

# GATHERING UX REQUIREMENTS

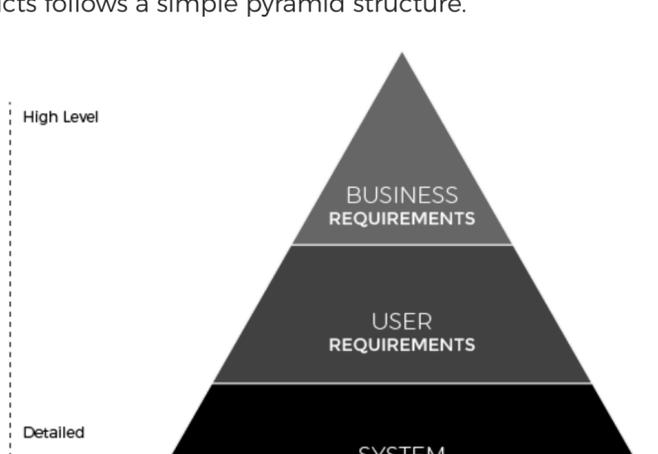
Compiling requirements for your Enterprise Product(s) can lead you to a tricky spot where it is hard to determine how much is enough. There are several defined methods and templates available to suggest what you should do. The task often requires inputs from your key stakeholders across product, sales, marketing, legal and so on to contribute and define common business goals.

Theoretically, this sounds fairly simple and the right way to go, but our 6 years of experience in delivering solutions for the enterprise domain with complex team structures has unveiled that the basic challenges around being able to drive this massive effort could lead you to a long winding path. We know that simply getting everyone on the same plane and mindset to share their inputs in itself is an unrealistic expectation.

The key lies in knowing the right methods and tools to opt for based on your needs and goals, to ensure the process is swift and gets the best of everyone before they are toiled down with extensive documentation.

UX researchers who specialise in eUX ace the skill of 'Asking the right questions'. Based on your specific need they are trained to determine the different functional aspects of data collection that is required to draft a winning UX Strategy.

To break it to its simplest form, requirement gathering for Enterprise products follows a simple pyramid structure.



## Business Requirements



While solutions built are user centric they are driven by the needs of the business core. It is important to capture the goals and intentions of all involved stakeholder perspectives that influence your product. Establish the kind of effort and resources you are willing to invest to arrive to a final list of quantifiable business goals. As much as possible, these should be defined against measurable KPI's that can validate the success factor of the solution derived through the UX strategy.

A skilled UX team could help you compile these requirements using questionnaires, in person interviews, contextual enquiries etc. They would understand the nature of your goals and thereby define the documentation that would be needed by all involved teams. This makes sure that you have just about the right amount of information to get the wheels moving.

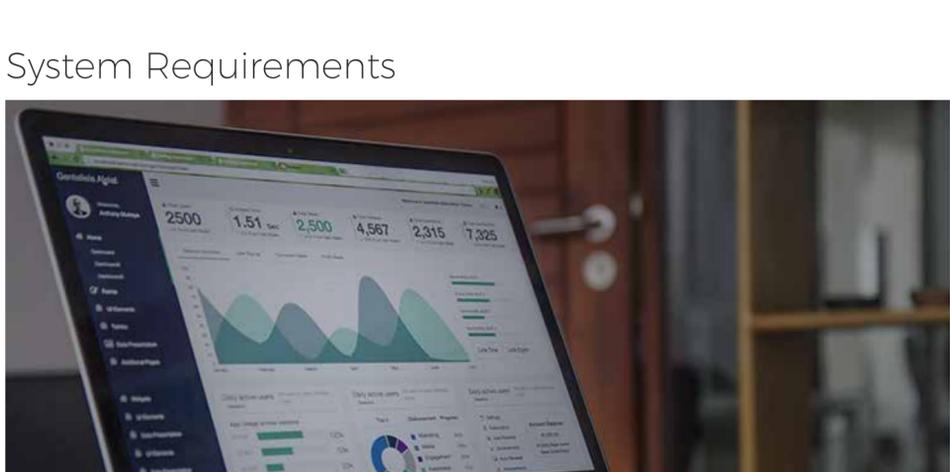
## User Requirements



We have always been stunned by the insights data collection reveals while gathering User Requirements. More often than not they are in stark contrast with those assumed by the business. Your users are your army charging on the front lines, their expectations and desires often revolve around detailed aspects of performing their day to day tasks. This aspect is extremely interesting to the exercise as the user's inputs often carry the vital areas of improvement that either surface critical roadblocks or valuable insights about process optimisation.

User's are driven by the performance standards that are crafted for them by the business along with the common vision in mind. Your user's inputs combined with the business goals ensure your solution is relevant to your future needs.

## System Requirements



Gathering information about your digital infrastructure through functional/non functional system specifications ensure that it is able to support and efficiently run the solution that is built.

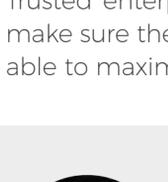
Non technical teams can often get swayed by compelling options and industry trends that are exciting to consider but could lead to performance related challenges for your product.

UX documentation exhibits a special emphasis on the understanding of the digital infrastructure for the same reason. A truly successful solution is one that is high on performance and simple in usage.

## Closing Thought

Ensure your UX documentation is holistic with these three perspectives of the pyramid in mind. It is true that requirements tend to evolve with time but in the Enterprise scope of business the solutioning process is ongoing. Collaboration in the eUX solutioning process can spin things out of grip. Establishing UX requirements at the beginning of a sprint ensure that all involved stakeholders have a common knowledge base, scope and timelines to adhere to.

Trusted enterprises rely on strategically curated UX documentation process to make sure their teams utilise the innovation opportunities in a way that they are able to maximize their investment and ROI.



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Banshi Mehta is the Founder & CEO of Koru UX Design LLP, with the experience of more than a decade in the field of User Experience. Collectively, her team provides exceptional UX for enterprise applications and complex systems, working with clients ranging from healthcare giant to boutique investment bank. She is a self-driven leader who is an inspiration to many whose lives she has touched through design. She believes that life is worth living when there is a meaningful contribution you make to people around you. What gives her the fulfilment is when she being in business ultimately helps someone live a better life.