# INTRALOX CUSTOMER EXPERIENCE PORTAL

## THE PROBLEMS

Intralox was entering its digital transformation era and standing up development teams who operated indepedently and without designers.

Intralox built its brand on its customer service but by 2018 still had not extended that customer service online.

## THE SOLUTIONS

Create an easy to use, token based design system that development teams could use. Include in this design system a global routing paradigm. Create a prototype to show the vision and design system use cases.

## THE OUTCOME

As a result of the design system work, my role changed to UX Manager and Product Owner with responsibilities to guide the team in building out the company's first customer facing release which would include SSO, integration with other internal products, and the company website.

This would result in the first design thinking workshops the company had ever seen and keep Intralox ahead of its competitors by providing the only solution of its kind.
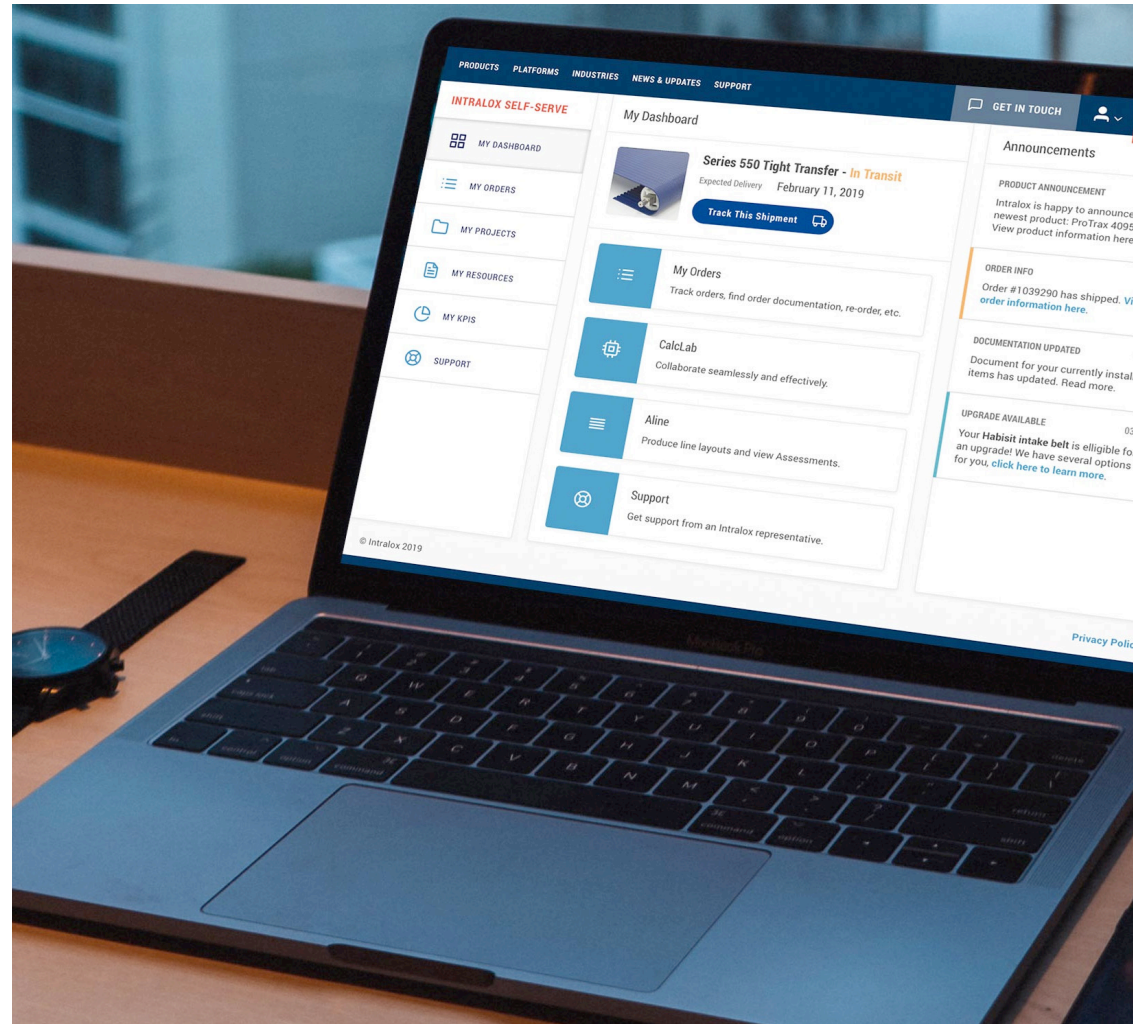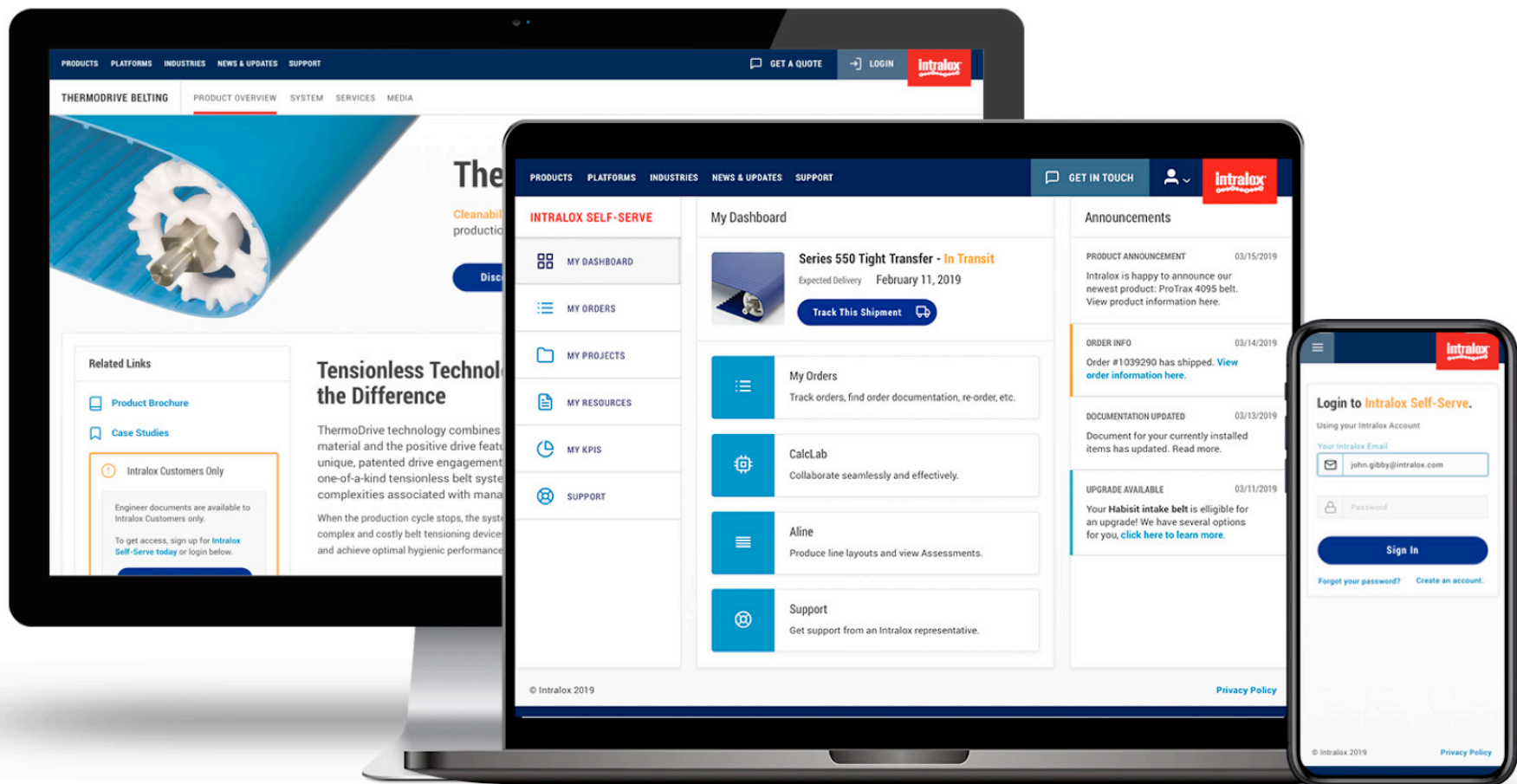
**INTRALOX CUSTOMER PORTAL**

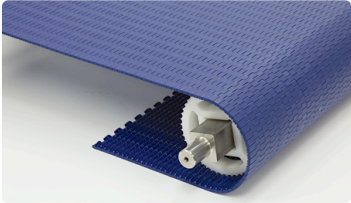ORDER HISTORY    MY INSTALLATIONS    MY PROJECTS

▦ DASHBOARD

👤 MY ACCOUNTS

☰ MY ORDERS

🗀 MY PROJECTS

📄 MY RESOURCES

🛟 SUPPORT

Series 550 Tight Transfer Belt

← **Order Information**

**Your order is In Transit**

● ——————— ✓ ——————— ○
ORDER PLACED         OUT FOR DELIVERY      EXPECTED DELIVERY
February 7, 2019     February 11, 2019     February 14, 2019

Date of Order
**February 7, 2019**

Delivery Status
**In Transit**

Tracking Number
**YU9029347 892347 0934098**

Delivering To
**John Gibby**

1234 Test Drive
New Orleans, LA 70119

c/o Intralox

Payment Method
🟠🟡 **Master Card**

John Gibby
1234 Test Drive
New Orleans, LA 70119

c/o Intralox

**View Invoice**    $

**Product Documents**    📄

**JOHN GIBBY**

225.266.9493 // workwithme@johngibby.com

**INTRALOX CUSTOMER PORTAL**

MY PROJECTS    NEW PROJECT

- DASHBOARD
- MY ACCOUNTS
- MY ORDERS
- MY PROJECTS
- MY RESOURCES
- SUPPORT

## Order History

New Project +

### Tyson Factory - New Installation

Last Updated    FEBRUARY 7, 2019

**Project Details**

| | |
|---|---|
| Started | January 11, 2019 |
| Project Owner | John Gibby |
| Project Status | Assessment |
| Quote Ready | Not Ready |

✓ Project Type — Review Information — Next Steps — Intralox Review

⚠ Assessment must be completed.          **Learn More**

### Tyson Factory - Upgrade

Last Updated    FEBRUARY 7, 2019

**Project Details**

| | |
|---|---|
| Started | January 11, 2019 |
| Project Owner | John Gibby |
| Project Status | Calclab |
| Quote Ready | Not Ready |

● Project Type ● Review Information ✓ Next Steps ○ Intralox Review

⚠ Calculations are being run in Calclab          **Learn More**

## JOHN GIBBY

225.266.9493 // workwithme@johngibby.com

**Screen 1:**

≡ 👤⌄ **intralox**

⋮ **INTRALOX SELF-SERVE**

singleaccount@user.com 🔍

**Processed Orders** **Jump To** ⌄

Order: 234897G — Placed – February 7, 2022

Expected Delivery Date — Tracking Number

Februaray 7, 2019 — **1Z7F78W2YW02398172**

Februaray 7, 2019 — **12348876fs6124786**

**Related Documents** 📄

Order: 234897G — Placed – February 7, 2022

Expected Delivery Date — Tracking Number

Februaray 7, 2019 — **1Z7F78W2YW02398172**

Februaray 7, 2019 — **12348876fs6124786**

**Related Documents** 📄

© Intralox 2022 — v2.0.0 — **Privacy Policy**

**Screen 2:**

≡ 👤⌄ **intralox**

⋮ **INTRALOX SELF-SERVE**

**Search For An Order** ✕

[ Search by Order ID 🔍 ]

**Search For Your Order**

Februaray 7, 2019 — 1Z7F78W2YW02398172

Februaray 7, 2019 — 12348876fs6124786

Related Documents 📄

Order: 234897G — Placed – February 7, 2022

Expected Delivery Date — Tracking Number

Februaray 7, 2019 — 1Z7F78W2YW02398172

Februaray 7, 2019 — 12348876fs6124786

Related Documents 📄

© Intralox 2022 — v2.0.0 — Privacy Policy

**Screen 3:**

≡ 👤⌄ **intralox**

⋮ **INTRALOX SELF-SERVE**

singleaccount@user.com 🔍

**Order Details** **Jump To** ⌄

Order: 234897G — Placed – February 7, 2022

Expected Delivery Date — Tracking Number

Februaray 7, 2019 — **1Z7F78W2YW02398172**

Februaray 7, 2019 — **12348876fs6124786**

☐ Document Name — ✈②  ⬇②

☑ ⬇ **Invoice #234345** ✈

☐ ⬇ **Invoice #345978** ✈

☑ ⬇ **Packing Slip #234** ✈

☐ ⬇ **Packing Slip #234** ✈

☐ ⬇ **MPB Series 800** ✈

☐ ⬇ **BPA Free Certificate**

**JOHN GIBBY**

225.266.9493 // workwithme@johngibby.com

Order 234897G For **Superior Foods - Serbia**

| Shipment Date | | Tracking Number | Delivery Status | Expected Delivery Date |
|---|---|---|---|---|

**Loading Shipment Information**

| | Document Name | | Document Type | File Type | File Size ⇕ |
|---|---|---|---|---|---|
| ☐ | ⬇ **Invoice #234345** | ✈ | Invoice | PDF | 800kb |
| ☐ | ⬇ **Invoice #345978** | ✈ | Invoice | PDF | 10kb |
| ☐ | ⬇ **Packing Slip #234** | ✈ | Packing Slip | PDF | 13kb |
| ☐ | ⬇ **Packing Slip #234** | ✈ | Packing Slip | PDF | 18kb |
| ☐ | ⬇ **MPB Series 800** | ✈ | Technical Document | PDF | 18kb |
| ☐ | ⬇ **BPA Free Certificate** | | General Document | PDF | 138kb |
| ☐ | ⬇ **Allergen Certificate** | | General Document | PDF | 13kb |
| ☐ | ⬇ **Food Safe Certificate for Acetol** | | Food Safe | PDF | 420kb |

## Order 234897G For **Superior Foods - Serbia**

| Shipment Date | Tracking Number | Delivery Status | Expected Delivery Date |
|---|---|---|---|
| Febrauary 7, 2019 | 1Z7F78W2YW02398172 | Shipped | Febrauary 10, 2019 |
| Febrauary 7, 2019 | 12348876fs6124786 | Shipped | Febrauary 10, 2019 |

| | Document Name | | Document Type | File Type | File Size |
|---|---|---|---|---|---|
| ☐ | Invoice #234345 | | Invoice | PDF | 800kb |
| ☐ | Invoice #345978 | | Invoice | PDF | 10kb |
| ☐ | Packing Slip #234 | | Packing Slip | PDF | 13kb |
| ☐ | Packing Slip #234 | | Packing Slip | PDF | 18kb |
| ☐ | MPB Series 800 | | Technical Document | PDF | 18kb |
| ☐ | BPA Free Certificate | | General Document | PDF | 138kb |
| ☐ | Allergen Certificate | | General Document | PDF | 13kb |
| ☐ | Food Safe Certificate for Acetol | | Food Safe | PDF | 420kb |

Order 234897G For **Superior Foods - Serbia**

| Shipment Date | Tracking Number | Delivery Status | Expected Delivery Date |
|---|---|---|---|
| Frebrauary 7, 2019 | 1Z7F78W2YW02398172 | Shipped | Frebrauary 10, 2019 |
| Frebrauary 7, 2019 | 12348876fs6124786 | Shipped | Frebrauary 10, 2019 |

| ☐ Document Name | | Document Type | File Type | File Size ⇅ |
|---|---|---|---|---|
| ■ Invoice #234345 | ➤ | Invoice | PDF | 800kb |
| ☐ Invoice #345978 | ➤ | Invoice | PDF | 10kb |
| ■ Packing Slip #234 | ➤ | Packing Slip | PDF | 13kb |
| ☐ Packing Slip #234 | ➤ | Packing Slip | PDF | 18kb |
| ☐ MPB Series 800 | ➤ | Technical Document | PDF | 18kb |
| ☐ BPA Free Certificate | | General Document | PDF | 138kb |
| ☐ Allergen Certificate | | General Document | PDF | 13kb |
| ☐ Food Safe Certificate for Acetol | | Food Safe | PDF | 420kb |

## THE PROBLEM

As a result of the initial project successes, the team would grow to over 100 engineers from eight total team members. Design needed to create a design system that could scale with the dramatic project scope changes while maintaining a cohesive user experience.

## THE SOLUTION

Codify and identify components from the existing GE Predix Design System in order to identify specific application needed components so that the small team of three designers could focus on major User Interaction and User Flow concerns.

## THE OUTCOME

Design, by working with our Product and Engineering counterparts, increased its output (measured by accepted designs + designs implemented) by three fold, enabling design to take part in more Stakeholder sessions as well as stand up our first true User Research workshops.
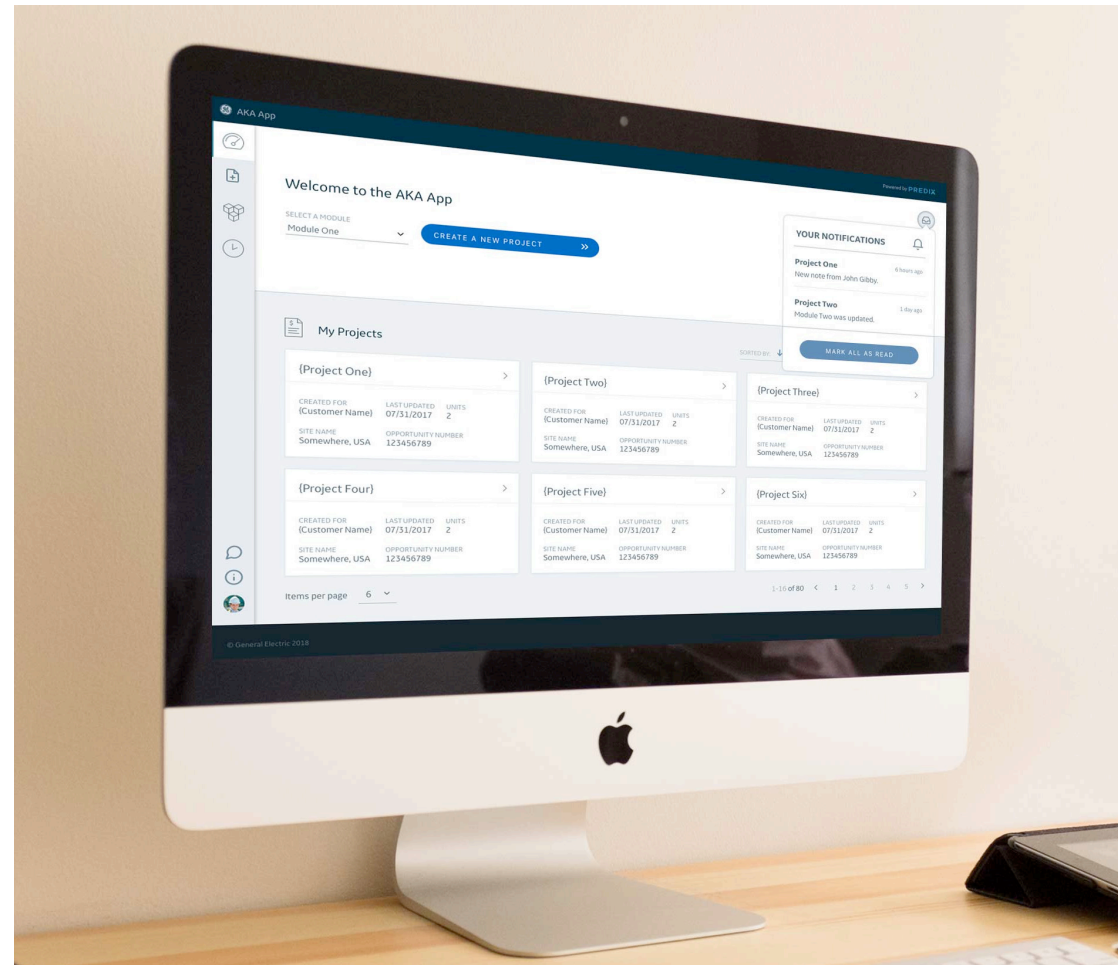
**YOUR NOTIFICATIONS** 🔔

**Project One**                    6 hours ago
New note from John Gibby.

**Project Two**                    1 day ago
Module Two was updated.

MARK ALL AS READ

**YOUR NOTIFICATIONS** 🔔

**Project One**                    6 hours ago
New note from John Gibby.

**Project Two**                    1 day ago
Module Two was updated.

MARK ALL AS READ

GE | AKA App

# Welcome to the AKA App

SELECT A MODULE

Module One ▾

**CREATE A NEW PROJECT** »

## My Projects

SORTED BY: ↓ Updated Date ▾ | Filter Projects ▼

### {Project One} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

### {Project Two} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

### {Project Three} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

### {Project Four} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

### {Project Five} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

### {Project Six} ›

CREATED FOR
{Customer Name}

LAST UPDATED
07/31/2017

UNITS
2

SITE NAME
Somewhere, USA

OPPORTUNITY NUMBER
123456789

Items per page 6 ▾

1-16 of 80 ‹ 1 2 3 4 5 ›

**JOHN GIBBY**

225.266.9493 // workwithme@johngibby.com

**Example Project Name**

Stage: R0

Customer
**CUSTOMER NAME**

Plant
**PLANT NAME**

Business Model
**CO-OP**

Serial Number
**111111**

Opportunity Number
**012387635**

**Example Project Name**
Stage: R0

| Customer | Plant | Business Model | Serial Number | Opportunity Number |
|---|---|---|---|---|
| CUSTOMER NAME | PLANT NAME | CO-OP | 111111 | 012387635 |

Project Details  >  {Module}  >  Case 1 ∨

← Exit Project

**Value Model Input**  {Module} Output  Optional Link

## Case 1  ✎

🖫 Save Case
⧉ Copy Case
+ New Case

⋮ More Information

| PLANT MISSION | CM TARGET  % | CUSTOMER PAYBACK PERIOD  YRS | OPERATIONS YEAR | MARKET YEAR |
|---|---|---|---|---|
| 2016 ∨ | 4 | 2 | 2016 ∨ | 2016 ∨ |

RUN PROJECT ON
[ **UNIT** | BLOCK ]

CALCULATION TYPE
[ **HOURLY** | MONTHLY | YEARLY ]

ⓘ  We have found **4 Pre Configured Solutions** matching your selections.  **SEE ALL SOLUTIONS**

### KPI CHANGES

| SELECT | KPI | PCS CHANGE | DESIRED CHANGE | | ACV ($/K) | PRIORITY | |
|---|---|---|---|---|---|---|---|
| ☑ | KPI One Output | 1% | | % ∨ | 6.6 $/K | ▼ | 1 |
| ☑ | KPI Two Output | 3% | | % ∨ ☆ | Run VM | ⬍ | 2 |
| ☑ | KPI Three | 2% | | % ∨ ✎ | Run VM | ⬍ | 3 |
| ☐ | KPI Four | 1% | 4 | % ∨ | 0.5 $/K | ⬍ | 4 |
| ☐ | KPI Five | 1% | 1 | % ∨ ☆ | Run VM | ⬍ | 5 |
| ☐ | KPI Six | 6% | 2 | % ∨ ☆ | Run VM | ⬍ | 6 |
| ☐ | KPI Seven | 6% | 4 | % ∨ ✎ | Run VM | ▲ | 7 |

**ADDITIONAL KPIS**

**CONFIG VARIABLES**

**GENERATE VALUE**

© General Electric 2017

## JOHN GIBBY

225.266.9493 // workwithme@johngibby.com
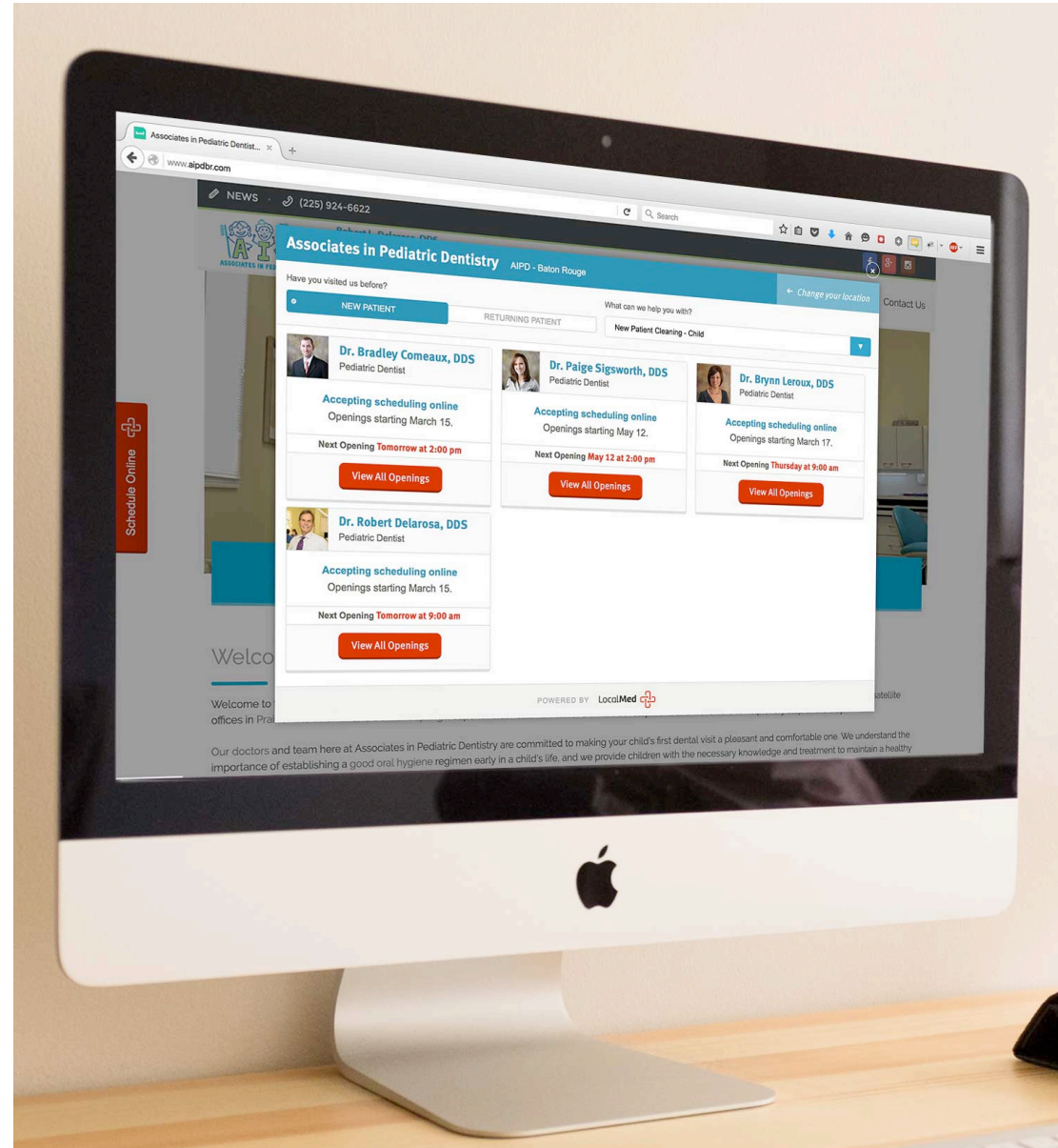
# LOCALMED UI UPDATE

## THE PROBLEM

LocalMed was seeing conversion rates that were lower than desired, with nearly two thirds of users falling out between the top of the funnel and the buttom of the funnel.
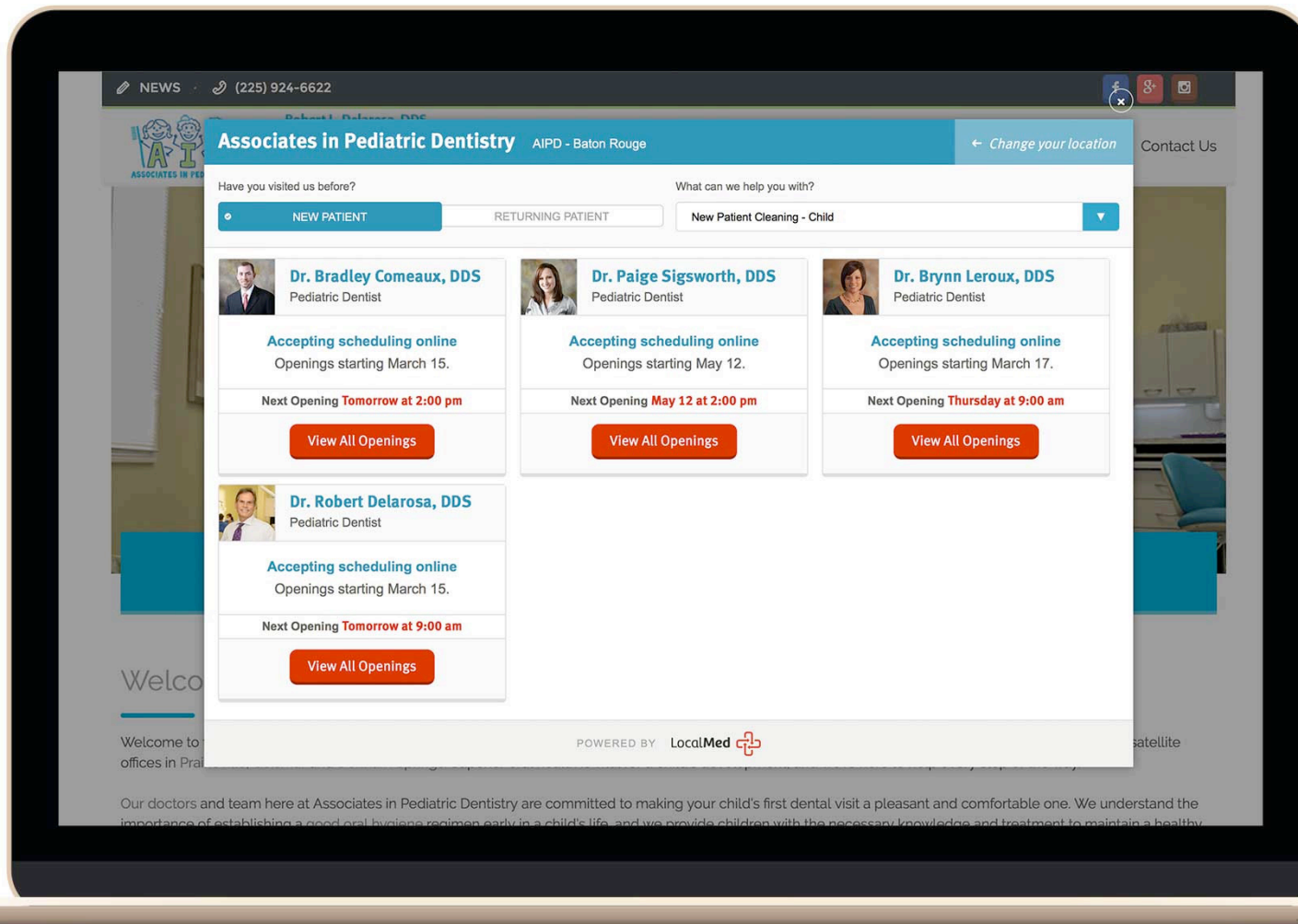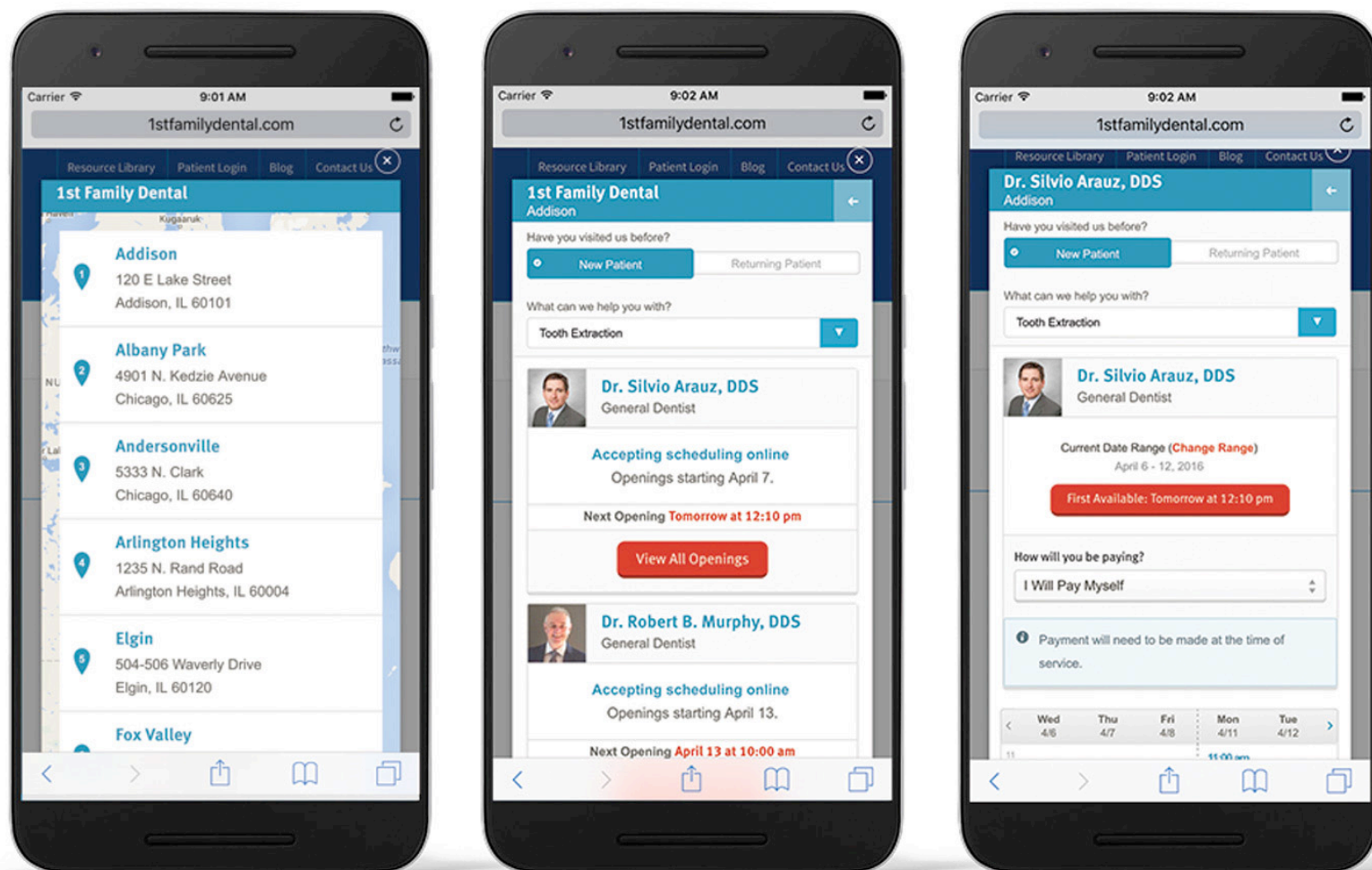
## THE SOLUTION

Stand up analytics to allow for heatmapping and video sessions. Synthesize analytics with results of competitive analysis and paid user surveys. Update user flows based on research to reduce steps, carry over all user entered data, and recommend best matches for the user upfront.

## THE OUTCOME

LocalMed saw a total increase in conversions from 33% to 67%, with the largest gains coming from the reduction in required steps and the carry over of customer information.

NEWS · (225) 924-6622

**Associates in Pediatric Dentistry** AIPD - Baton Rouge ← Change your location

Contact Us

Have you visited us before?

NEW PATIENT | RETURNING PATIENT

What can we help you with?

New Patient Cleaning - Child ▼

**Dr. Bradley Comeaux, DDS**
Pediatric Dentist

Accepting scheduling online
Openings starting March 15.

Next Opening Tomorrow at 2:00 pm

View All Openings

**Dr. Paige Sigsworth, DDS**
Pediatric Dentist

Accepting scheduling online
Openings starting May 12.

Next Opening May 12 at 2:00 pm

View All Openings

**Dr. Brynn Leroux, DDS**
Pediatric Dentist

Accepting scheduling online
Openings starting March 17.

Next Opening Thursday at 9:00 am

View All Openings

**Dr. Robert Delarosa, DDS**
Pediatric Dentist

Accepting scheduling online
Openings starting March 15.

Next Opening Tomorrow at 9:00 am

View All Openings

POWERED BY LocalMed

Welco...

Welcome to ... satellite offices in Prai...

Our doctors and team here at Associates in Pediatric Dentistry are committed to making your child's first dental visit a pleasant and comfortable one. We understand the importance of establishing a good oral hygiene regimen early in a child's life, and we provide children with the necessary knowledge and treatment to maintain a healthy

**Dr. Millie Cremin**

Dentist

This Week : **2 Available**

This Month : **20 Available**

Next Opening **Today at 2:51pm**

**View All Appointments**

Sometimes tragedy leads to some not so tragic things. In 2012 a known and recognized member of the Baton Rouge bicycling community was killed while he and his friend simply road their bikes down the street. Afterwards there was a ground swell of support for Nathan, his child and his family. Part of this support came in the form of a poster show in which the proceeds all went to Nathan 's family and his friend.

I was asked to submit a print for this show, and came up with this idea. In the city of Baton Rouge we don 't really have bike lanes, instead what we have are "bike routes." These routes are essentially just streets marked by the city as safe for bicycle travel. To know if you 're on a bike route, there are white reflective paint stencils representing a bicycle.

I thought this was a bit ironic, especially when paired with the bike community 's response to riders who have passed away while riding. If you 're not aware of what happens, the bike community will put "ghost bikes" where the rider was struck. So the idea became obvious to me, those white stencils on the street are not supposed to represent ghost bikes, yet through the lack of safe infrastructure for cyclists in the city that 's exactly what the represent.

NOT A GHOST BIKE
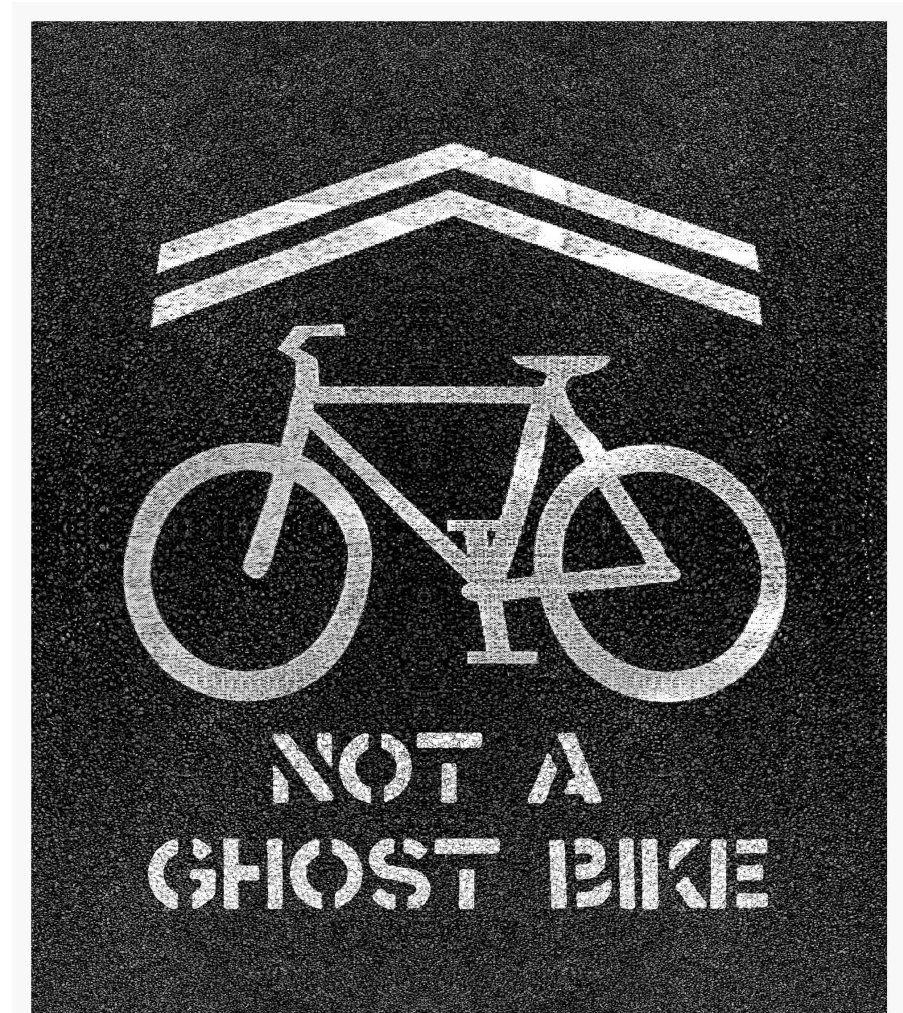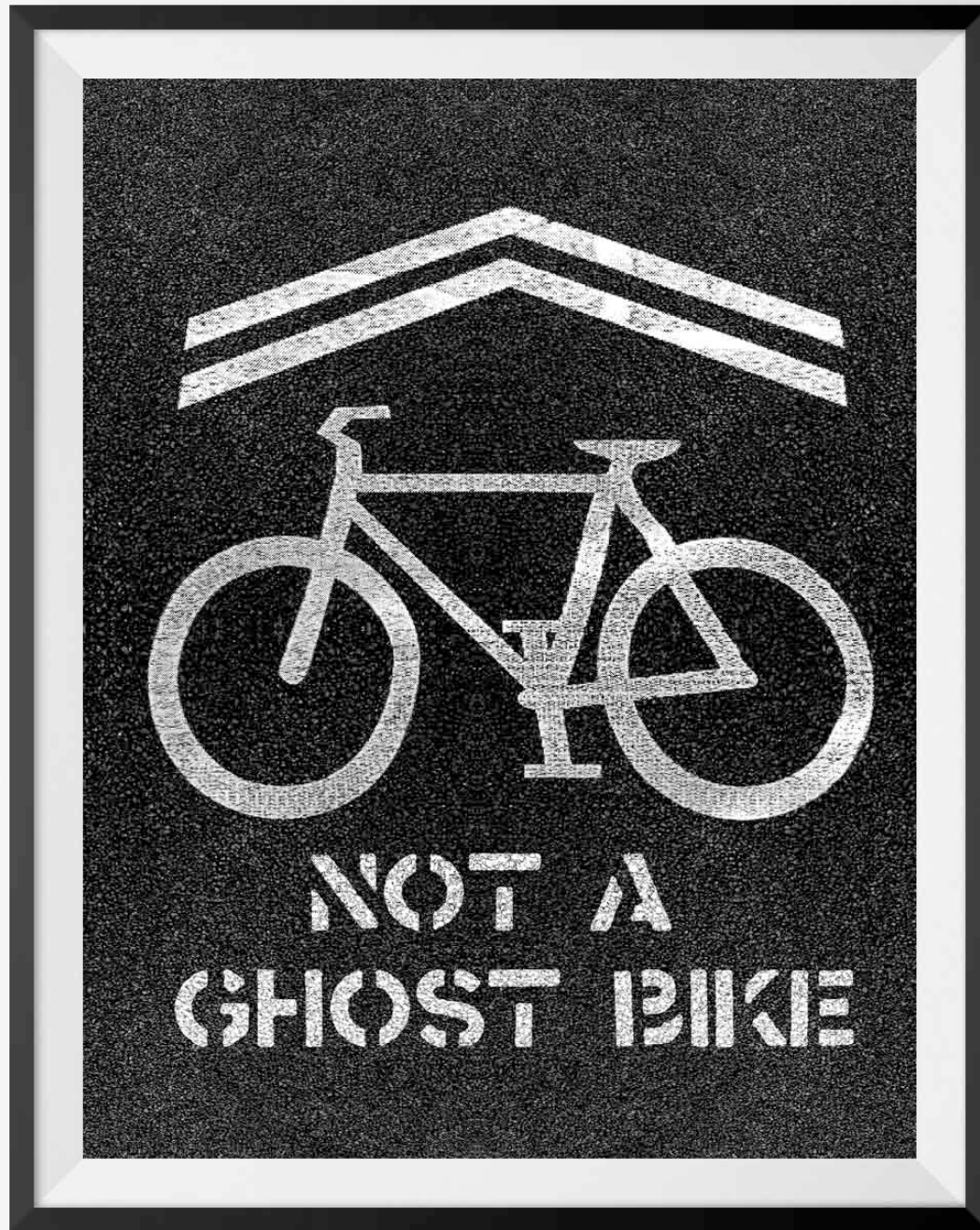
## THE PROBLEM

Kean Miller is a major presence in its hometown of Baton Rouge and as such wanted to create an application that would demonstrate its commentment to the community.

## THE SOLUTION

Create an application that would tie into a general marketing campaign that would provide users with easy to access dates and events that were curated to be based around community improvement. These events would populate on the primary Kean Miller website and would hot reload to the phone application.

## THE OUTCOME

Traffic to the Kean Miller website was improved month to month and the app was downloaded more than 10,000 times.

JOHN GIBBY

225.266.9493 // workwithme@johngibby.com
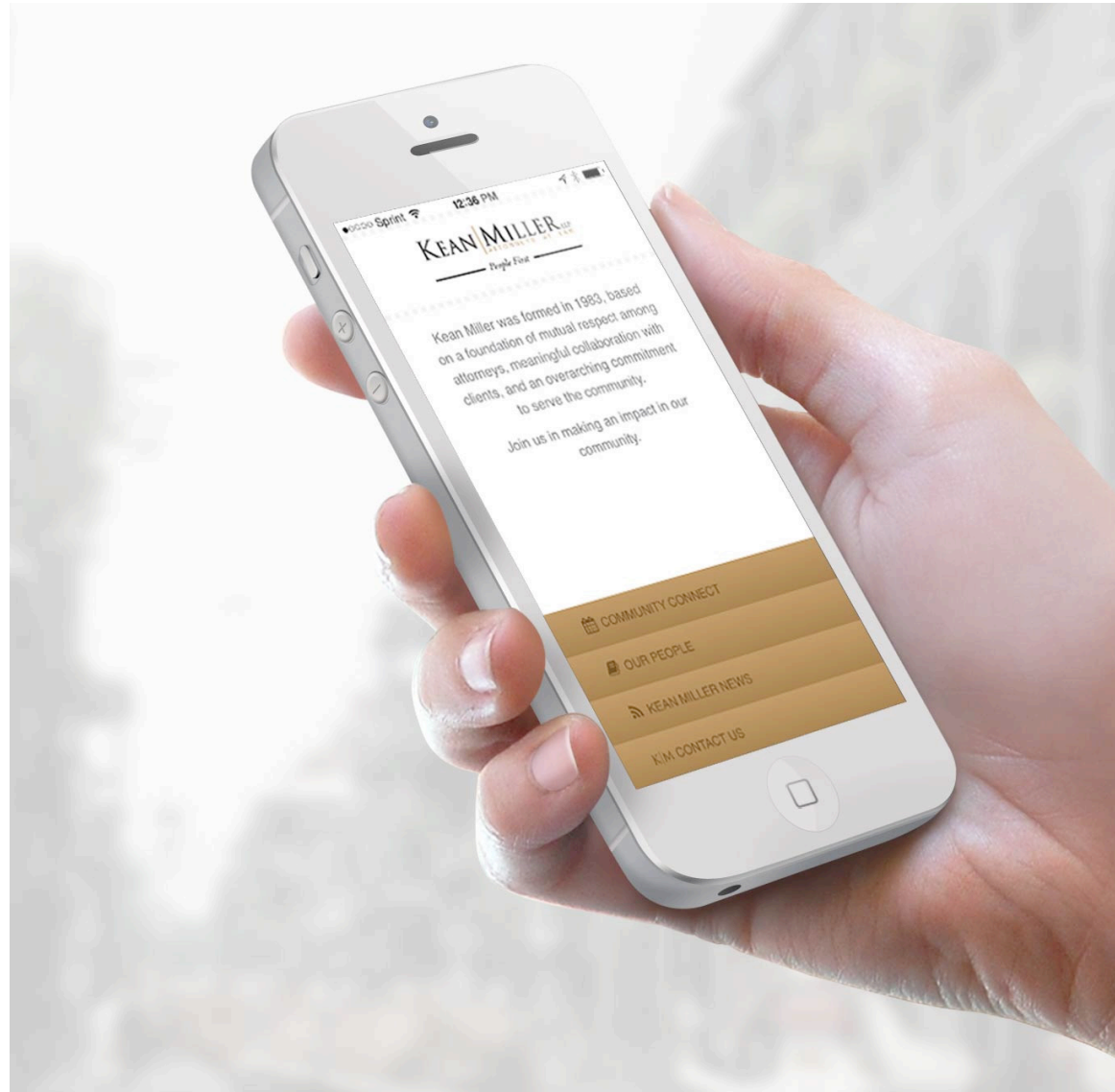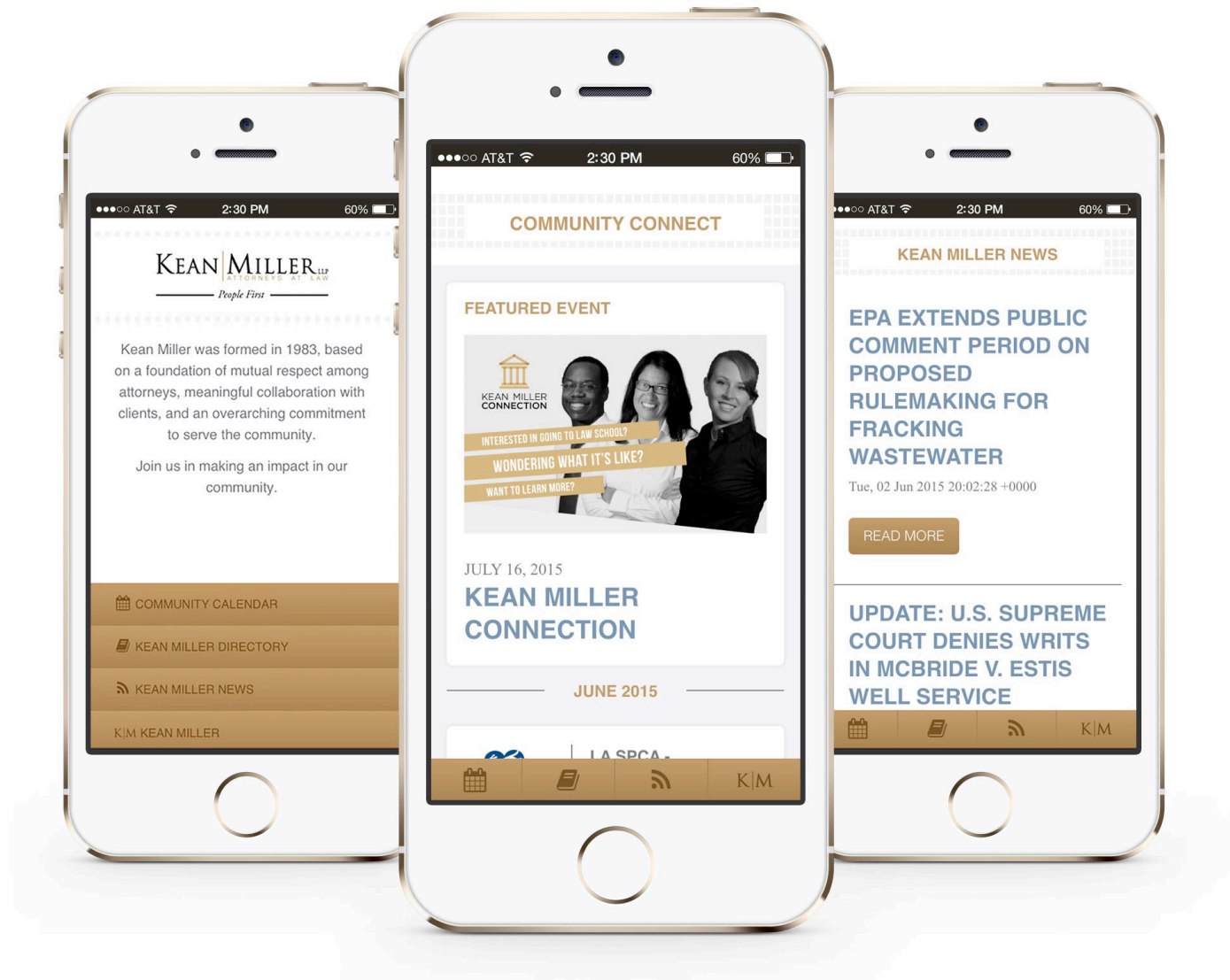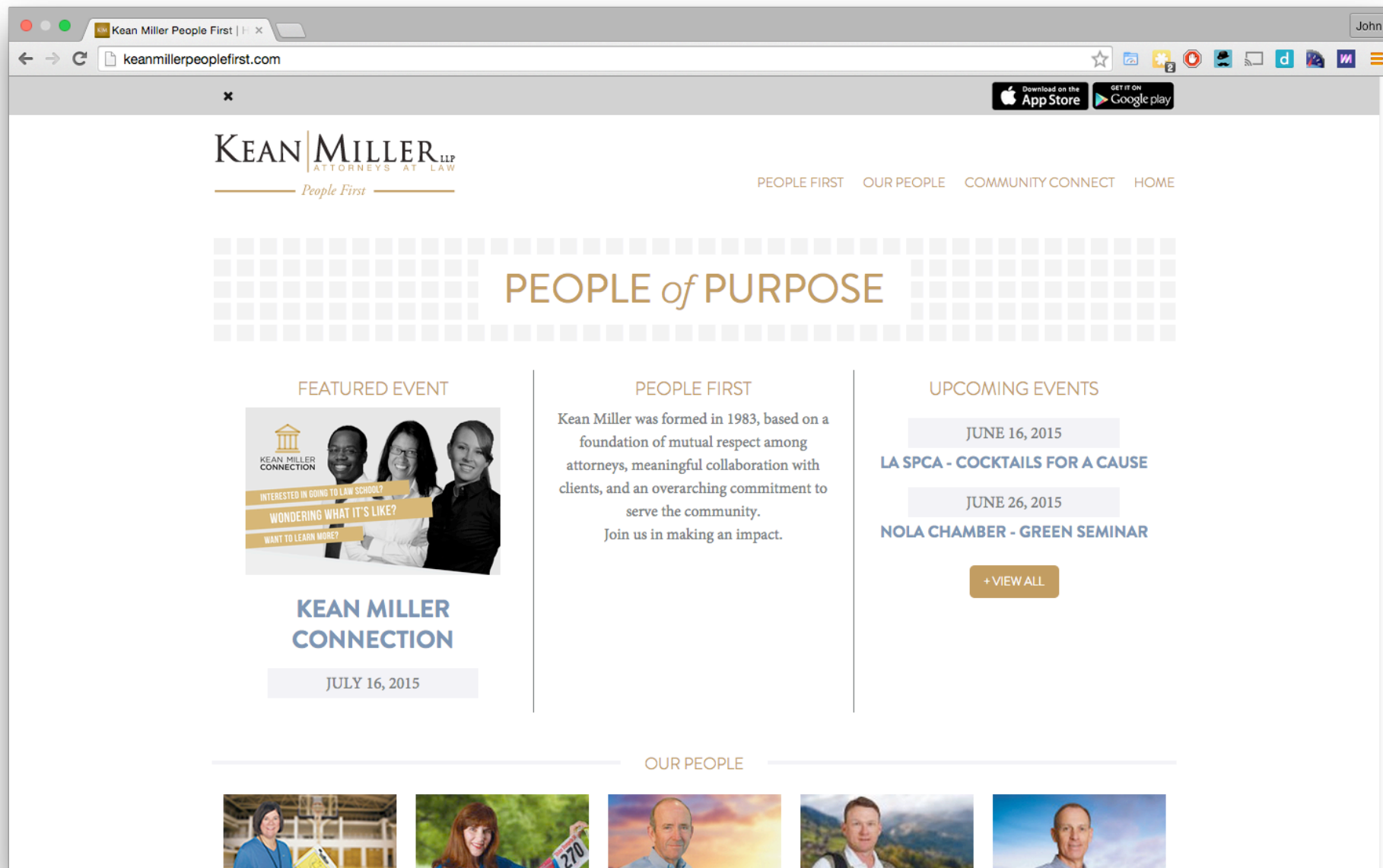
## THE PROBLEM

Complete a timeline based website in celebration of the School of Mass Communication's bicentennial that would allow for an experiemental addition to the schoo's celebration.

## THE OUTCOME

The website would win two Gold Addy Awards at the Baton Rouge Adfed's annual awards ceremony.

### THE WORKS

What you will see is a variety of work I did for
XDesign's internal projects that I ran, designed,
and built as Interactive Director.
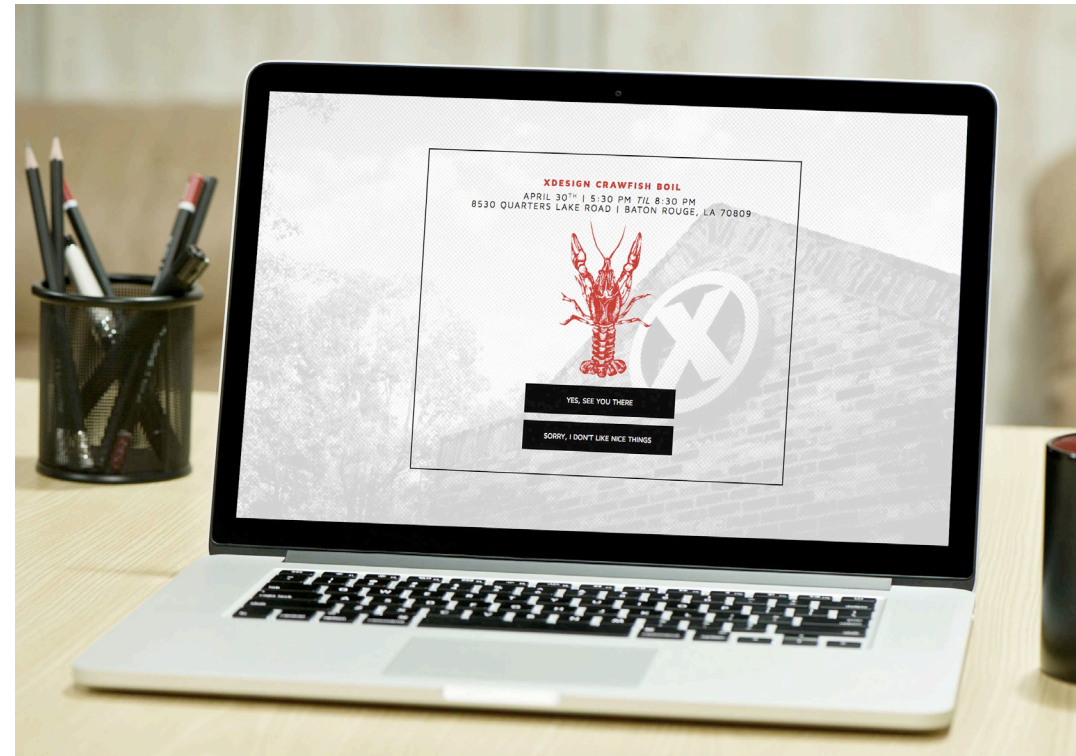
Yay! Let us know who to expect.

YOUR NAME

YOUR COMPANY
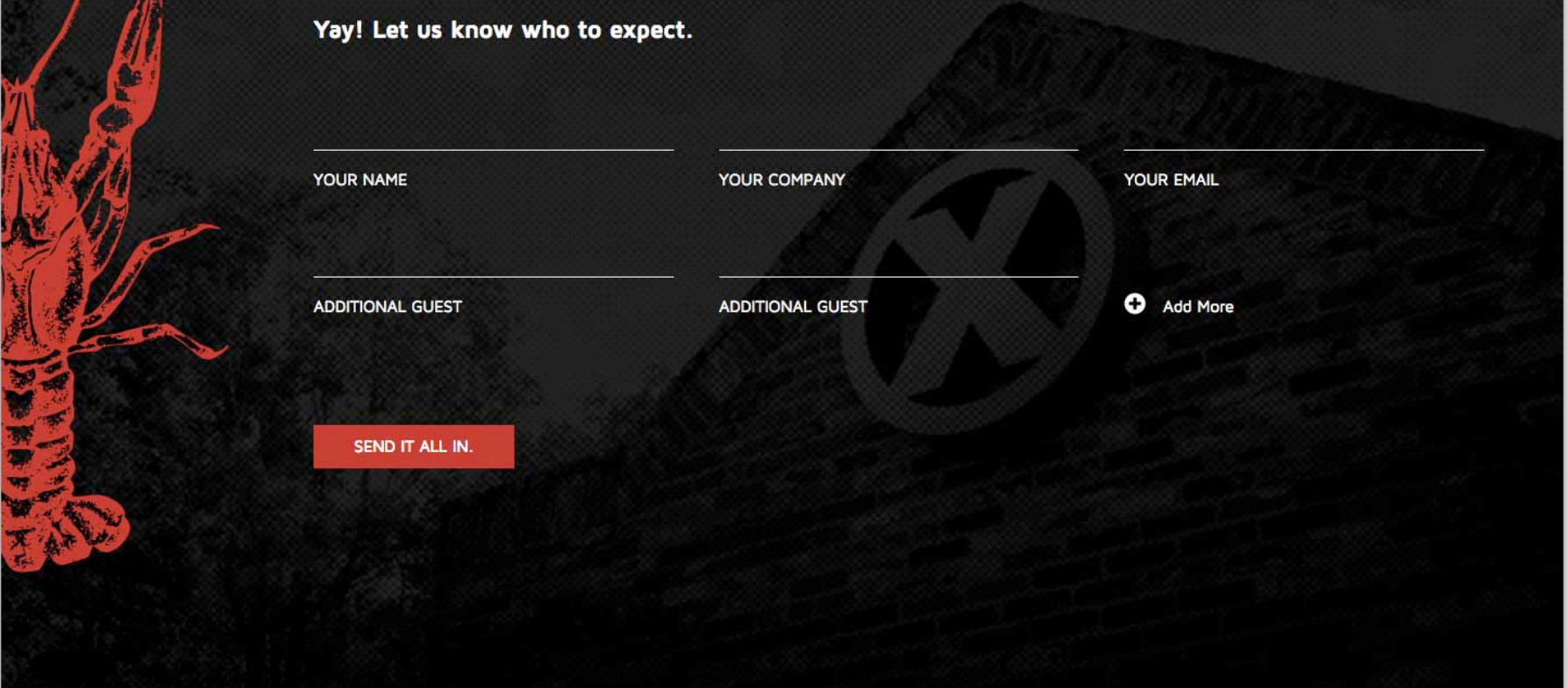
YOUR EMAIL

ADDITIONAL GUEST

ADDITIONAL GUEST

Add More

SEND IT ALL IN.

STILL DON'T KNOW WHY?

How about a few more reasons why
working with X is awesome.

REASON # 708

WE LOVE YOUNG TALENT AND HIRE THE BEST
AND BRIGHTEST TALENT COMING OUT OF BATON
ROUGE UNIVERSITIES.

Give Me Another Reason    Put Me In Contact    To The Top
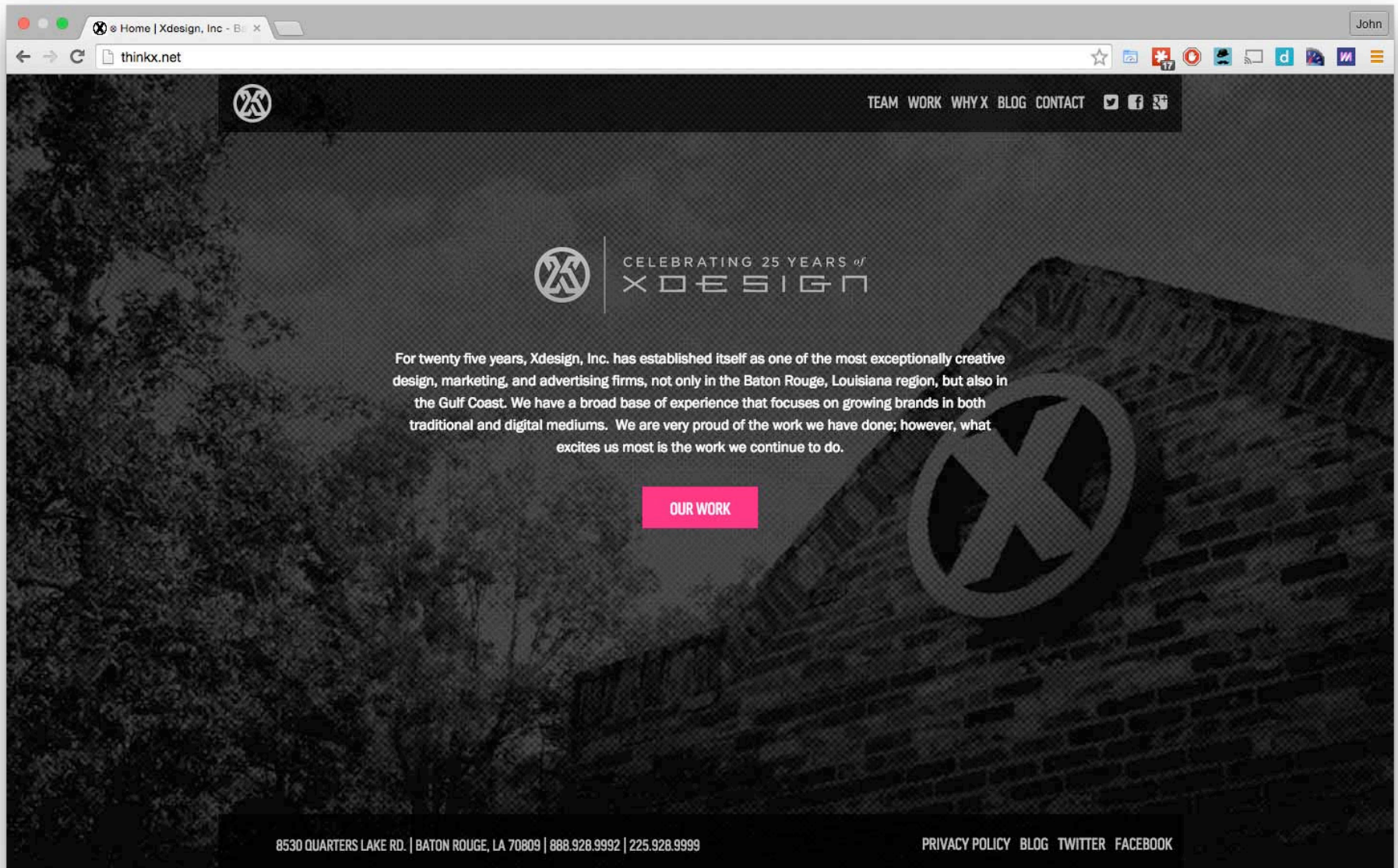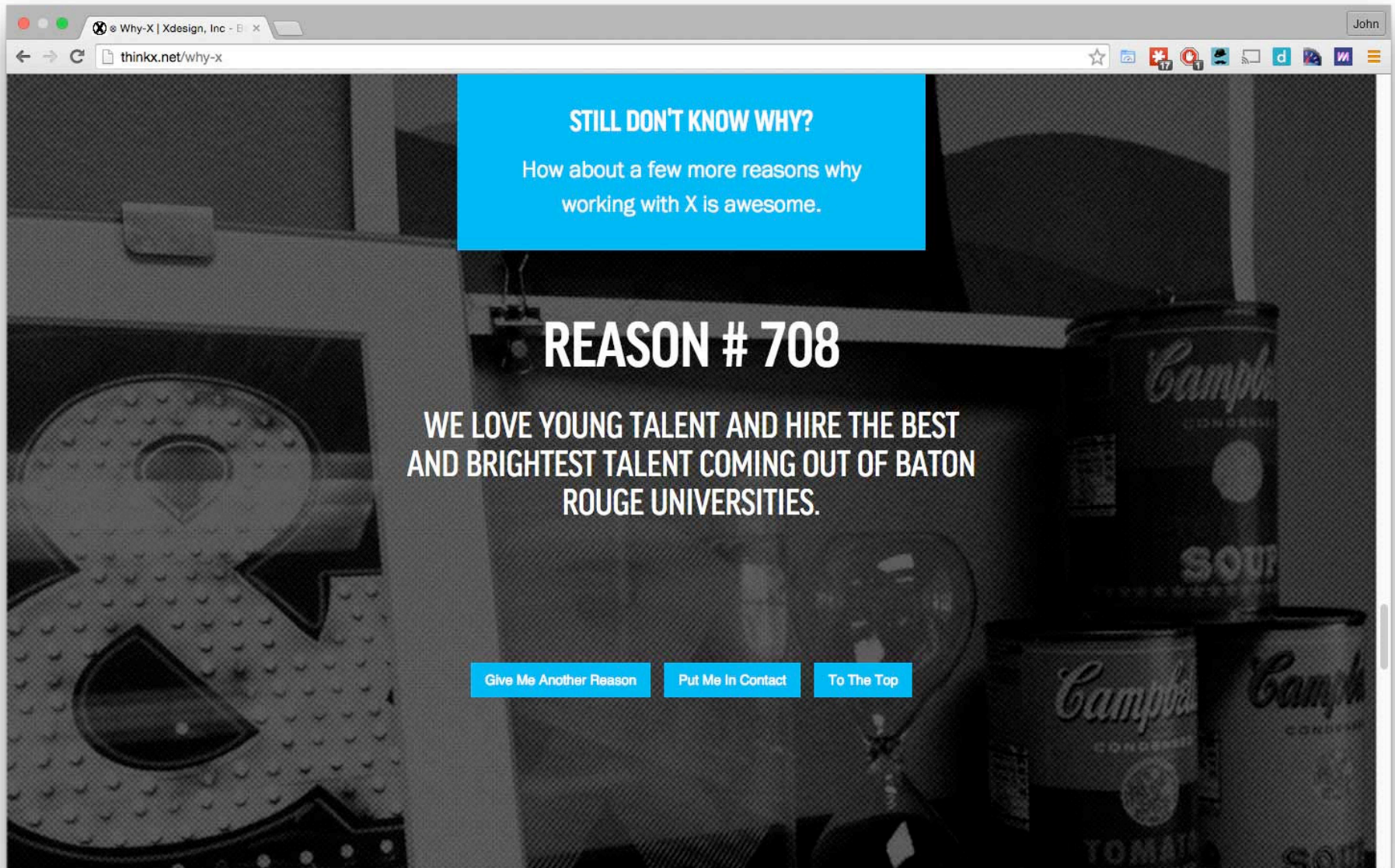
## THE PROBLEM

The company that would come to be known as Launch Media was looking for a rebrand that would bring excitement to their business and stand the test of time.

## THE SOLUTION

Run through a full design exercise for company naming, visual identity, and branding. Take discovery findings and create a logo and website.

## THE OUTCOME

Launch Media is still using the logo, name, and identity work that was done in 2008.

We're not in the business to win accolades or to even brag about them, but it's the only tangible way to show off our talented team's accomplishments—so we're going to do it.

**CLICK HERE FOR PAST ENTRIES**



PRESIDENT & EXECUTIVE PRODUCER NAMED "YOUNG BUSINESSPERSON OF THE YEAR"

## PRESIDENT & EXECUTIVE PRODUCER NAMED "YOUNG BUSINESSPERSON OF THE YEAR"

### CREATIVE BLOC GRAND OPENING

Launch Media's new headquarters, Creative Bloc, is now open!



### CHRIS BROOKS ANNOUNCED AS BUSINESS DEVELOPMENT DIRECTOR

Business Development Director, Chris Brooks, brings his talent to Launch Media.



### PARTNERSHIP LAUNCHED WITH BIC ALLIANCE

Celebrating the partnership of BIC Alliance and Launch Media are, from left, John E. Jackson of