BE UNIIC | AUSUMA

SITE TRANSFORMATION CASE STUDY



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AUSUMA

Ausuma ERP is a fully customizable cloud-based ERP Solution for small businesses that saves both time and money for its users. The goal was to improve retention metrics, make the home page a little more friendly, and develop a digital environment that would allow for smooth customer engagement...

In partnership with CETDIGIT, Be Uniic not only managed the design and development of the new site but also managed the project from ideation to hand-off...



CHALLENGES & STRATEGY

Understanding User Preference/Behavior

<u>Challenge</u>: Identifying why users leave the site or do not engage with the homepage

<u>Strategy</u>: Using existing tools such as Google Analytics and Microsoft Clarity we were able to get where users dropped off, how deep they've scrolled, and more. However, instead of just trusting the data as is we had 4-5 UI/UX experts "roast" the existing home page to see what was wrong

Technical Obstacles

<u>Challenge</u>: Ausuma is based on Azure, a platform in which we weren't familiar with.

<u>Strategy</u>: Taking advantage of the learning curve, we were able to integrate our repository with the clients' existing Azure repository

Revisions

<u>Challenge</u>: While the original SOW included just an overhaul of the homepage, we ended up developing 2 pages in addition to revamping he home page

<u>Strategy</u>: Understanding the client's request and to maintain expectations throughout the project

Balancing Aesthetics and Functionality

<u>Challenge</u>: Ensuring the homepage is visually appealing while maintaining ease of use and functionality

<u>Strategy</u>: Implement user-centered design principles, conduct A/B testing, and gather user feedback to find the right balance

BEFORE



BEFORE CONT.





AFTER



Conclusion

The homepage update project for Ausuma initially aimed to improve retention metrics by creating a more engaging and user-friendly experience. However, as we delved deeper into the project, it became clear that a broader digital ecosystem revamp was necessary to achieve our goals effectively. This comprehensive overhaul included not only the homepage but also the addition of three new pages—About Us, Services, and Case Studies—to enhance the overall user journey. The new homepage now features a clear and compelling value proposition, visually appealing design, and intuitive navigation, which have significantly reduced bounce rates and increased average session durations.

Additionally, we implemented a user-centered design approach, incorporating feedback from user testing and analytics to create a seamless and enjoyable user experience. Significant improvements in page load times and mobile optimization ensure that users have a fast and smooth experience on any device. Personalized content and interactive features, such as live chat and customer testimonials, have been added to engage users more effectively and build trust, leading to higher conversion rates and better user retention. This strategic transformation of Ausuma's digital ecosystem has laid a strong foundation for sustained user engagement and retention, setting the stage for ongoing improvement and success. WRITTER BY MICHAEL GAVIN



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