



zensar

Redefining the Employee Experience

for One of the Top 10 Universities of the World

 Case study

An  **RPG** Company

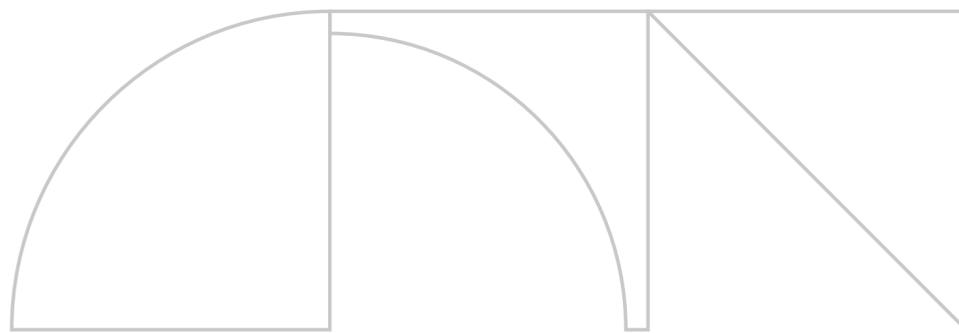


Overview

A digital enablement vision

Our client is one of the top 10 universities in the world and the second largest in the UK by total enrollment. Its staff members were facing difficulties performing routine HR and admin tasks. Simple tasks often needed explainer PDFs, bespoke guides, or signing in to a local VPN to gain access. This meant additional time, cost, and errors creeping into basic processes.

We worked with the esteemed university to design and build a user-friendly, intuitive staff experience platform that sits over an existing Oracle enterprise architecture for managing HR and administrative activities such as booking annual leave and updating personal data. We used a low-code platform, created smart APIs to serve data more effectively, formed a component library and the base for reusable design systems, and defined information architecture principles to scale employee experience and align with our client's future vision of digital enablement.



Challenges

The need for an intuitive experience platform

- ▶ Create a flexible, progressive web app platform (across mobile, desktop, and tablet) for hosting admin activities such as booking annual leave or updating personal details.
- ▶ Promote engagement with the platform, which eliminates workarounds and the need for bespoke explainers to complete basic tasks.
- ▶ Combine great design with a low-code platform, enterprise architecture, and smart APIs to bring alive the employee experience.
- ▶ Enable a new channel (mobile) while strengthening operations with a cloud-native, API-led, future-ready digital platform with high availability and fault tolerance.



Solution

Designing experiences that matter

Our solution involved:



Research and testing: Carrying out multiple rounds of qualitative user research and testing with staff members across roles, including academic staff, researchers, professional staff, and students.



User journeys: Defining and creating user journeys and prototypes for priority admin tasks.



Design foundation: Creating a component library and the foundations of a design system to support the new progressive web application and other future design applications.



Change log system: Establishing a changelog page to record details of changes to the design library, thereby creating a single point of reference and enabling designers and developers to stay up to speed with changes.



Component description: Putting in place a brief component description to ensure that the correct components are used consistently across current and future applications.



Data integration using new APIs: Using low-code platform OutSystems to bring the experience to employees at speed and harness existing Oracle backend systems to develop new APIs to integrate data from other sources, enabling functionality within the new low-code platform.



Technical discovery: Assessing the current state and defining architecture principles aligned to our client's future vision of digital enablement.



Robust documentation system: Ensuring robust documentation and promoting reuse so that our designs are easily consumed by our engineers. Strong documentation in Figma made the shift from atomic components to OutSystems easy.



Regular feedback and updates: Discussing limitations in design and engineering regularly and correcting concerns in flight.

We continue to work with our client on its employee experience and beyond. This involves adding more tasks and activities to the platform. We are also working on expanding the component library we defined and building out the design system in full.



Impact

A brand experience loved by all



Simplified the information architecture on the website's home page, promoting easy and quick access to the most common tasks an employee would undertake.



Presented different notifications on the platform for an employee and a manager, ensuring a personalized experience.



Used different active states in the form fields to indicate completion and saving of data, addressing a significant concern about whether the data entered was saved.



Provided a clear review step that presented all information about the application request.



Structured the time-off page to prioritize the most common leave requests — annual and sick leave.



Ensured users had visibility into how much time off they took and when, before, during, and after booking their leave.



Refined the manager's leave approval process, showing only the relevant information needed for decision-making and ensuring the system captured the correct response.



Helped balance the various tasks that employees need to complete, the sometimes-intricate inputs, and the amount of effort required.



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