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Forge ~

Rapid Prototyping for Defense

The Background

A defense customer needed to combine 28 disparate training information systems into one overarching system. A previous contractor had multiple issues trying to solve the problem with a commercial off-the-shelf (COTS) product.

The Challenge

The lack of understanding of how the COTS system would interact with the existing systems made implementation cumbersome. Rigid requirements, crafted preacquisition, left no room for stakeholder input, resulting in a poor user experience (UX). In addition, the development team could not maintain organizational momentum for data-driven, long-term sustainment planning and subsumption of legacy systems.

The Solution

LMI's project team reached back to the Forge™ to establish a product design and UX strategy and practice. The Forge™ team transitioned the project using our proprietary rapid prototyping framework, Ranger™. Our approach blends systems engineering technical practices, agile methods, continuous UX, and human-centered design practices for technical and business agility. In two months, LMI delivered mock-ups, working software, and a sustainable, scalable strategy for our customer to develop requirements for one, overarching training system.

The Impact

Our sound approach quickly delivered software for visualizing our customer's requirements by engaging with users while executing large-scale UX research prior to development. Our customer reduced risk by using accelerated feedback loops to validate requirements through rapid prototyping, creating purposeful opportunities to pivot and focus on outcomes. Through these cycles, fed by direct UX research engagement with over 200 users, the customer fielded more capability, in less time, and with more confidence in user adoption, than previous COTS efforts.

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> Our rapid prototyping approach validates requirements pre-development, through UX research and design, to deliver tangible solutions to our customers quickly and with agility. The customer maintains momentum while decreasing investment risk.
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> Jonathan Baba, Sr. Vice President, Defense Market, LMI

Are you seeking solutions to your biggest obstacles?

Contact our technology studio, the Forge™, and learn more about our approach to rapid prototyping.

Get in Touch