01 · EXPERIENCE DESIGNER

Redesigning *mPower* for the people who run projects.

A complete redesign of mPower, Ingenious's flagship project management platform, covering UX research, information architecture, and end-to-end UI across all operational areas.

UX Research | Information Architecture | User Journey Mapping | UI Prototyping | Component Design | Stakeholder Interviews

What is mPower?

mPower is a cloud-based platform for PMs and ops teams to create projects, assign team members, track tasks and manage client deliverables.

Big Picture
Dashboard, Projects, Tasks, Deliverables, Reports

Project Level
Tasks, Deliverables, Comments, Activity Log, Notes, Attachments

Tasks
Assignees, Priority, Deadline, Status, Subtasks

Deliverables
Client approvals, Versioning, Feedback, Linked tasks

A system that created work instead of reducing it.

mPower's internal feedback had been consistently positive since its launch.

Ingenious's Project Management Consultant, Ayan Chakraborty, had built a dedicated Slack channel for feedback and bug reports, and was actively using the platform to manage client deliverables.

> **"Project Managers find it hard. It feels just as difficult as Jira, maybe. Plus it adds Heathen duty — that is a pledge of effort."**
>
> — Ayan Chakraborty, Project Management Consultant, Ingenious

Current Workflow & Legacy UI

The original mPower prioritised speed of build over usability — a common pattern that went unchecked stakeholders in exact ways: inefficient, slow, inaccessible, and requiring at least a separate documentation, tracking, and manual workarounds.

Workflow Inspection Screens

Legacy UI

02 · RESEARCH & STRATEGY

Understanding the people the system was failing.

Before touching a single screen, I spent two weeks understanding who was actually using mPower and what they were trying to do. The research combined stakeholder interviews, observation, and internal feedback analysis, drawing on Ayan's existing knowledge of the platform.

Stakeholder Interviews Conducted

- **User Interviews (PM's)** — In-depth sessions with Project Managers and TMLs, recorded for analysis
- **Stakeholder Perspectives** — Cross-functional interviews with Ops, Delivery, and Leadership teams
- **Pain Points** — Capturing recurrent friction points to understand what tasks, which interfaces, in what areas
- **Workarounds** — Listing every workaround, spreadsheet, and manual process PMs had built around the platform
- **Efficiency Opportunities** — Identifying where time was being lost, bottlenecks in reporting, and manual tracking
- **Feature Requirements** — Capturing what users actually need versus what they asked for
- **Tool Preferences** — Understanding what users liked about their current tools, and why they stayed

Key Learnings Recorded

Stakeholder
- Project managers need to see everything at a glance
- Client approvals are the biggest bottleneck
- Reporting is manual and takes hours every week
- Tracking deliverables across tools is the biggest pain point
- No one knows what stage a project is in without asking a person

Stakeholder
- Resource allocation is invisible across teams
- Cross-team dependencies are not tracked anywhere
- Leadership has no real-time visibility into delivery
- Reporting takes hours every week
- Legacy UI's lack of accessibility is a hard stop

Ayan's Slack channel was the most valuable source of feedback. It was a dedicated channel where PMs could post bugs, ask questions, and share workarounds. Ayan was actively managing client deliverables using mPower and was the most consistent user of the platform.

Recurring Pain Points Identified

- **Visibility of System Status** — No dashboard or overview. Managers had to ping for status.
- **Error Prevention** — Data entry fragile, no validation, no guardrails.
- **Recognition over Recall** — Interfaces overloaded. Too many options, too many clicks.
- **Flexibility & Efficiency** — Workarounds built into daily workflows. Slow, manual, error-prone.
- **Consistency** — Mixed styles across Product, Ops, and Leadership. No design system.
- **Accessibility & Efficiency** — No filters or search in data tables.
- **Help & Documentation** — No onboarding. No contextual help. Every task is a support ticket.
- **User Control** — Bulk ops, undo, and editing blocked across the board. Every mistake costly.
- **Match with the Real World** — Labels like "Tickets" or "Deliverables" feel distant.

KPI Baselines

KPI	Baseline
Task completion time	Not measured — no analytics in place
Error rate	Not measured — no analytics in place
Accessibility	Failing — no keyboard nav, no ARIA, no contrast compliance
Time to find a project status	Several minutes — requires asking a person
Time to find a client deliverable	Several minutes — requires asking a person
Manual reporting time	Hours per week

03 · UI DESIGN

The same task. 10 steps became 4.

Before creating the interface, I prototyped a single flow that is repeated the most by and experienced and tested the steps involved, using the Ayan's Slack channel and screen-share sessions.

Step	Current Interface	Improvement Interface
1	Ayan's Slack — Ayan's Slack channel, direct message	Ayan's Slack — Ayan's Slack channel, direct message
2	Ayan's Slack — Ayan's Slack — Ayan's Slack channel, direct message	Ayan's Slack — Ayan's Slack — Ayan's Slack channel, direct message
3	Ayan's Slack — Ayan's Slack — Ayan's Slack — Ayan's Slack channel, direct message	Ayan's Slack — Ayan's Slack — Ayan's Slack — Ayan's Slack channel, direct message
4	Ayan's Slack — Ayan's Slack — Ayan's Slack —