UX Case Study - Comps APP

Status – Shipped and live





Comps app is a platform where users will be able to compare subject property (a property being sold) with all nearby properties and generate high quality reports, which can be used in the sales and marketing at Berkadia.

01 - Project Overview

Role

Senior Product Designer

Duration

Dec 2019 - May 2021

Tools













Figma

Lucid Chart

Airtable

Creative Cloud

Excel

Word

Team

We used Agile Scrum Methodologies for development of product.

- Product Owner
- Scrum Master
- Senior Product Designer (Me)
- Developers (4)

Background

Comps app is a deal marketing app, used to compare subject property (a property being sold) with all nearby properties and generate reports, which can be used in the sales and marketing at Berkadia. It gives value and maximize the price of the subject property. It helps Investment Advisors to tell the story about a property being sold to its customers. Types of Comps reports:

- 1. Rent Comps for Multi-Family
- 2. Sales Comps for Multi-Family
- 3. Rent Comps for Student Housing

Problem Statement

The user needs a way to instantly generate and modify high quality comparison report, without having to depend on designers. This manual process was time consuming.

Goals

- Provide a one-stop-shop for users to create/customize comparison report.
- Get rid of the existing manual process and reduce the time-to-task for the creation of comparison report.

• Save \$300,000 worth of additional graphic design talents.

02 - Design Thinking Process

There are many ways to describe a design process and here's one that covers strategy through production.



03 - Empathize

Research

Both **quantitative** and **qualitative** research were conducted. The primary goal was to gain insight into the journey of the user and their pain points.

Stakeholder interviews:

- We conducted interviews with multiple stakeholders such as VP, product management and various teams.
- This gave us a better understanding of the Berkadia internal processes and organizational structure.
- We also had opportunity to interview key stakeholders at Berkadia from design, engineering, and sales.
- It played a major role for gathering data and other marketing document insights.
- We arranged the interview notes into an Affinity Diagram and found some key insights.
- They helped us to identify the users.

User Survey:

- Online surveys were conducted to collect quantitative data from 260 users.
- This helped us to understand users and their demography.

<u>User contextual inquiry:</u>

- We identified the target users. They are mainly Analysts, designers, and people from sales.
- We prepared goals, method, and questions before interview.
- We conducted one-to-one interview, using online video call with a small sample of users in their normal work environment.

- This helped us to define user personas, product features, understand their goals and pain points.
- We recorded the interview in the form of video and updated the key point in Airtable.

Questions

User Interview:



Participants: 10 Age: 22 – 38

- 1. What does your daily schedule look like?
- 2. How often you need comparison reports?
- 3. What are the elements you had used in your reports?
- 4. What was the last time you sought help from designers to create reports? How did you find the experience?
- 5. Did you encounter any problems getting these reports?
- 6. How could this experience be improved?
- 7. Have you ever used an app for report generation before? If so, which one and how did you find the experience?
- 8. What features would be most important to you in an app like this?
- 9. Can you walk us through your current process of getting the reports?

User Survey:



Participants: 260 Age: 22 – 85

- 1. What is your employee ID?
- 2. Select your role.
- 3. What is your age?
- 4. What is your gender?
- 5. Where are you located?
- 6. Have you ever worked on generating comps report? (If answer YES, following question were asked, else exit from survey with thank you message)
 - i. Select the elements you used in your reports from the list?
 - ii. If anything is missing from above list, please mention here.
 - iii. Do you find creating reports form designer is time consuming?
 - iv. Have you ever used a website or app for report generation before? (*If answer YES, following question were asked.*)
 - a) If you answer YES to the previous question, can you explain what app/website you used, and what features you like about it?
 - v. What are you first impressions and feelings towards the concept?
 - vi. Please leave your comments or thoughts here.

Building User Personas

Creating a user profile (persona) I normally include social and demographics characteristics, goals, pain points and motivations.

Investment Advisor	Analyst PMs, TMs and Office support	
Total: 113	Total: 18	Total: 129
Age: 23 – 85	Age: 22 – 38	Age: 22 – 65

Under 40: 52% Over 40:48%	Under 30: 78%	Under 40: 61%
Male: 92%	Male: 89%	Male: 42%
Female: 8%	Female: 11%	Female: 58%

Demography:



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Name	Michael Breland
Occupation	Analyst
Age	33 years
Status	Married
Location	US
Education	Master of Business
	Administration
Tech skills	Expert

Goals and needs:

- Should be able to create/customize marketing materials and reports by self in less time.
- Provide a clear grasp of the local market trends.
- Tee up potential clients for the IA and BOV/deal valuation.

Pain Point:

- He was asked to gather missing data for properties, which takes him away from analysis work.
- Must involve multiple teams to provide materials to the designers to design.
- Time-to-task everything is too slow.

Motivation:

- Be financially independent.
- Following the path to become Investment Advisor.

Demography:



Rakesh Kodigella
Design Process Expert
29 years
Married
ndia
Bachelor of Fine Arts
Expert

Goals and needs:

- Should be able to create/customize high quality marketing materials and reports for IAs in less time.
- Assist in data gathering, document prep, and fact checking.
- Smooth the workflow for an IA to get a property pitched, listed, and sold.

Pain Point:

- Much of the workflow is tedious and requires sign-off or confirmation from IA.
- Depend on multiple teams for design inputs, as it is difficult to understand data reports given in excel sheet.
- Time-to-task everything is too slow.

Motivation:

- Be financially independent.
- Recognize a good job.

Usability Evaluation / Literature Reviews

- We have studied the organization related documents, style guides and corporate colors.
- MaRc team provided us the previously designed marketing materials and documents.

04 - Define

- We put together all findings into one place, to create a collage of experiences, thoughts, insights, and stories.
- Empathy Mapping of what the users: Said, Did, Thought, and Felt.
- Define Problem Statement in a human-centered manner using Point of view (POV)

05 - Ideate

- With the help of Brainstorm session with the team, we came up with 15 concepts to solve the problem for the initial phase.
- We tested our idea with Stakeholders to know the sustainability and viability of the notions.
- We requested team to vote for the best idea.

06 – Prototype

- It was decided to build MVP (Minimum Viable Product) product first with basic features.
- The final product was released in the market only after getting sufficient feedback from the product's initial users.
- The low fidelity interactive prototypes were built first and discussed technical feasibility with developers.
- These low fidelity prototypes were tested with users before working high fidelity.

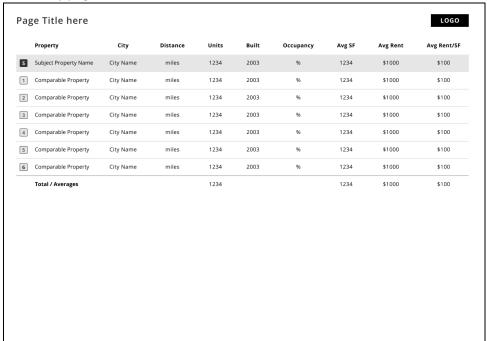
Features used in MVP release:

- Upload excel sheet and display data on screen
- Generation of Rent Comps report with basic template
- Generation of Sales Comps report with basic template
- Delete comparable properties from the list
- Download Comps Report in the form of PDF

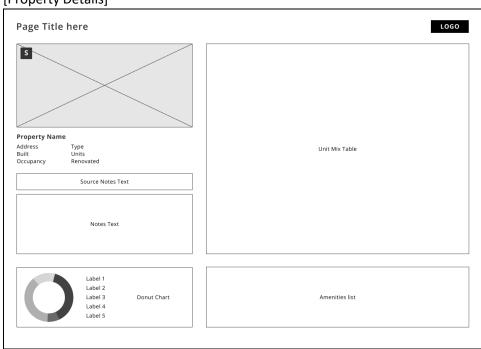
Low Fidelity Designs

Comps report:

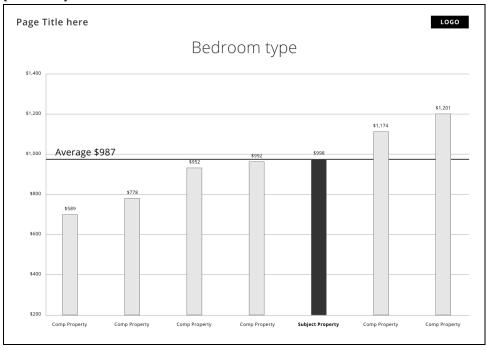
[Summary page]



[Property Details]

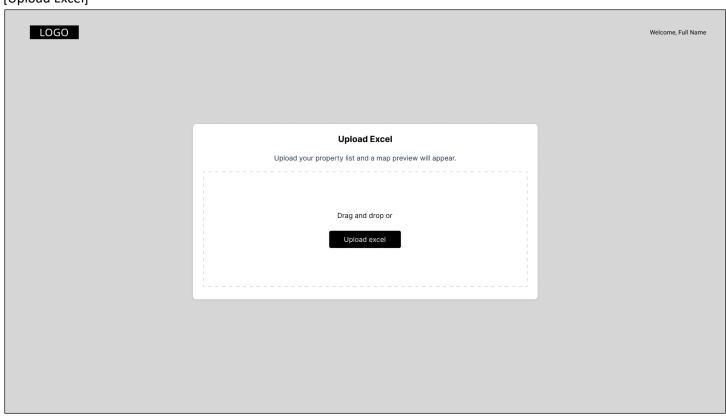


[Bar Chart]

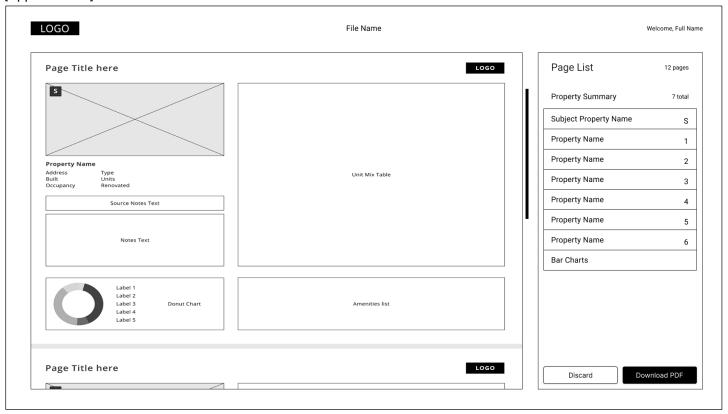


Application:

[Upload Excel]



[App Interface]



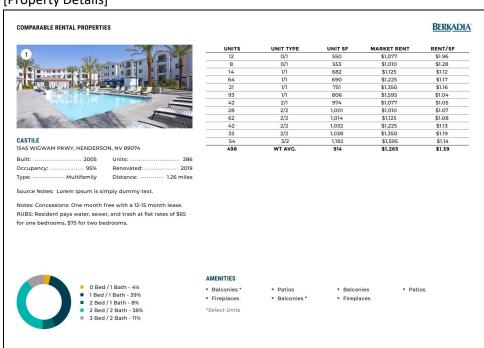
High Fidelity Designs

Comps report:

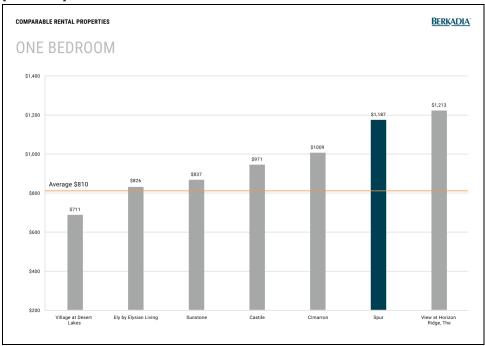
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arron	Henderson	0.1	221	2001	95%	970	\$1,456	\$1.50
ge at Desert Lakes	Henderson	2.01	498	1990	95%	1,079	\$1,290	\$1.50
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[Property Details]

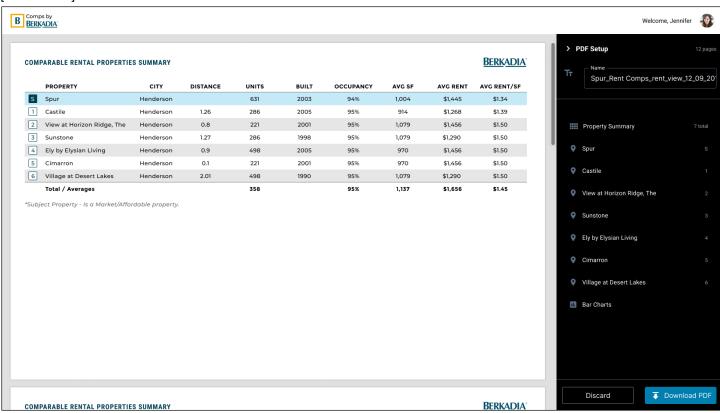


[Bar Chart]



Application:

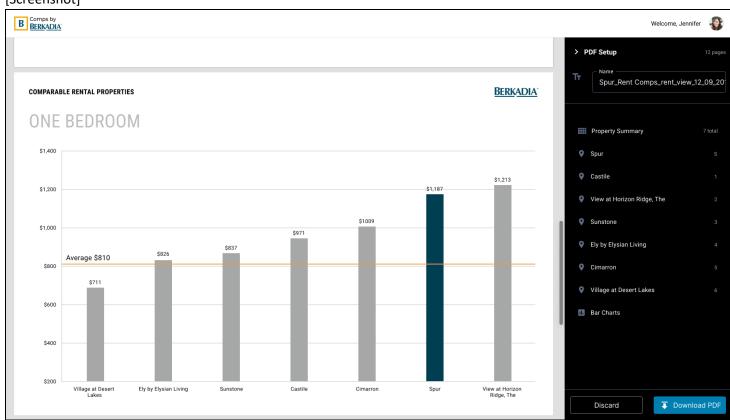
[Screenshot]



[Screenshot]



[Screenshot]



07 - Test

- We used remote moderated method for usability testing.
- We assigned tasks to each user and observed them to understand their pain points.
- This helped to improve the designs further.

08 – After MVP release

- Based on the feedbacks from the users, we modified the prototype with new design.
- We had listed all the features, prioritized according to user needs.
- These features were updated in Product Backlogs which later moved to Sprint Backlogs.
- Each features designed and developed one by one in Sprints.
- Followed Design Thinking process for design each feature.

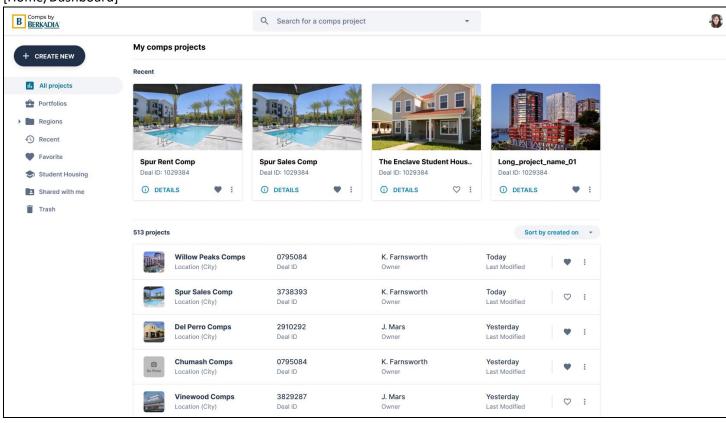
More features

- New user interface (Material Design)
- Color customization option
- Hide/Show properties from the list
- Save the projects
- Option to rename projects
- Customization of components
- Show/hide components
- Edit Data
- Home page with search and folder structure
- External Accessibility users are now able to access app without login into VPN or DC
- Advance filter options to search saved projects
- Bar charts at floor plan
- Additional Templates for Rent, Sales and Student Housing Comps
- Ability to Hide/Show/Edit Disclaimer text
- Dynamic alignment of components
- Images to be pulled form url apart from docstore
- Upload property photos
- Implement property search from database (remove excel sheet upload)
- Generation of Student Housing Comps report
- Integration of Matomo with Comps (analytics tool)

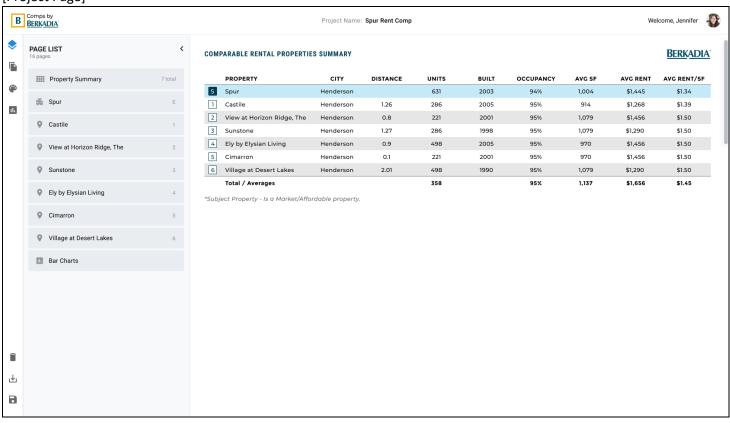
Final Designs

Application:

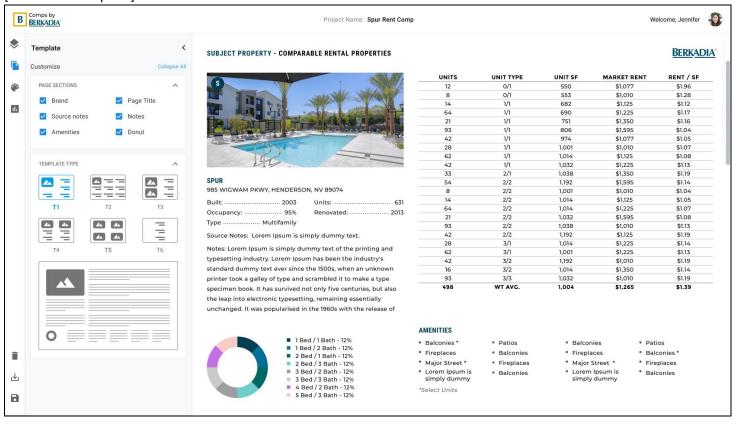
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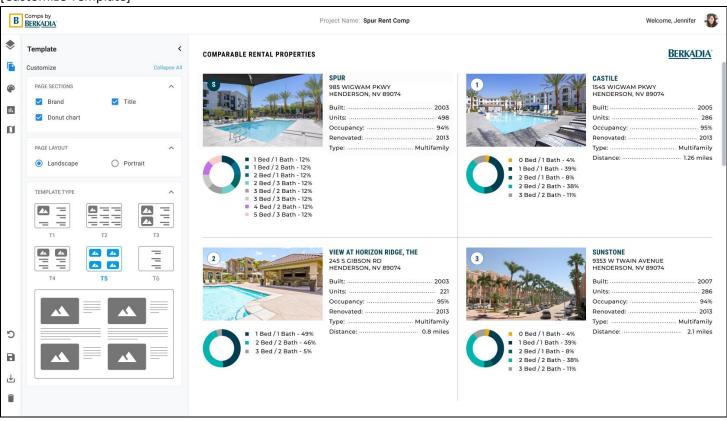
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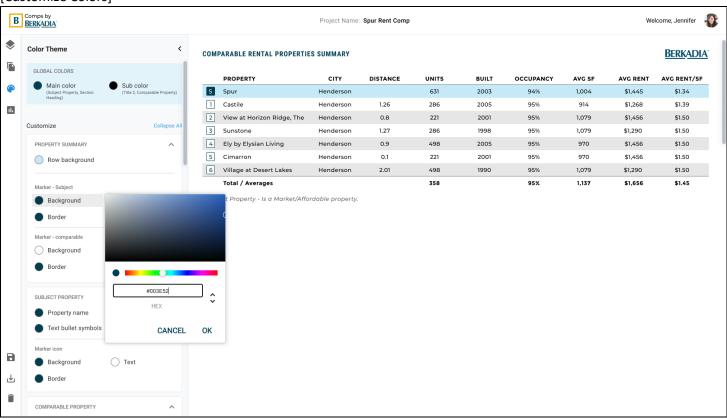




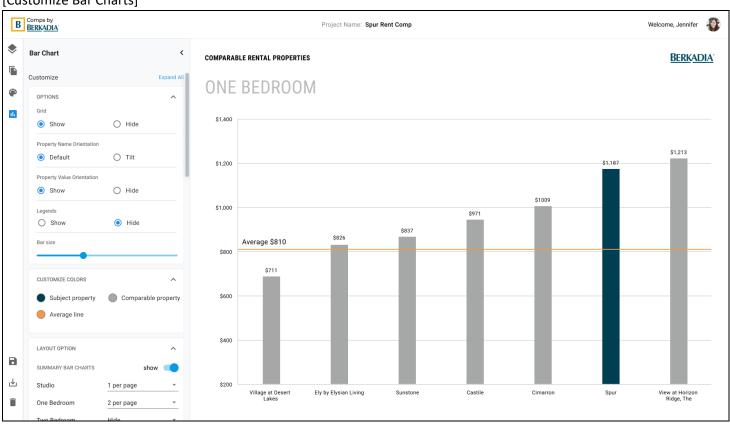
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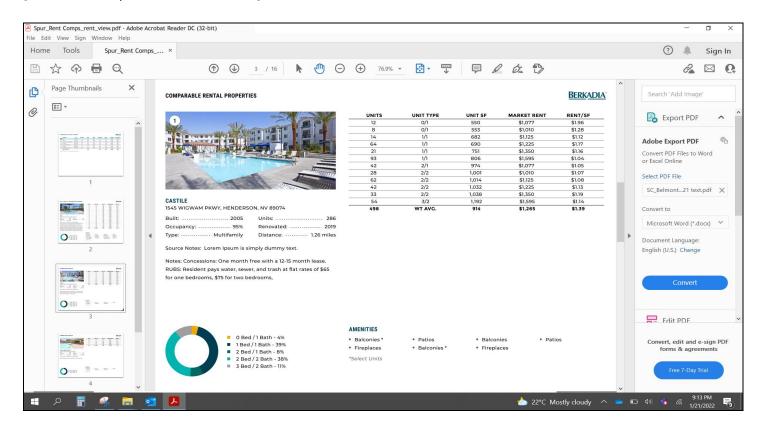
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[Customize Bar Charts]



[Downloaded report in the form of PDF]



08 – ROI of the application

Based on the analytics report on December 2021

Total Projects: **950**Total Users: **73**