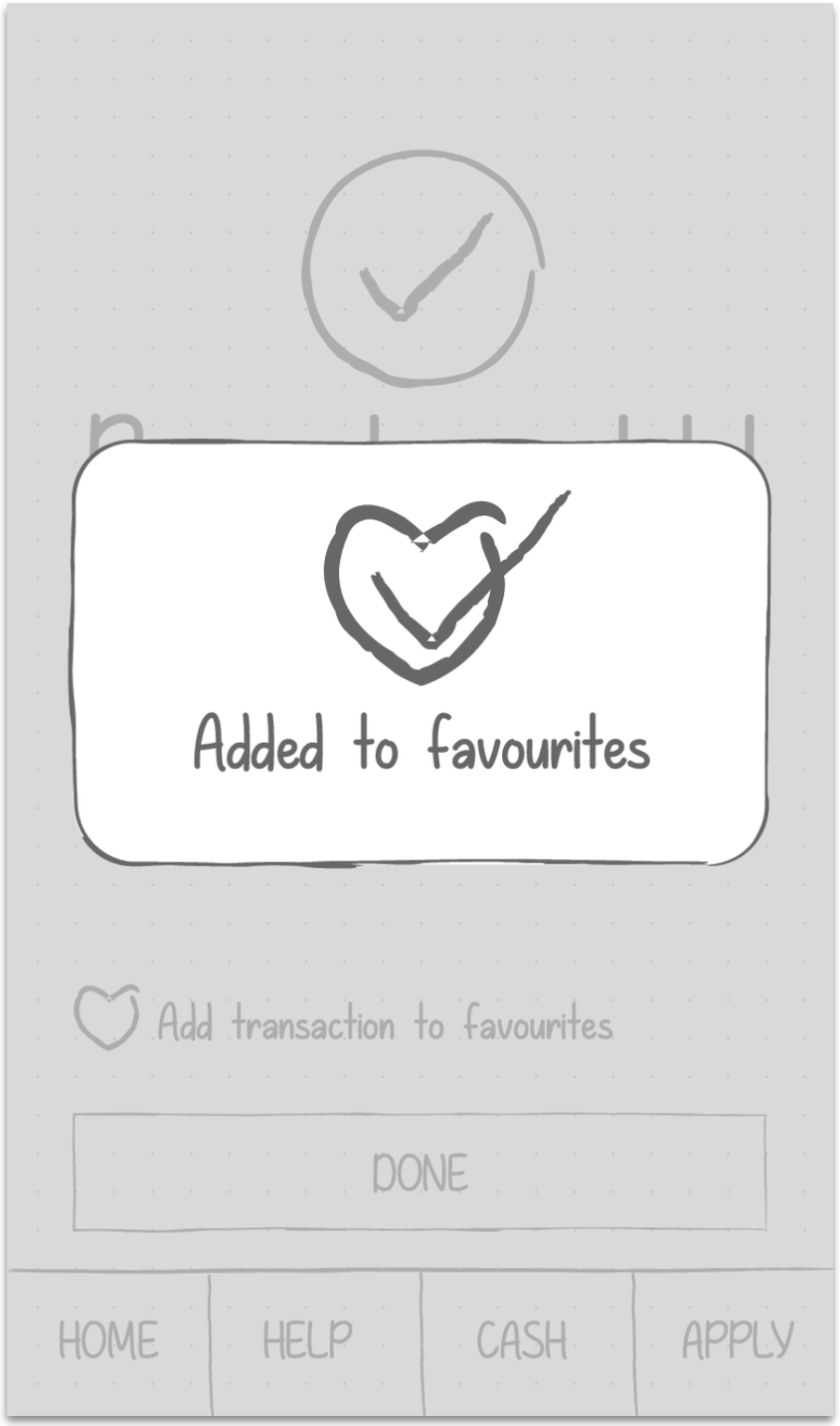
Privacy issues solved by Stealth™ mode



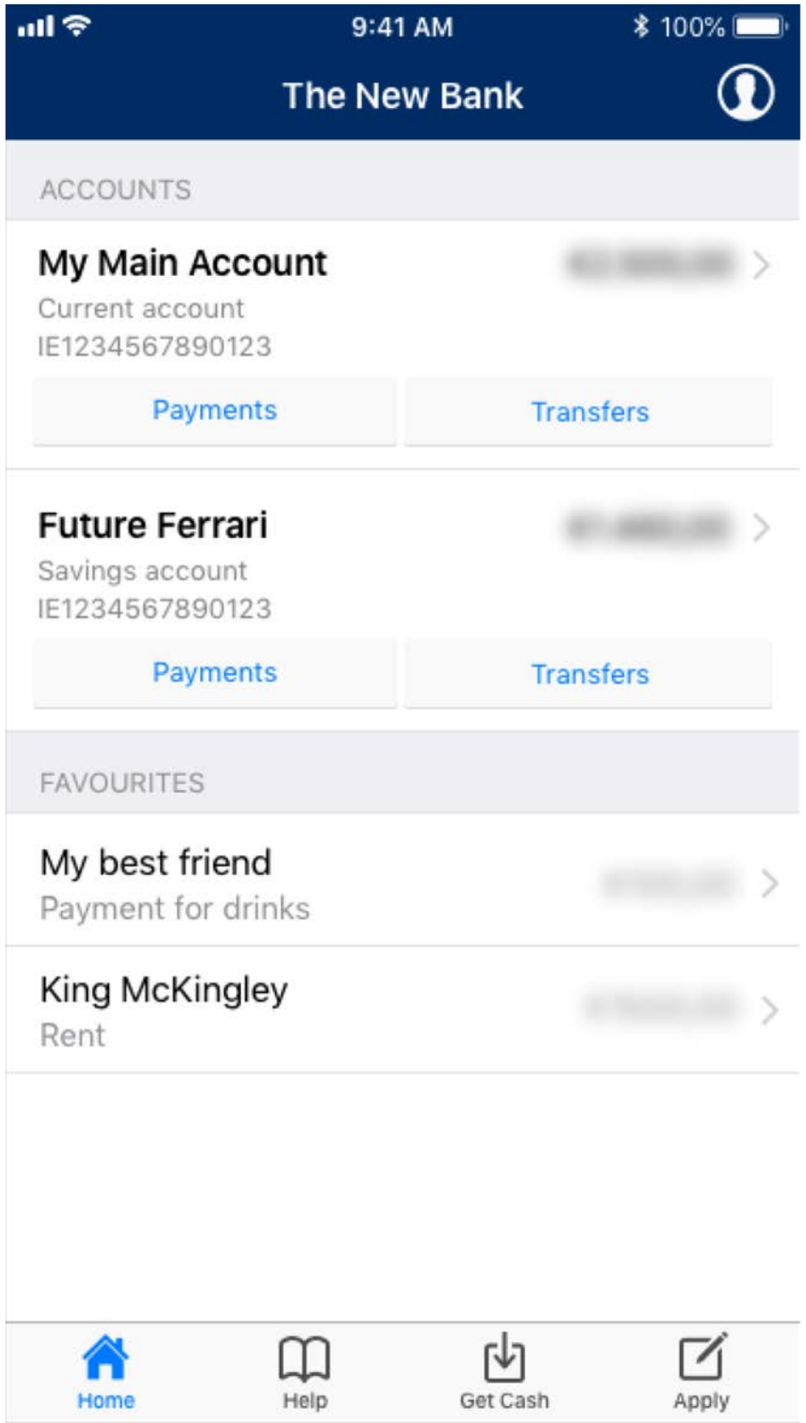
New user menu

Add new payee flow


Payment complete!
Your payment for EUR 100.00 to MY BEST FRIEND has been successfully made.
Add transaction to favourites
DONE
HOME
HELP
CASH
APPLY


Added to favourites
Add transaction to favourites
DONE
HOME
HELP
CASH
APPLY

Favourites



Stealth™ mode

08/08

Redesigned app

Patrick’s prototype

https://s32vq2.axshare.com/log_in.html

AXURE

Goran’s prototype

https://goranmscuxd.com/2018/10/22/04-the-new-bank-dawns/

InVision

Thank you!

P&G