

Enhancing the User Experience

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01

What is User Experience?

02

Meet Sysco

03

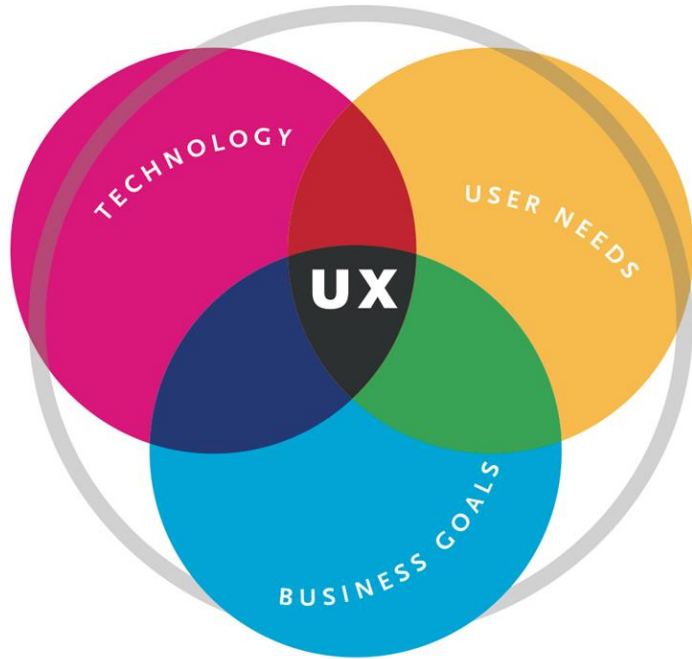
The Business Need

04

Solving the Problem

05

Takeaways for Success



us·er ex·pe·ri·ence (UX)

The complete product or service experience across all touch points.

A great user experience should match all the user's needs and expectations of a product or service without any noticeable friction or stress.

Product Design



Product Experience



“The last best experience that anyone has **anywhere**, becomes the minimum expectation for the experience they want **everywhere.**”

Bridget van Kranlingen
IBM



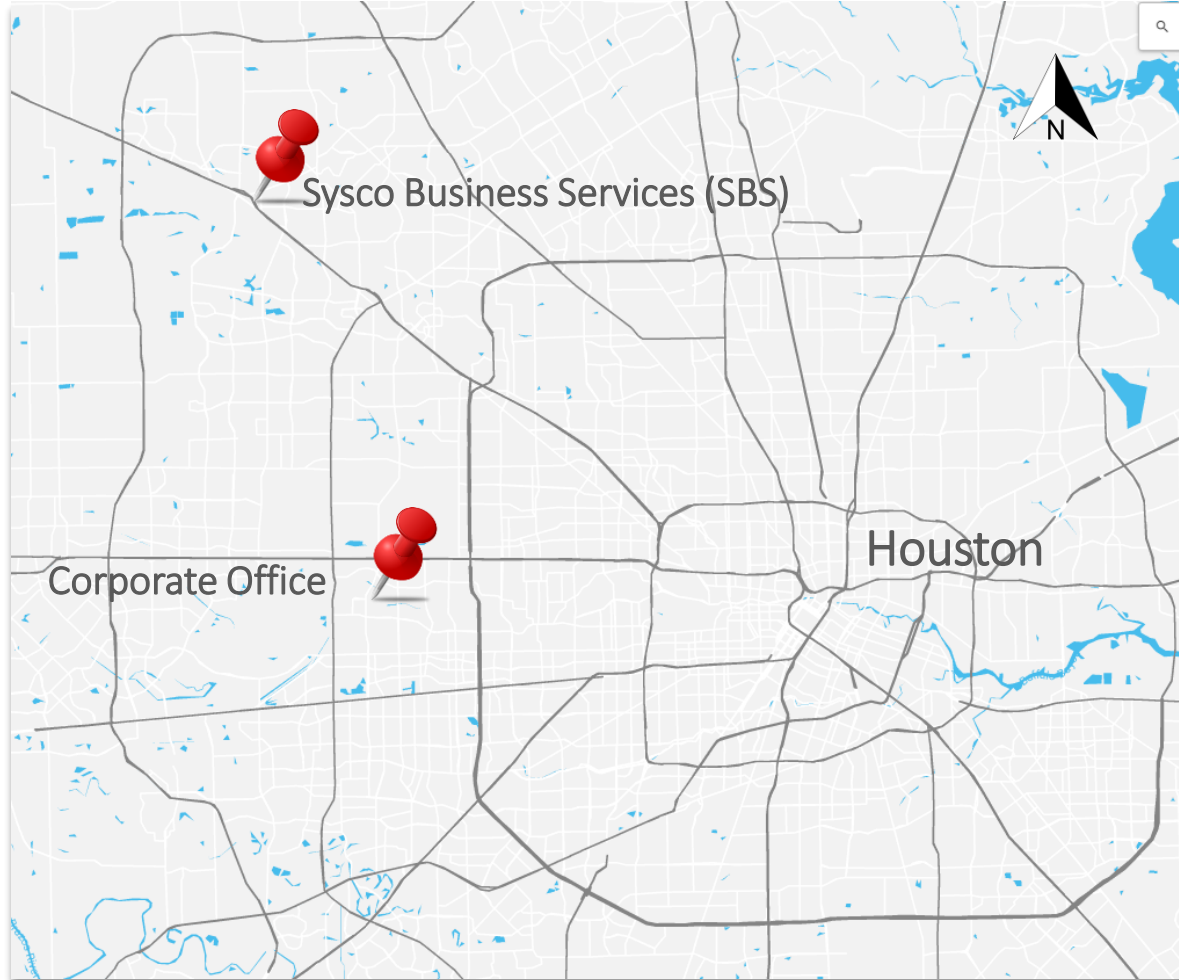
The screenshot shows the Amazon website homepage. At the top, the Amazon logo is on the left, and navigation links for 'Hello, Sign in Account & Lists', 'Orders', and 'Try Prime' are on the right. Below the navigation bar, there's a search bar and a 'Shop Deals of the Day' banner. The main content area features a large banner for 'New season, new sneakers' with several pairs of sneakers. Below this, there are four promotional cards: 'Mother's Day Gift Shop' with a watch, 'Affordable finds' with a phone stand, '\$10 smart plug or bulb' with a smart plug, and 'Sign in for the best experience' with a 'Sign in securely' button. At the bottom, there's a 'Marge Plus Apple Watch Band' product card with a 'Shop now' button.

The screenshot shows the Venmo mobile app interface. At the top, the time is 11:07 and the status bar shows signal, Wi-Fi, and battery. The main screen is titled 'Pay or Request' and shows a transaction for 'Lucas Franco' for '\$38.00'. Below this, there's a search bar with 'tickets' entered. At the bottom, there's a keyboard with a 'Request' button highlighted in blue. The keyboard also shows a 'Public' setting and a 'space' button.



- Largest global distributor of food and related products
- Restaurants, hospitals, nursing homes, schools and colleges, hotels, caterers, and retail outlets
- Approx. 67,000 employees globally
- Operates approx. 330 distribution facilities worldwide
- Serves more than 600,000 customer locations



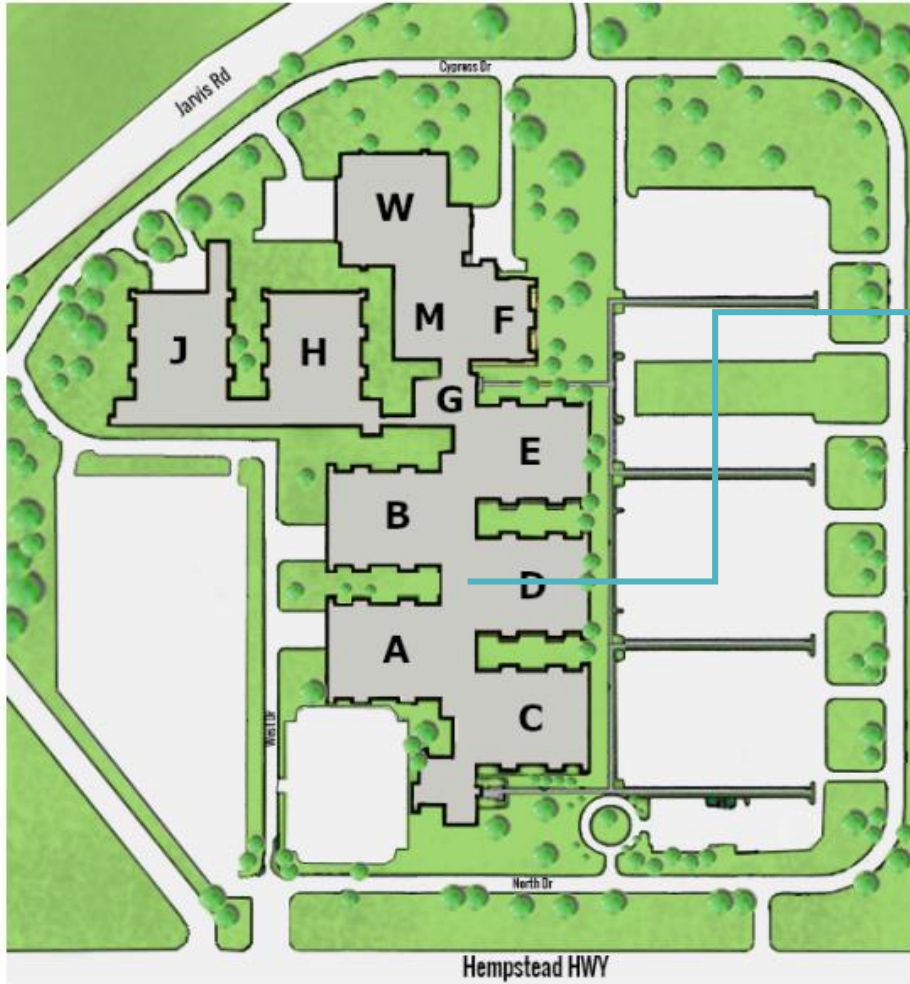


Sysco Business Services (SBS)

- One building made up of eleven sub-buildings
- 635,000 SF
- Recruiting, finance, customer and supplier call center, supply chain and IT services

Sysco Corporate Office

- One building
- 43,000 SF
- Approx. 300 distribution facilities serving more than 500,000 customer locations globally



Sysco Business Services (SBS)

105 acres

635,000 square feet

Quarter-mile hallway called Main Street

“Front Porch” entries to each building

Challenges

Large group expansions

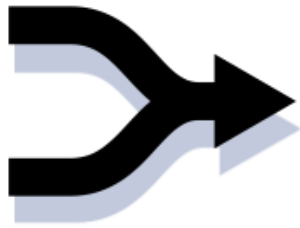
Conference room set-up/take-downs

Navigation of large property

The Problem



Primary Goals



Merge Systems

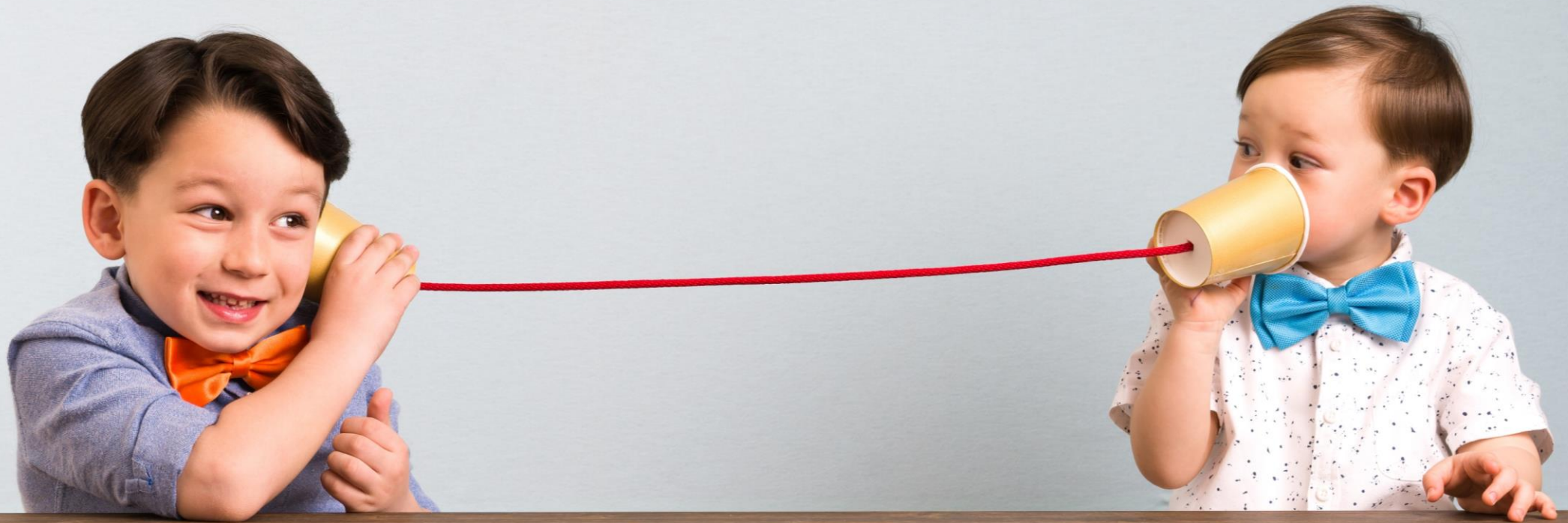


Improve the
User Experience



Run
Independently

Solving The Problem

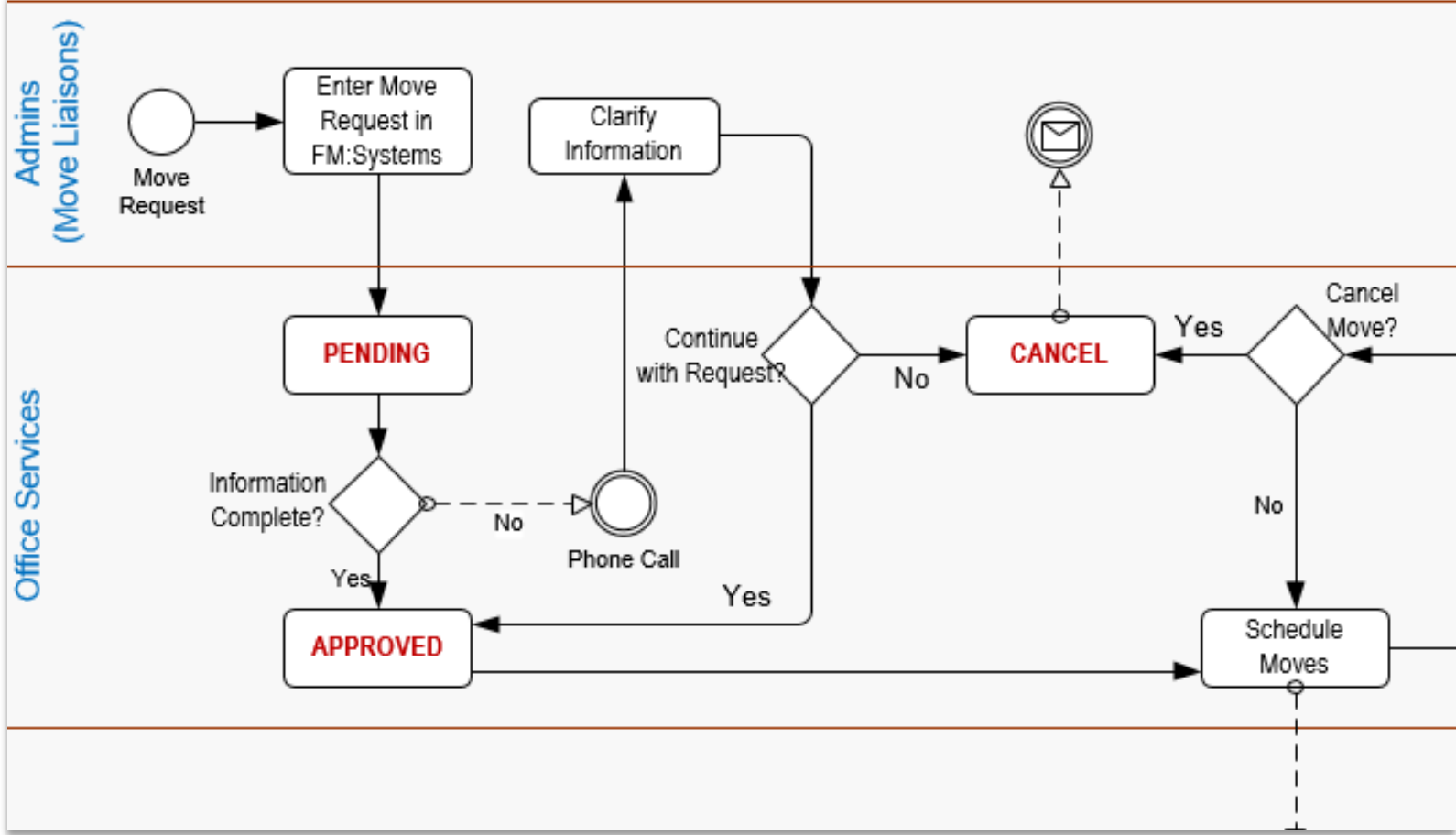




What user experience do we seek?

- Feelings
- Influences
- Tasks
- Pain Points
- Overall Goal

Mapping the Process



Developing Personas

Move Admins/Liaisons

Administrative staff

Manages team's seating locations

Office Service Administrators

Responsible for execution of plans

System Administrators

System management

General Users

Searching for a person,
conference room or space



System Configuration and Testing

Sysco documented their configuration for streamlined review and retention.

It also acted as the first step in Change Management.



Hardware Configuration

Application Installation

Data Tables

Data Processing Automation

Data Views

Report Configuration

Custom Programming

Graphic and html Content

External System Integration

Email Notifications



Change Management

No matter the size of the project,
an effective change management plan
ensures user connection and buy-in.

User Experience Homepage Design

Reduce friction by crafting easy to navigate homepages.

The screenshot displays the Sysco Office Services homepage. At the top, the Sysco logo is on the left, and a search bar and user profile icon are on the right. Below the logo is a navigation sidebar with icons for home, star, grid, person, wrench, house, and settings. The main content area is titled "ENCLAVE - CORPORATE" and features four primary menu categories: "Space Management" (Employee Update, Room Updates, Fire Wardens, Enclave Floor Plans), "Move Management" (New Move Request, View Move Status, New Move Project, Upcoming Move List, Move Project Report), "Asset Management" (Furniture Inventory, Personal Assets, Assets by Location), and "Analysis and Reporting" (Space Analysis by Building, Fire Warden Roster, Employee List, Departmental Occupancy). Below these menus are three dropdown filters: "Select Sites" (Enclave, SBS Cypress, SBS Dallas), "Select Buildings" (Building A, SBS Cypress Main Building), and "Select Floors" (A Sixth Floor, C1 A Town, C1 B Town). A "View Report" button is positioned to the right of the filters. A pagination bar shows "1 of 1" and a "Find | Next" button. The main data section is titled "2.01 Space Utilization Detail" and contains a table with the following data:

Site	Rent Area	Assign Area	Occupancy	Capacity	Utilization	SF/Person
[-] CYP - SBS Cypress	312,525	126,485	1,164	2,220	52 %	109
[-] C1 - SBS Cypress Main Building	312,525	126,485	1,164	2,220	52 %	109
[-] A Town	53,830	21,551	208	368	57 %	104
[-] B Town	62,916	28,937	241	459	53 %	120
[-] C Town	57,321	25,051	219	450	49 %	114
[-] D Town	60,458	24,991	263	552	48 %	95
[-] E Town	52,176	20,039	197	309	64 %	102
[-] F Town	993	666	4	15	27 %	167
[-] G Town	12,391	3,486	15	33	45 %	232
[-] L Town	277	154	1	11	9 %	154
[-] M Town	12,162	1,611	16	23	70 %	101
	312,525	126,485	1,164	2,220	52 %	109
[-] DAL - SBS Dallas	8,285	3,539	19	74	26 %	186
[-] ENC - Enclave	8,566	7,872	29	66	44 %	271
Grand Total:	329,377	137,895	1,212	2,360	51 %	114

Office Services Homepage

User Experience Views


What questions are truly relevant?

Does the view make sense upon initial access?

Sysco

02 - New Move Request CYP

Move Details

 **Submitting a Move Request**
This form is for submitting a single move request at a time. If you need to submit a request for 5 or more people, we recommend you use the Move Project request form.
All move requests must be submitted at least 5 days prior to your requested move date to allow Office Services to complete all the required tasks in a timely manner.

Requestor ID: Administrator [Select] [Clear]

*Employee to Move: 10069867 Lott, Darryl 60 [Select] [Clear]

Employee Phone: 281-758-7593

Employee Email: Lott.Darryl@sbs.sysco.cc

Department: 60080-6440 Performance & Operations

From Room: C1 C1031D 54.32 60080 [Select] [Clear]

When selecting the **To Room**, select your building and floor and a floor plan will populate. You can zoom and move around that floor plan and click on the desired room to populate the room number.

To Room: C1 D1125F 41.44 0 [Select] [Clear]

Building Code: C1

Site Code: CYP

Moves will only occur on **Fridays** and must be requested a **minimum of 5 days** prior to Move Date selected here.

Requested Move Date: 5/24/2019 [Calendar icon]

*Move Type: Individual Move

*Reason for Move: Department Transfer

Do you have Ergonomic Furniture?: No

BT Assistance:

Add to Move Project?: Select One

Additional Notes: Don't forget my rubber plant!

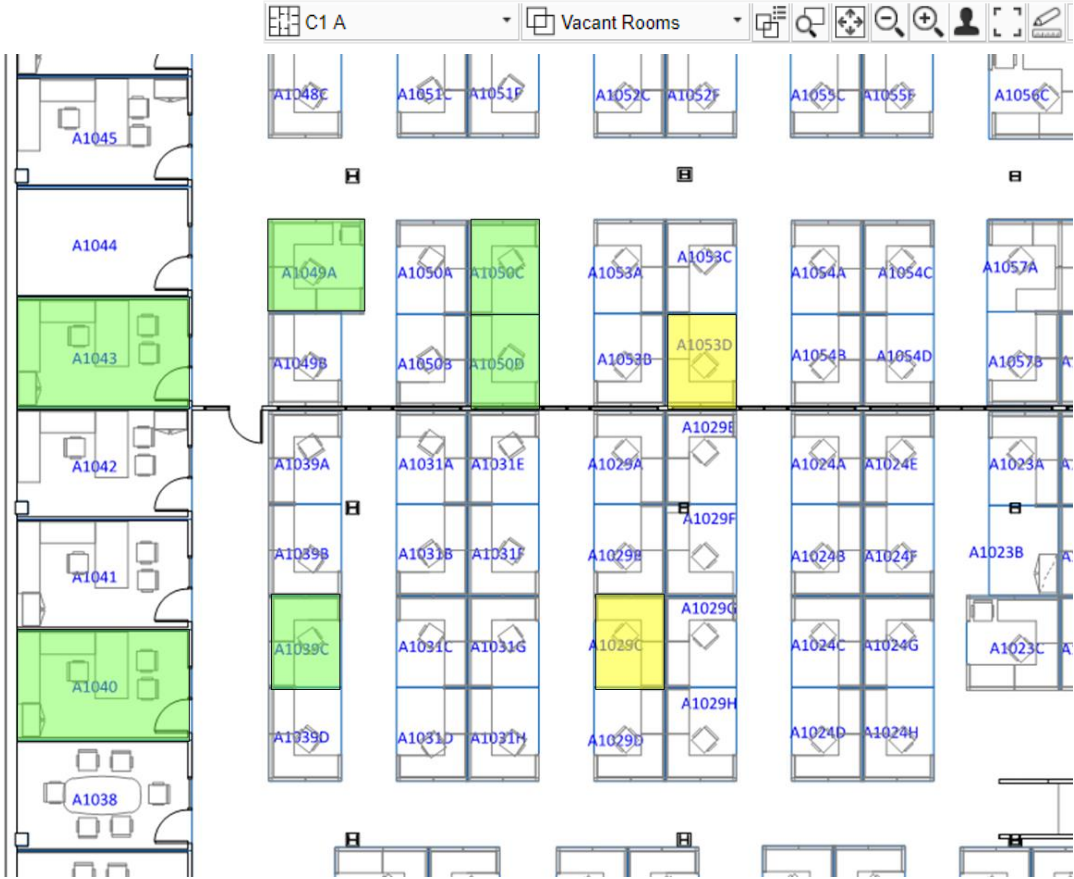
[Submit] [Cancel]

SBS New Move Request Form

User Experience Graphic View Floor Plans

Create contrast and reduce visual confusion.

Vacancies	Vacant
■ Vacant	7
■ Vacant (Reserved)	2
Total	9



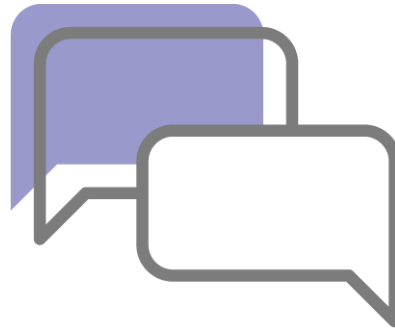
Floor Plan Graphic view

Takeaways for Success





Define the
User Experience



UX \neq UI



Change
Management

Thank You