

# Case Study: SupportSoft Update Center

TecEd's user research services deliver vital insights about the world of your customers. Together with your team, we observe and analyze people's actual experiences and behavior with your products. Based on user data, we create innovative designs at successful companies around the world.

TecEd, Inc.  
4300 Varsity Drive  
Suite A  
Ann Arbor, MI 48108

MI 734.995.1010  
CA 650.493.1010  
NY 585.442.5716

inquiries@teced.com  
www.teced.com

## 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

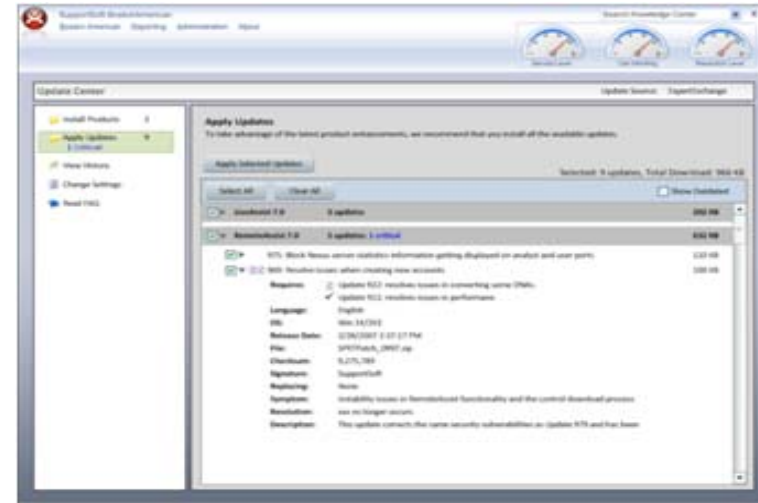
- Simplify the user experience without losing flexibility and user control
- Ensure the ease-of-use of frequent operations
- Minimize user errors through clear task flows
- Provide consistent experience based on user research

## 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



“[TecEd] 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.