UX Case Study

Event Storming Domain Decomposition Workshop

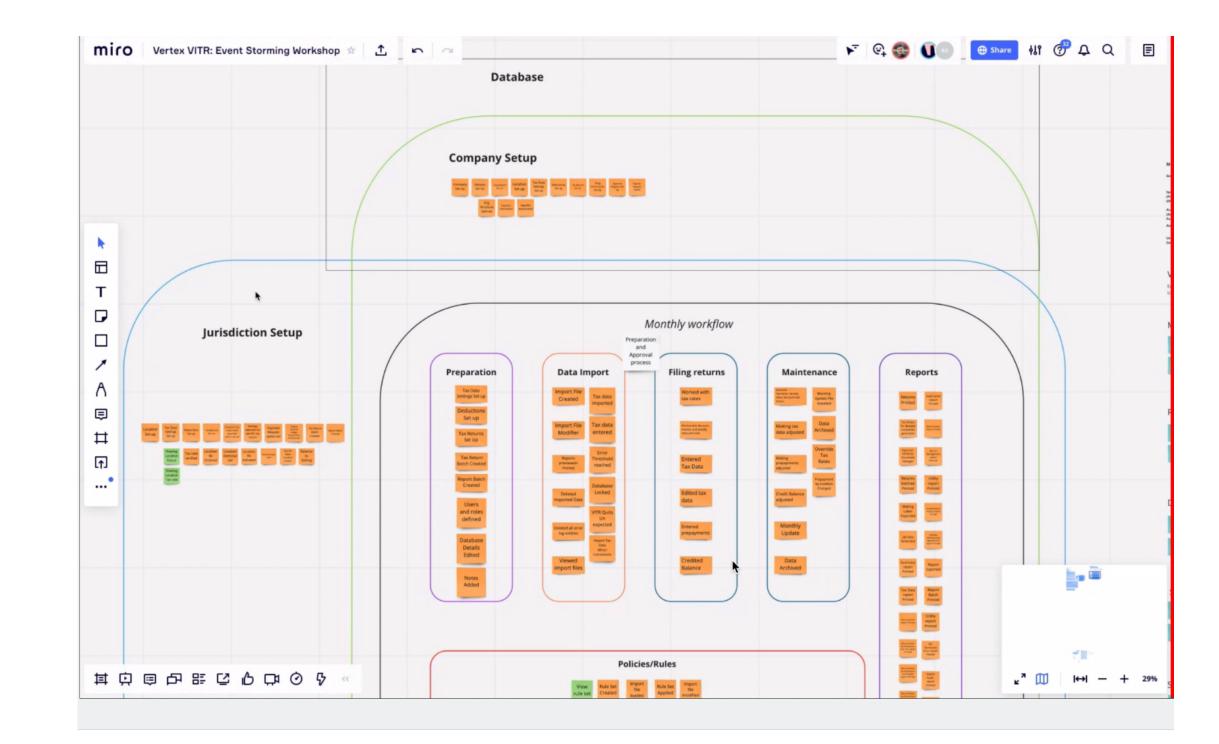


Problem Statement : Workshop Aim

This organisation has a legacy desktop application for indirect tax filing created more than two decades ago. They wanted to move to a cloud-based solution to take advantage of cloud infrastructure over desktops. They also wanted to redesign the product experience as their users have evolved over a period of time due to technological advancements.

Design Brief

Redesign product experience from desktop to cloud based solution to take advantage cloud infrastructure and catch up with users who have evolved over period of time due to technological advancements.



Product Vision : Introduction

Product Intro

Vertex Indirect Tax Returns. (VITR) is a dedicated system for VAT returns generation along with Intrastate and. European Sales Listing.

Vertex Returns creates signature-ready VAT returns, reports, and ledgers for streamlined compliance and more control over your VAT returns process.

Workshop Goal

• Goal of workshop is to identify business critical area involving stakeholders from all department collectively visualizing business process and identify business critical area (bounded context) which has challenges in current business process.

Body this organization has legacy desktop application for indirect tax filing which was created more than two decades back. They wanted to move to cloud based solution to take advantage cloud infrastructure over desktop. They also wanted to redesign product experience as their users have evolved over period of time due to technological advancements.

Bussiness Model : Introduction

About the organisation and product:

This organization is leading tax software and services provider that empowers global commerce. It connects customers and partners across all industries to deliver the world's most trusted tax solutions for businesses. It developed an automated multinational and multistate tax-compliance solution for companies that report value added tax and sales and use tax to various jurisdictions. It simplifies the process of complying with the tax regulations of these jurisdictions by producing signature-ready returns.

Problem Statement

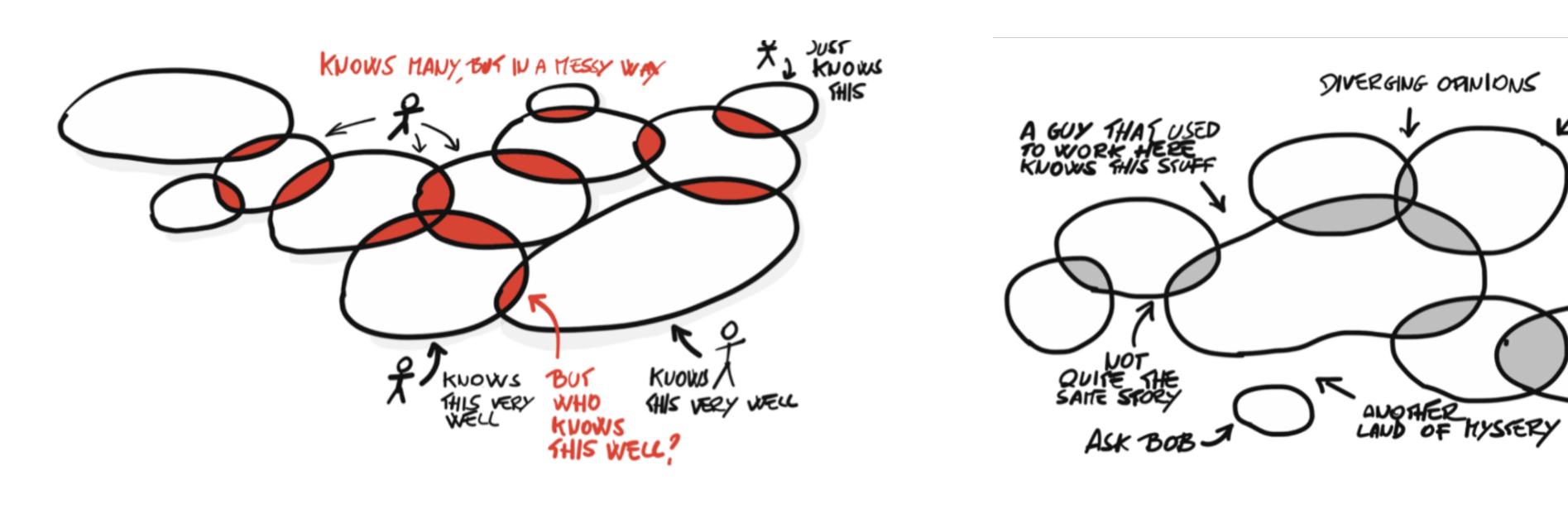
This organization has legacy desktop application for indirect tax filing which was created more than two decades back. They wanted to move to cloud based solution to take advantage cloud infrastructure over desktop. They also wanted to redesign product experience as their users have evolved over period of time due to technological advancements.

Event Storming Workshop

What? Event Storming is a flexible workshop format for collaborative exploration of complex business domains.

Why? It helps to explore the business process as a whole by placing all the relevant events along a timeline. It will help to highlight ideas, risks, and opportunities along the way.

Brainstorming : What We Were Trying To Do



After Workshop

RELASIVELY CLEAR IDEAS ABOUT WHAT HAPPENSHERE

4 FEW WEIRD PEOPLE KNOW ABOUT THIS STUFF

ABOUT KNOWS

Digital Excellator : Workshop Schedule Day 1

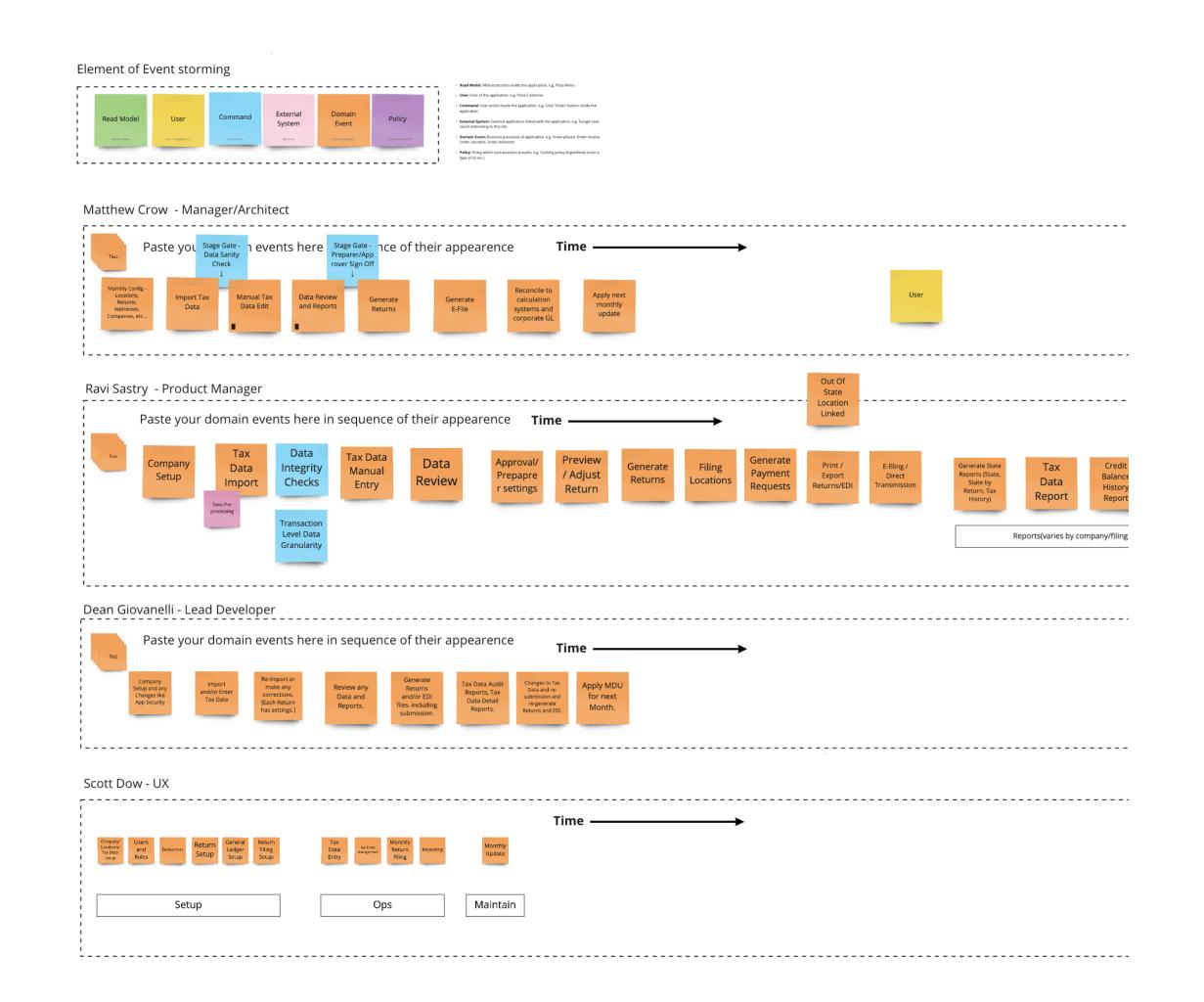
• 10 mins

Participants will be told the definitions and color convention B

Before Workshop

• 30 mins

- We will start arranging the domain events on the Miro board timeline and will have conversations like Is this a single domain event? What comes before? What follows*
- 30 mins
- We will identify events that have disagreements/ issues / bottlenecks8
- 20 mins
- We will write down triggers for all events thus discovering users, commands, external system
- 20 mins
- We will ask "When?" or "Always?" to discover policies
- 20 mins
- We will identify top 2 opportunities needing immediate focus

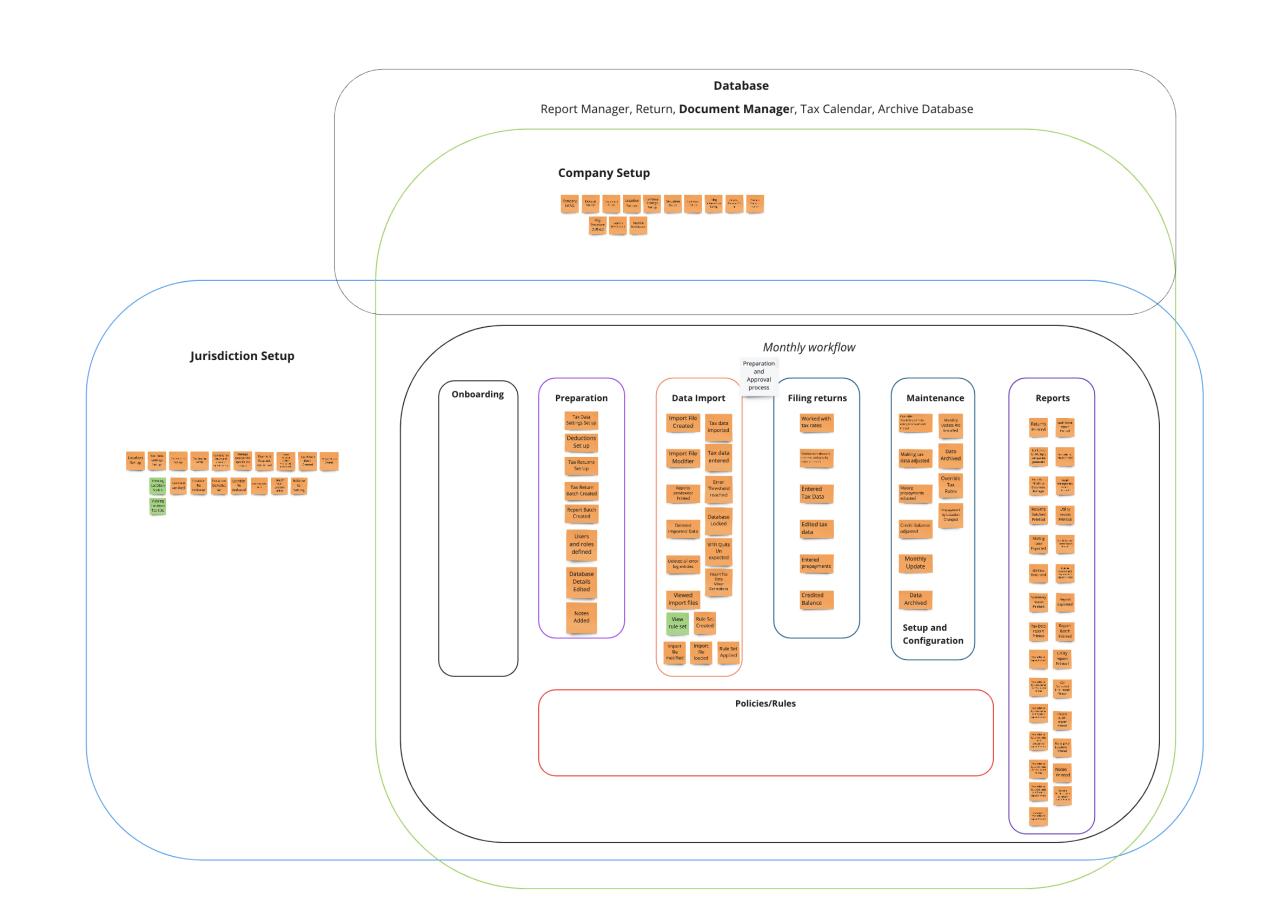


Digital Excellator: Workshop Schedule Day 2

- 10 Min Business Process
- Excellerate team will present their understanding of the business process and bounded contexts identified on the basis of workshop1 and the documentation provided.
- + 30 Min Bounded Contexts Discussion:
- Vertex Team will correct the understanding presented by Prime/ Synerzip and rearrange the domain events if needed.
- + 30 Min Pre-voting discussion
- Tentative opinions about probable opportunities for modernization.
- + 5 Min Voting Guidelines
- Voting process and evaluation criteria to identify opportunities for modernization.
- + 5Min-Voting

۲

• Each team member will vote for 2 bounded contexts.



Digital Excellator: Workshop Schedule Day 3

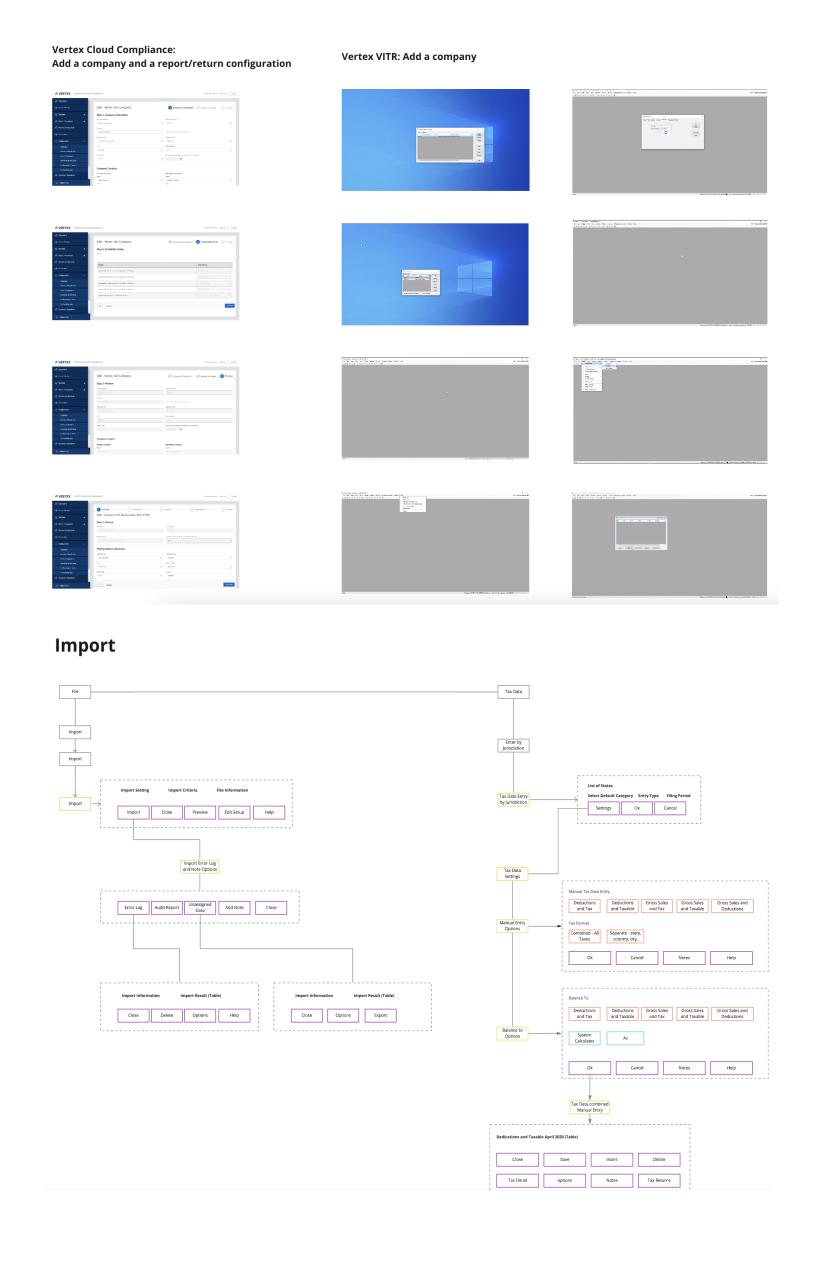
• 90 Min - Post voting discussion:

Post voting discussion about probable solutions ending with next steps, action items, and named owners on either side.

	Company Setup	Database	Preparation	Data Import	Filing returns	Reports	Maintenance	Policies/ Rules
Speed: How long it takes to complete the monthly cycle for a company	0	1	1	3	2	1	1	1
Accuracy: Number of notices received .Ease of responding to the notices received:	0	0	0	1	4	4	0	1
Cost The cycles spent on auditing and ensuring accuracy and compliance	0	0	0	3	2	1	3	1
Ease of Use	5	0	4	0	0	0	1	0

Digital Excellator : Workshop Schedule Day 4

- 90 Min Screen flow
- We mapped our screen flows of the existing platform and were able to perform UX audit and also identify pain points with stakeholders.0
- Workflow
- We then created workflows carefully designed to solving priority problems



Digital Excellator: Workshop Schedule Day 5

- 45 Min Wireframe walkthrough
- After freezing the work flow, we created low fidelity wireframes and gave the stakeholders walkthrough of our solution

