

ConstructConnect Case Study

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Leadership, Strategy, & Management

Driving UX Vision in Financial Technology

At Global Payments, I served as Experience Design Manager, where I was responsible for creating and implementing a unified UX vision across complex, enterprise-level financial solutions. Collaborating closely with global product and engineering teams, I established a clear design strategy that aligned with our business objectives. Through workshops and strategic alignment sessions, we built a cohesive UX approach, effectively bridging design and technical goals to drive customer engagement and streamline user interactions.

Empowering a Dispersed Team through Process and Mentorship

Managing a geographically diverse team of over nine designers (direct and indirect), I implemented strategies to foster cohesion, growth, and consistent design standards. I introduced remote-friendly onboarding, cross-functional design reviews, and mentorship programs tailored to upskill team members. These efforts reduced design-related project delays, improved knowledge sharing, and built a supportive culture, which was reflected in improved user satisfaction scores and a stronger, more resilient team dynamic.

Establishing User-Centered Design in Financial Services

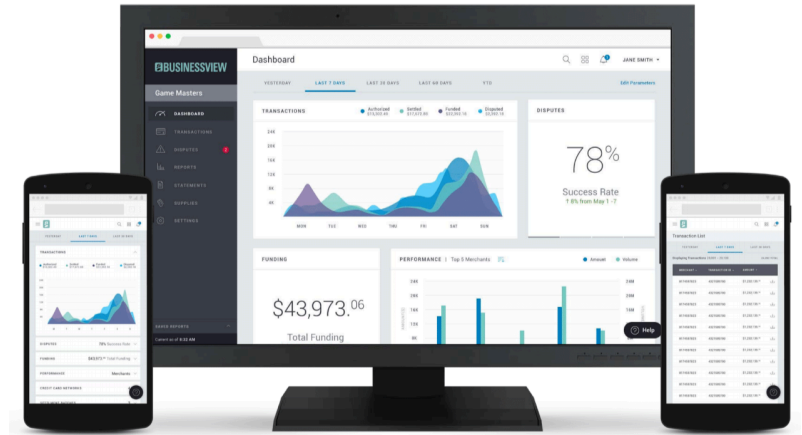
To enhance productivity and user satisfaction, I integrated a User-Centered Design (UCD) process into the product development lifecycle. By incorporating iterative testing and feedback loops, we built a UX strategy that prioritized user insights at each design phase. I also introduced a UX governance model, which defined standards for design consistency across multiple product lines. These initiatives not only improved process efficiency but also strengthened the product's alignment with user needs, resulting in improved usability and task success rates.

Global Payments Merchant Portal

Product Overview and Solution

The Global Payments merchant platform is a robust, data-driven solution that empowers merchants to manage transactions efficiently and gain valuable insights into their business performance. Key product features include:

- **Comprehensive Data and Reporting Tools:** Real-time dashboards and custom reporting features that enable merchants to track transactions, monitor trends, and make data-informed decisions.
- **User-Centric, Responsive Design:** An intuitive interface optimized for accessibility and ease of use, ensuring merchants of all sizes can navigate and manage transactions effortlessly.
- **Cross-Platform Integration:** Seamless functionality across desktop and mobile, allowing merchants to access and manage data on the go.
- **Dispute and Chargeback Management:** Streamlined tools to help merchants efficiently manage disputes and chargebacks, reducing resolution times and minimizing revenue loss.
- **Security and Compliance:** Advanced security measures to protect sensitive transaction data, ensuring compliance with industry standards.



Impact and Results

The redesigned e-commerce platform at Global Payments delivered substantial improvements for merchants, driving both operational efficiency and business insights. Key impacts include:

- **Enhanced Decision-Making:** The new data and reporting tools empowered merchants to leverage real-time insights.

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- **Reduction in Support Queries:** The platform's improved usability contributed to a decrease in customer support requests, as merchants were able to navigate and utilize reporting tools independently.
- **Increased Merchant Satisfaction:** Post-launch surveys showed an increase in customer satisfaction, with users citing ease of use and data accessibility as primary benefits.