

Envision and Conceptualization of a new generation collaboration platform

About the client: The client is an Indian multinational conglomerate having diverse businesses that include natural resources, logistics, agribusiness, and energy sectors. The client is the largest port developer and operator in India and has grown to become a global integrated infrastructure player with businesses in key industry verticals —natural resources, logistics, and energy.

Business requirements: The growth and diversity in business introduced operational challenges around collaboration, easy and secure access to information, centralized governance and compliance and efficient monitoring. The client wanted to develop an integrated enterprise-wide collaboration platform to encourage communication and knowledge management; enhance engagement; and streamline corporate alignment. The requirements included execution of a Consulting, Envisioning, and Designing phases for this proposed platform and creation of a set of technical & functional deliverables, guidelines, and user interface design for this platform based on which this platform could be developed in near future.

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Solution: Cybage, through its Enterprise consulting group, engaged in a comprehensive Discovery and Envision phase. This phase focused on identifying and documenting the key business entities, actors, functional features, user personas, user journeys, technical features, environments, constraints, and eventually, creation of a detailed vision for this platform. The exercise involved engaging with various stakeholders from SMEs to CXOs to employees via workshops, brainstorming sessions etc.

Some of the key deliverables of this exercise were as follows:

- Discovery and Workshop Observation Reports
- Platform vision presentation with the envisioned UX designs
- Scope document (functional and technical)
- Detailed architecture design and recommendation document
- Governance & Compliance Plans

Cybage experts involved in this project: A Business Analyst, a Solution Architect, a UX Specialist, a Usability Analyst
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