



Concerto Interface Design Update

February 2024

Importance of design & the user experience

By improving the user interface in Concerto, we can improve consistency throughout the modules –

- Improving readability and preventing overcrowded, with clarity on the call to actions (buttons)
- Reduction in points of friction due to inconsistencies
- Removing barriers and confusion, encouraging greater use of Concerto
- In addition to looking better it should be more functional and support better productivity
- Also gives consistency with other systems, aligning with design best practice

This should also reduce the need to raise support tickets, saving time to focus on the job at hand

Overall, these elements will improve the user experience and how people are able to navigate with and complete tasks in Concerto.



Accessibility

- By using more accessible colours we expand our user base of Concerto, as people from different backgrounds can use it more easily, this promotes inclusivity and prevents discrimination based on disabilities
- Some users will struggle to distinguish colour – by using more accessible colours in the updated design we make it easier to navigate for users with colour blindness and low vision
- Ethically, it is the right thing to do. We want everyone who uses Concerto to have the best possible experience
- We aren't 100% there but this is a big step in the journey – further updates will be communicated ahead of them going live



High level overview of changes being made

Menu changes

- Removal of menu icons creates less clutter
- More prominent search at top of every page
- Larger more readable font throughout
- Simplified top menu using icons and dropdowns to save space
- Main menu is larger and clearer

The screenshot displays a web application interface for 'Sites'. The top navigation bar is dark green with a search bar, a star icon, and user information 'SD Steve De Rycke'. The left sidebar contains a search bar and a menu with items like 'Insights', 'Helpdesk', 'Permit to work', and 'Sites'. The main content area features a 'Sites' header with a sub-header 'View, update and create land and property information.' Below this are ten green buttons for actions: 'Create a new site', 'Search for a site', 'PPM and Compliance', 'Helpdesk', 'Create a new project', 'Search for a project', 'Condition surveys', 'Estates actions', 'Search for a lease', and 'My dashboard'. A section titled 'Estates actions' shows a tab for 'My actions for this month' and a message 'There are no actions'. Below that is a section for 'My Favourite Sites' with a table header: UPRN, Site, Address, Status.



Input form: Before & After

+ Add a new site

SAVE AND CREATE A NEW SITE

Enter site details

Site UPRN *	<input type="text"/>
Site name *	<input type="text"/>
Site alias	<input type="text"/>
Site status *	Current
Tenure *	<input type="text"/>
Operational site status	<input type="text"/>
VAT status	<input type="text"/>
Ownership status	<input type="text"/>
Land registry status	<input type="text"/>
Diocese	<input type="text"/>
Site group	<input type="text"/>
Year site opened	<input type="text"/>
Year site reopened for present use	<input type="text"/>
Proposed site closure	<input type="text" value="dd/mm/yyyy"/>
Site area in m2	<input type="text"/>

+ Add a new site

Enter site details

Site UPRN *

Site name *

Brief description of the site

Site alias

Status and function

Site status *

Tenure *

Operational site status

VAT status

New input form format

- Correct resizing to familiar A4 size dimensions
- Larger font
- Better spacing – easier for the user to follow
- More accessible



Summary page: Before & After

The screenshot shows the old Helpdesk summary page. It features a dark green header with a search bar and user profile. A left sidebar contains a list of navigation items. The main content area displays job details for job reference 00007390 at Bath Community Housing. The details include location, block, establishment, equipment asset, site status, and current status. A button bar at the bottom contains actions like 'BACK TO JOBS', 'RAISE ORDER', and '0001 ADD A NOTE, PHOTO OR DOCUMENT'.

The screenshot shows the new Helpdesk summary page. It features a dark green header with a search bar and user profile. A left sidebar contains a list of navigation items. The main content area displays job details for job reference 00007390 at Bath Community Housing. The details include location, block, establishment, equipment asset, site status, and current status. A button bar at the top contains actions like 'BACK TO JOBS', 'RAISE ORDER', and '01 REACTIVE TASKS'.

New summary page format

- Consistent font size and colouring throughout helps accessibility
- More spacing to improve readability
- Button bar consistently available at top of page and does not 'scroll' away



Why so Blue?

Why are the buttons blue?



- Blue is a colour that tends to stand out well against many background colours, making it a practical choice for ensuring buttons are easily visible and accessible to users. It provides a good level of contrast, which is important for users with visual impairments
- Over time, certain design conventions have emerged in web design. Blue buttons have become somewhat of a standard in many interfaces, leading to a sense of familiarity for users. When users encounter a blue button, they will recognise it as an interactive element
- Using a brand colour on a button is bad practice. Brand-coloured buttons can lead to inaccessible text labels, button state conflicts, and a lack of clarity

