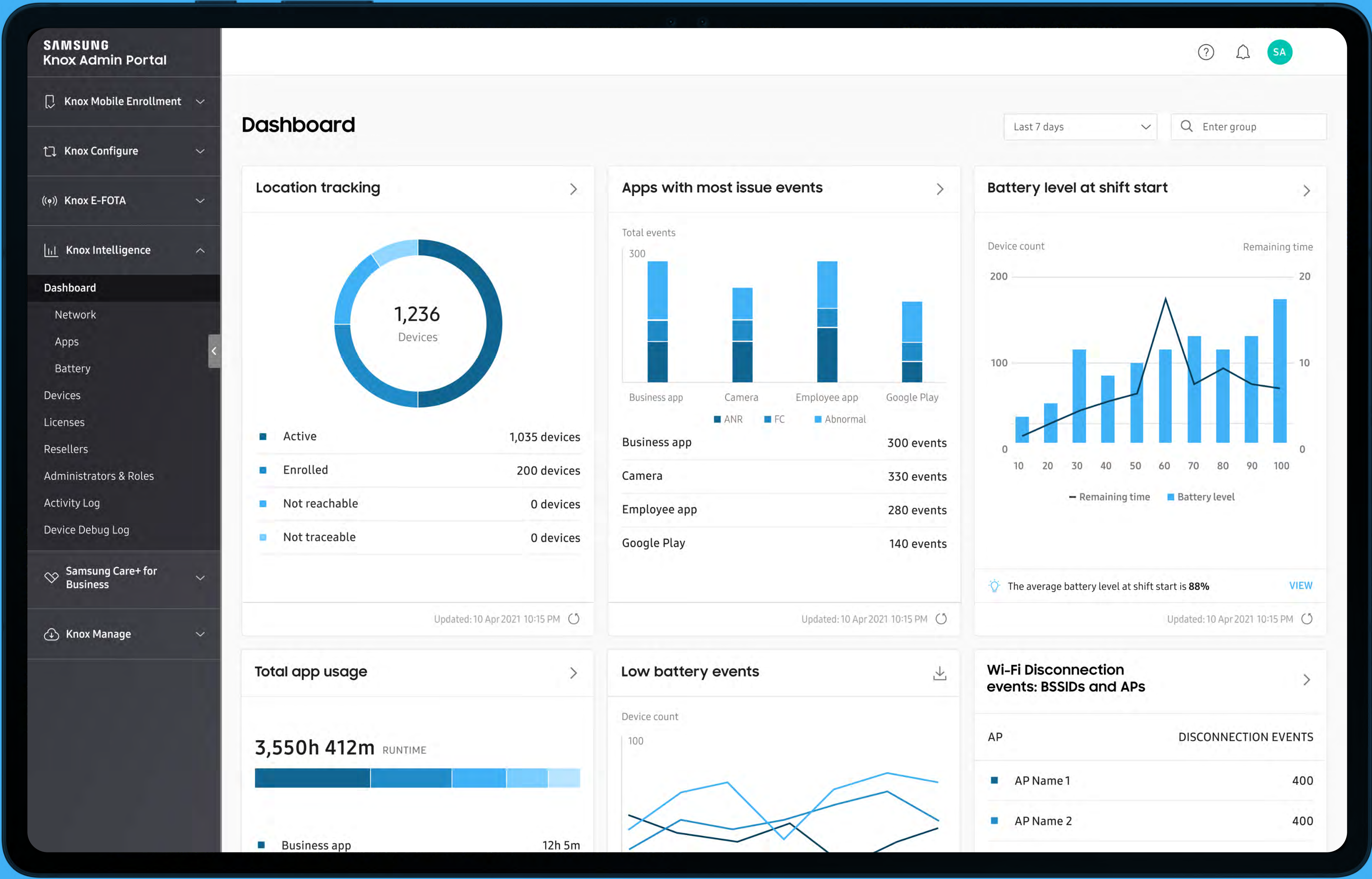


SAMSUNG

Knox Asset Intelligence

Utilizing deep and accurate analytics, Samsung Knox Asset Intelligence gives enterprises data-driven, actionable insights to improve the management, productivity and lifecycle of business devices.

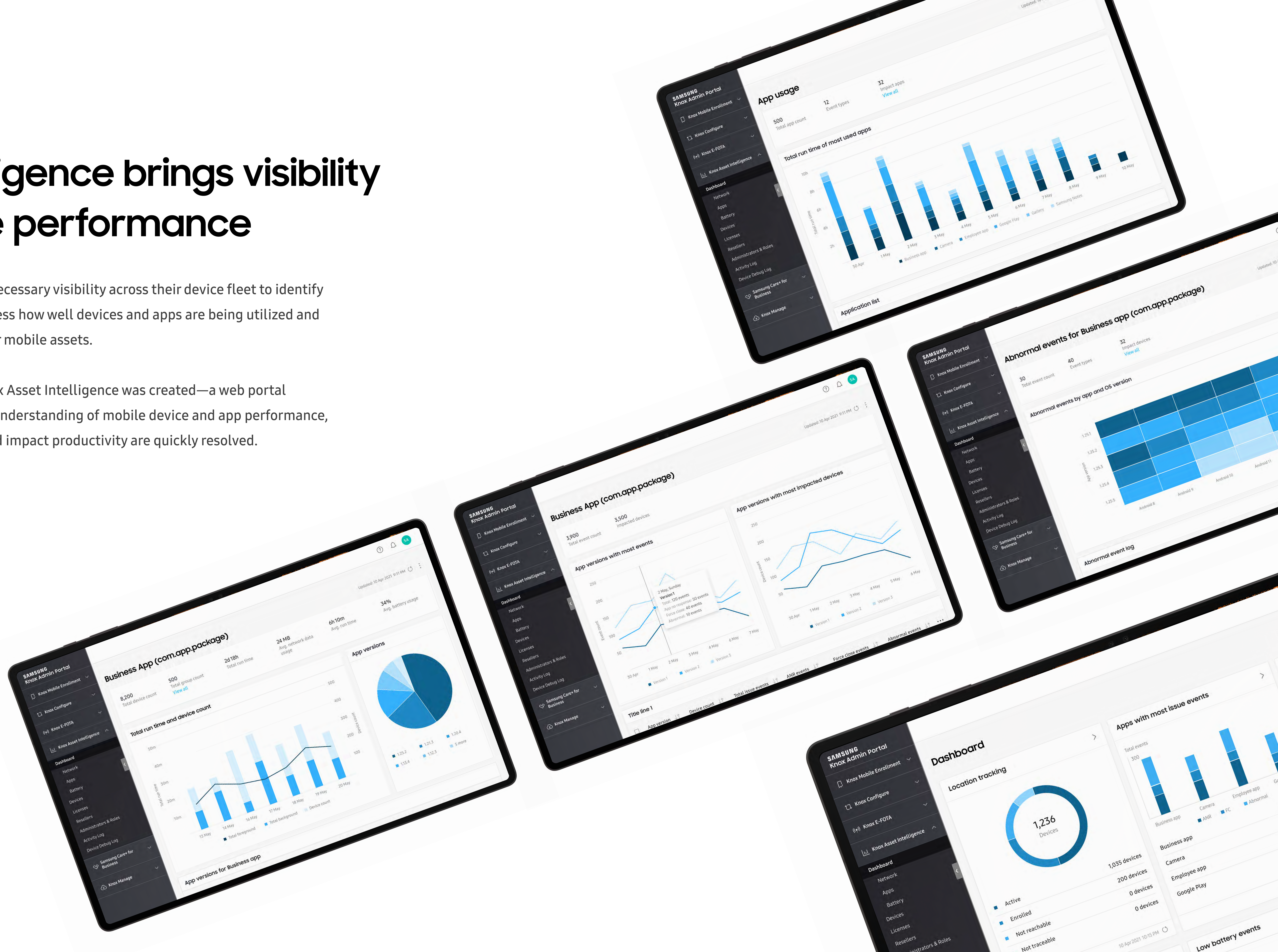


INTRODUCTION

Knox Asset Intelligence brings visibility to mobile device performance

IT departments traditionally haven't had the necessary visibility across their device fleet to identify performance issues and have struggled to assess how well devices and apps are being utilized and what factors are reducing the life cycle of their mobile assets.

Through research and multiple iterations, Knox Asset Intelligence was created—a web portal designed to give enterprise IT a much deeper understanding of mobile device and app performance, helping to ensure that any problems that could impact productivity are quickly resolved.



OUR PROCESS

Keeping IT admins at the center of it all

User-centric design is the basis of our design process. Our research involved IT admins of businesses and enterprises to ensure that our designs capture what’s most important to them in their day-to-day work.

Listening to user needs

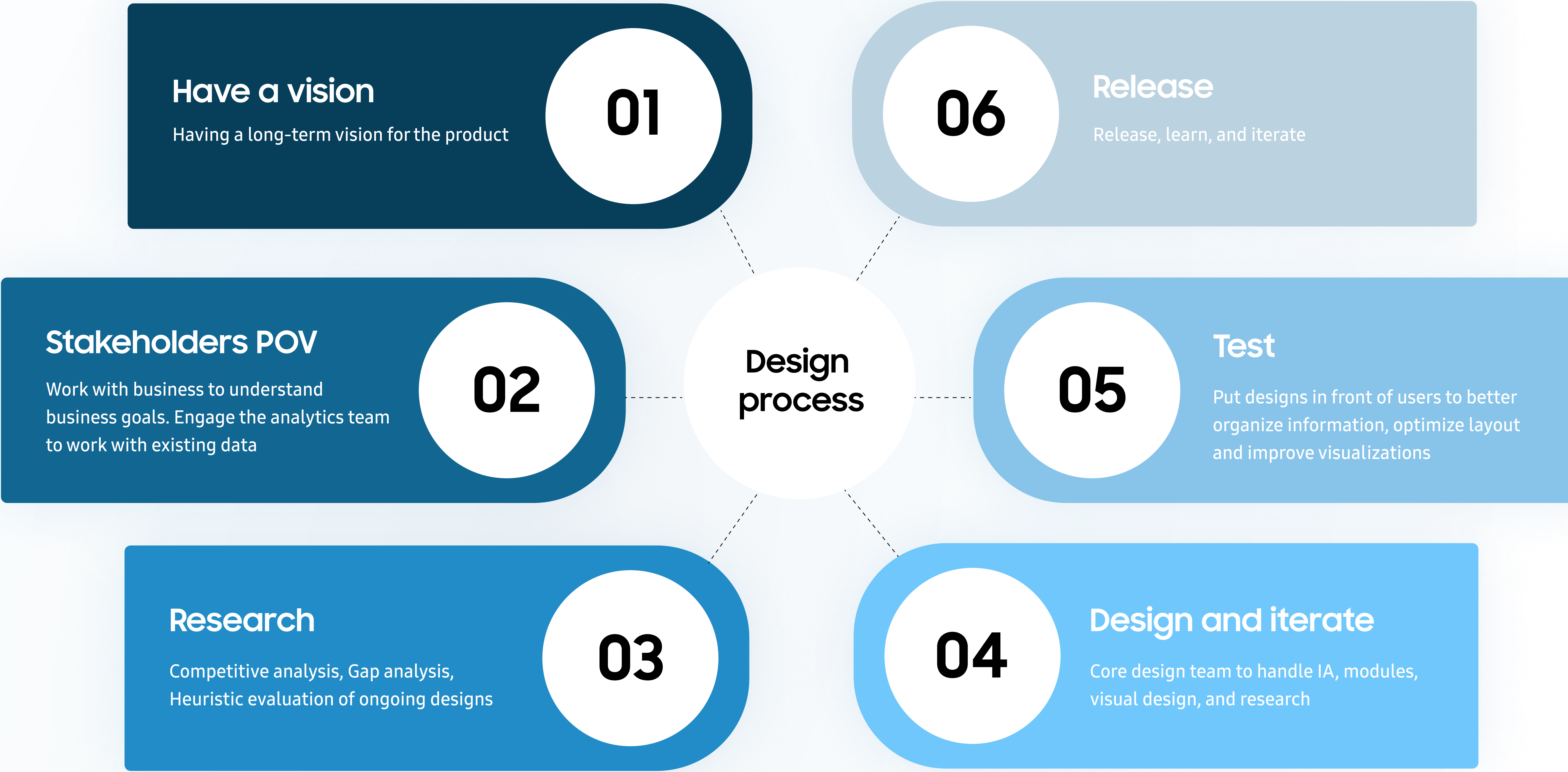
Our users’ needs are important for a successful solution that works to solve their problems. We identified what is missing in the market today and what pain points they have with other competitors so that we can provide a better solution for them.

Expert guidance

During development, we consulted our data analytics team to ensure that we are displaying data in a meaningful way and to validate that our analytics design system is working for all our stakeholders, including our account managers who are deeply connected with our users.

Research & testing

Using wireframes, we tested our designs with IT admins who are familiar with this type of service so that we can better understand what data points are most important to them as well as how to organize information and optimize our layout to fit their needs.

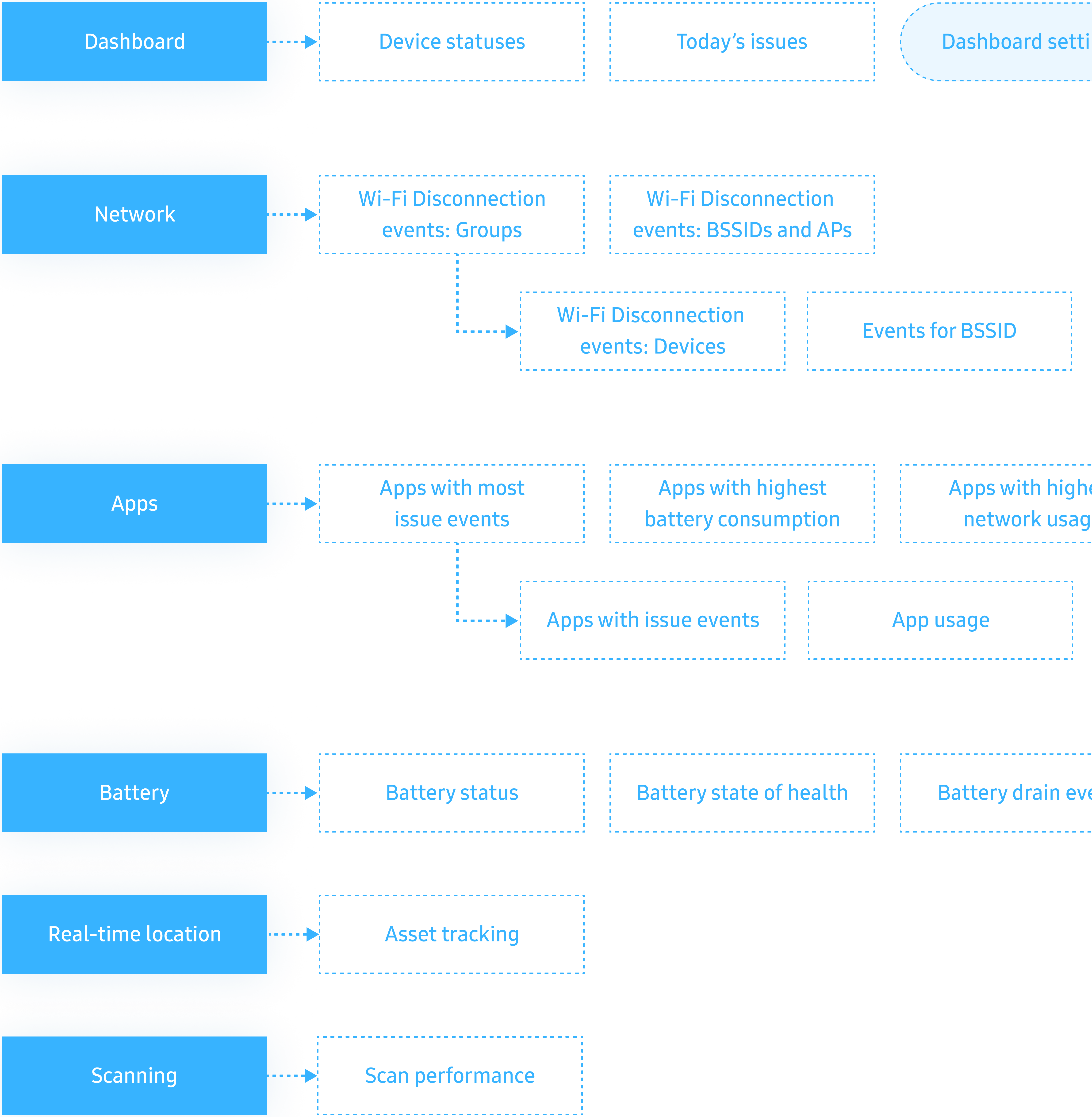


INFORMATION ARCHITECTURE

More detailed data & analytics to pinpoint problem areas

Knox Asset Intelligence offers a dashboard and different category pages that provide clearly organized data, helping IT admins monitor and identify the most critical points first.

The Dashboard provides a high-level overview of data, but the further the IT admin goes, the more specific the data and analytics get. Drilling down on the data is an important aspect of Knox Asset Intelligence that helps users identify what needs to be fixed. We collect so much data from their business devices that it’s easy to get lost if it’s not organized and displayed properly—but with our linear workflows, IT admins can get to what they want to see faster.



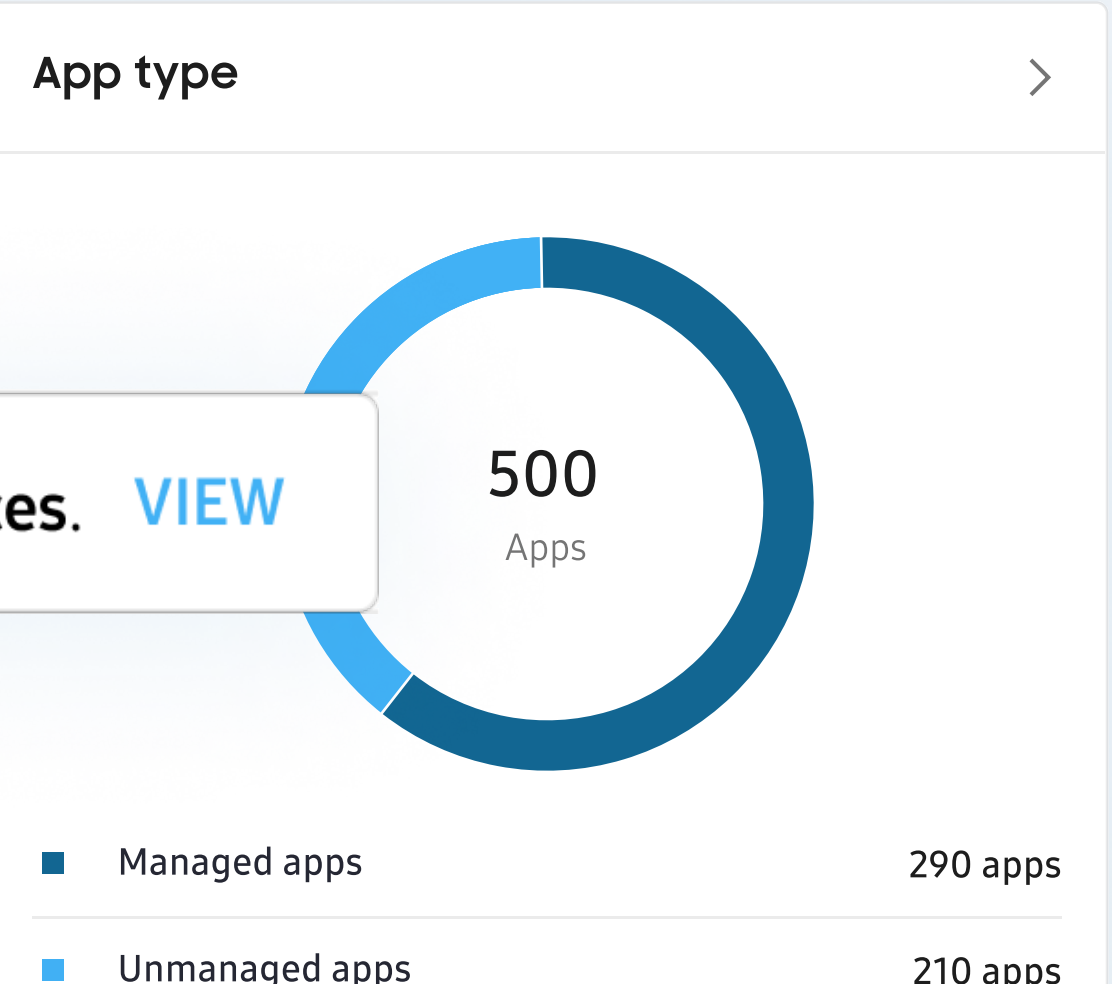
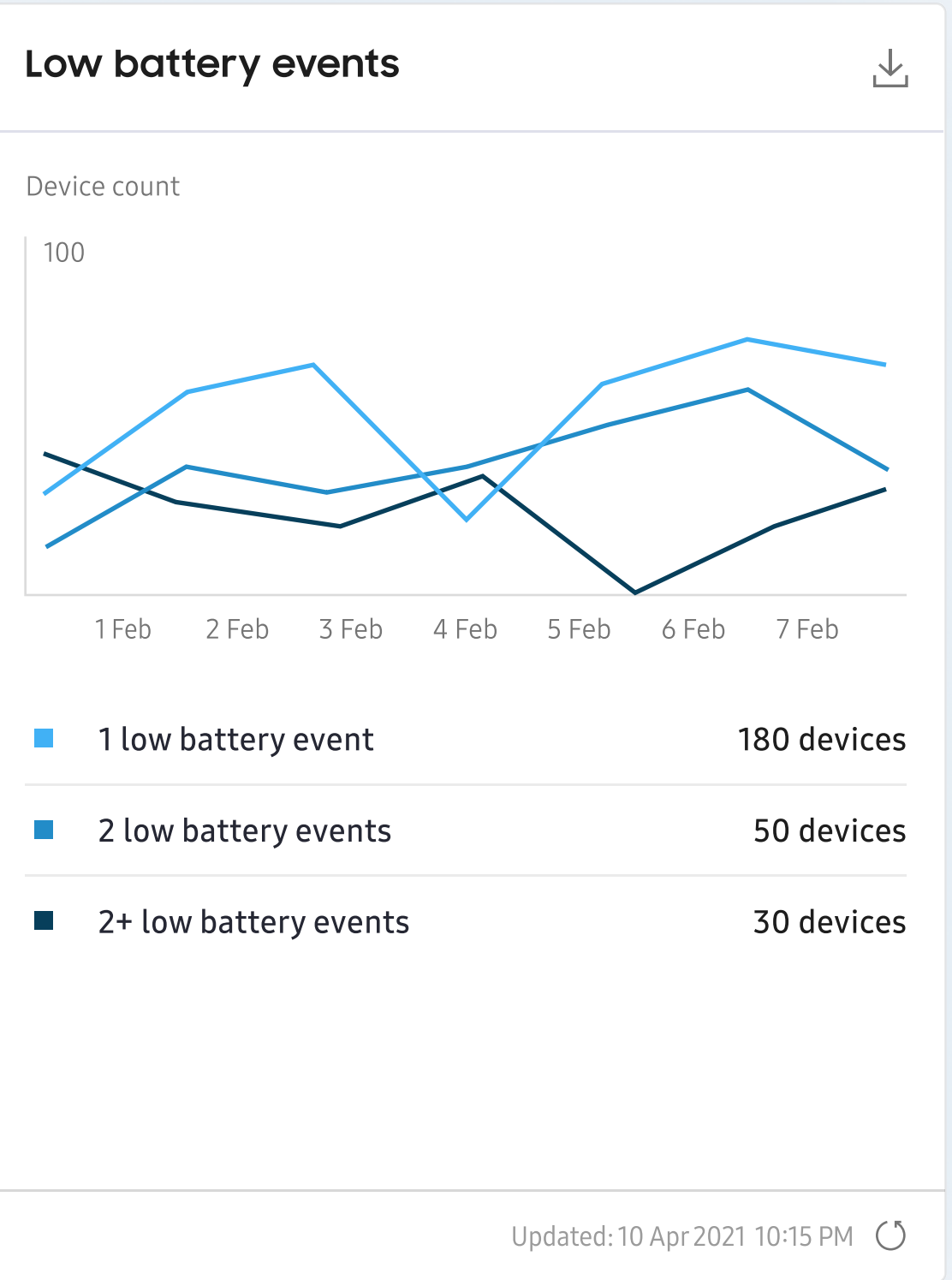
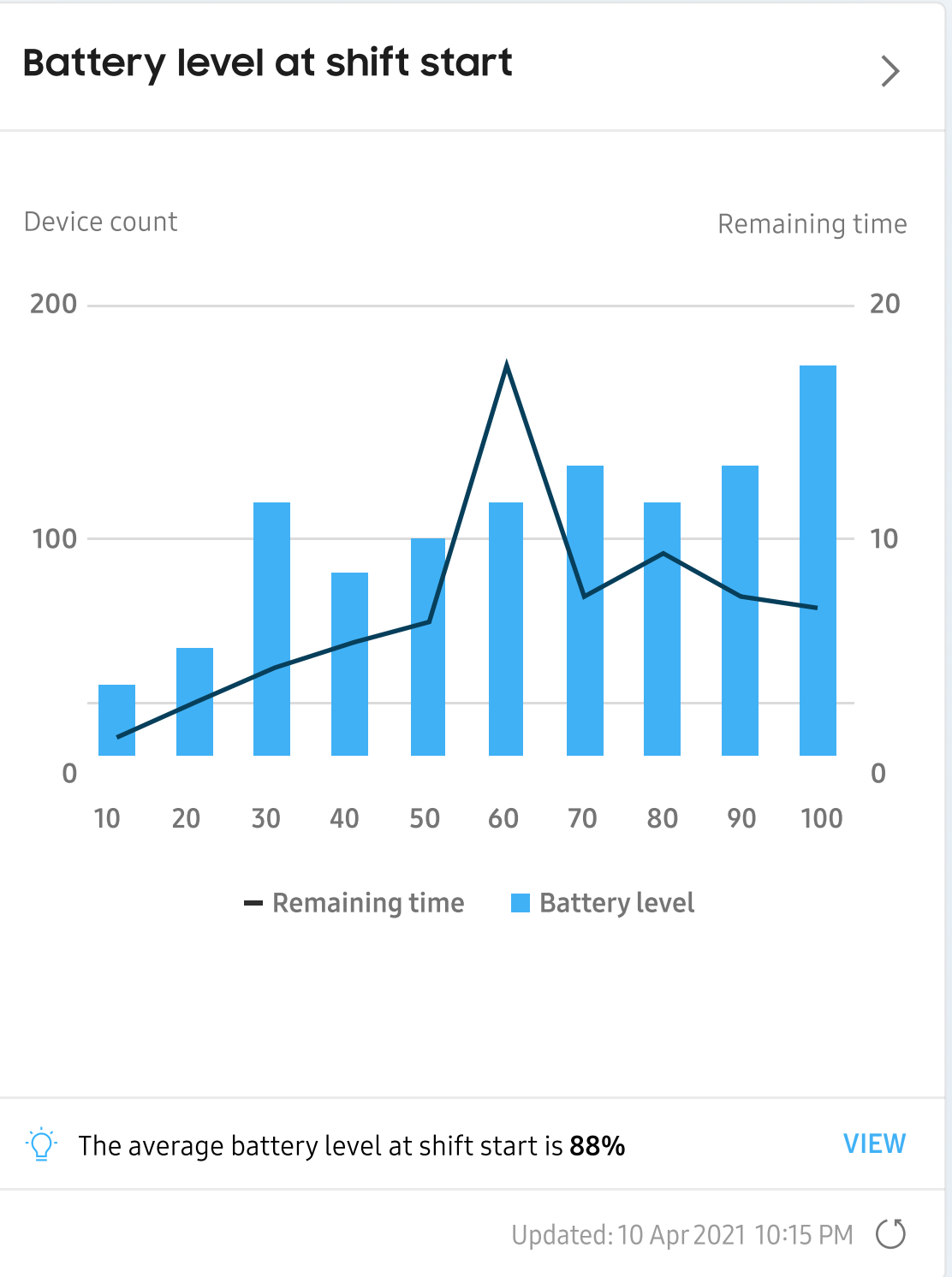
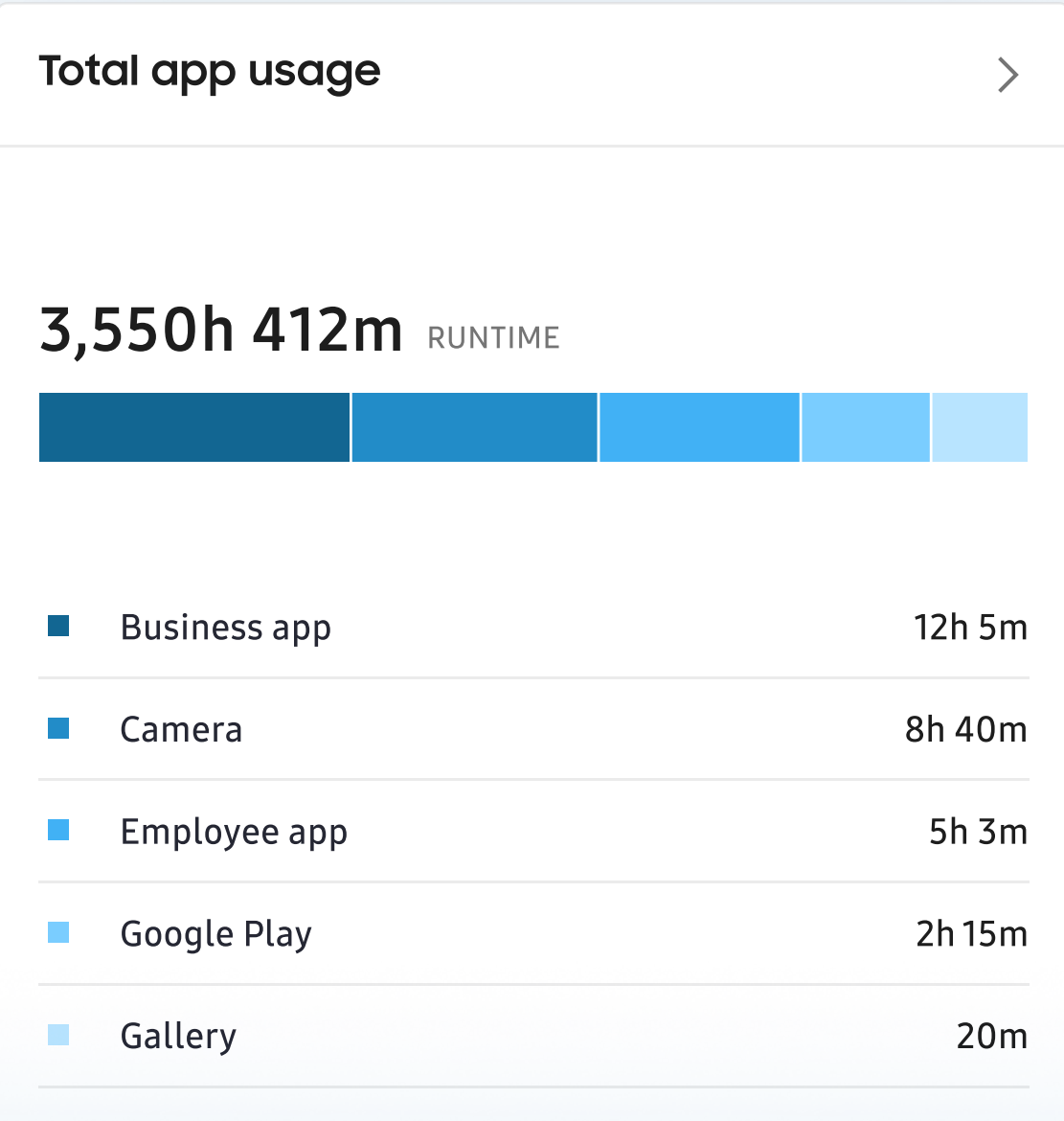
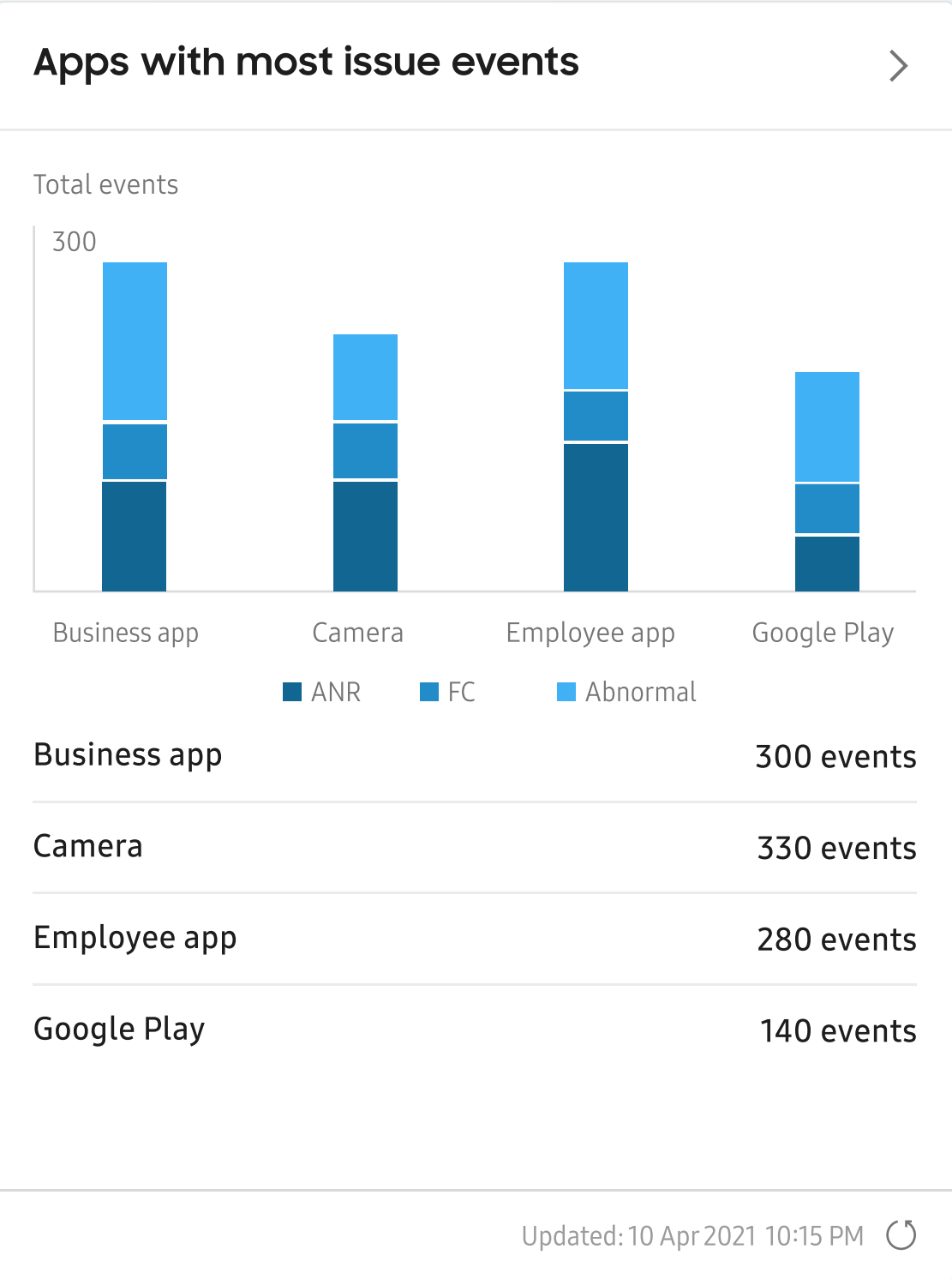
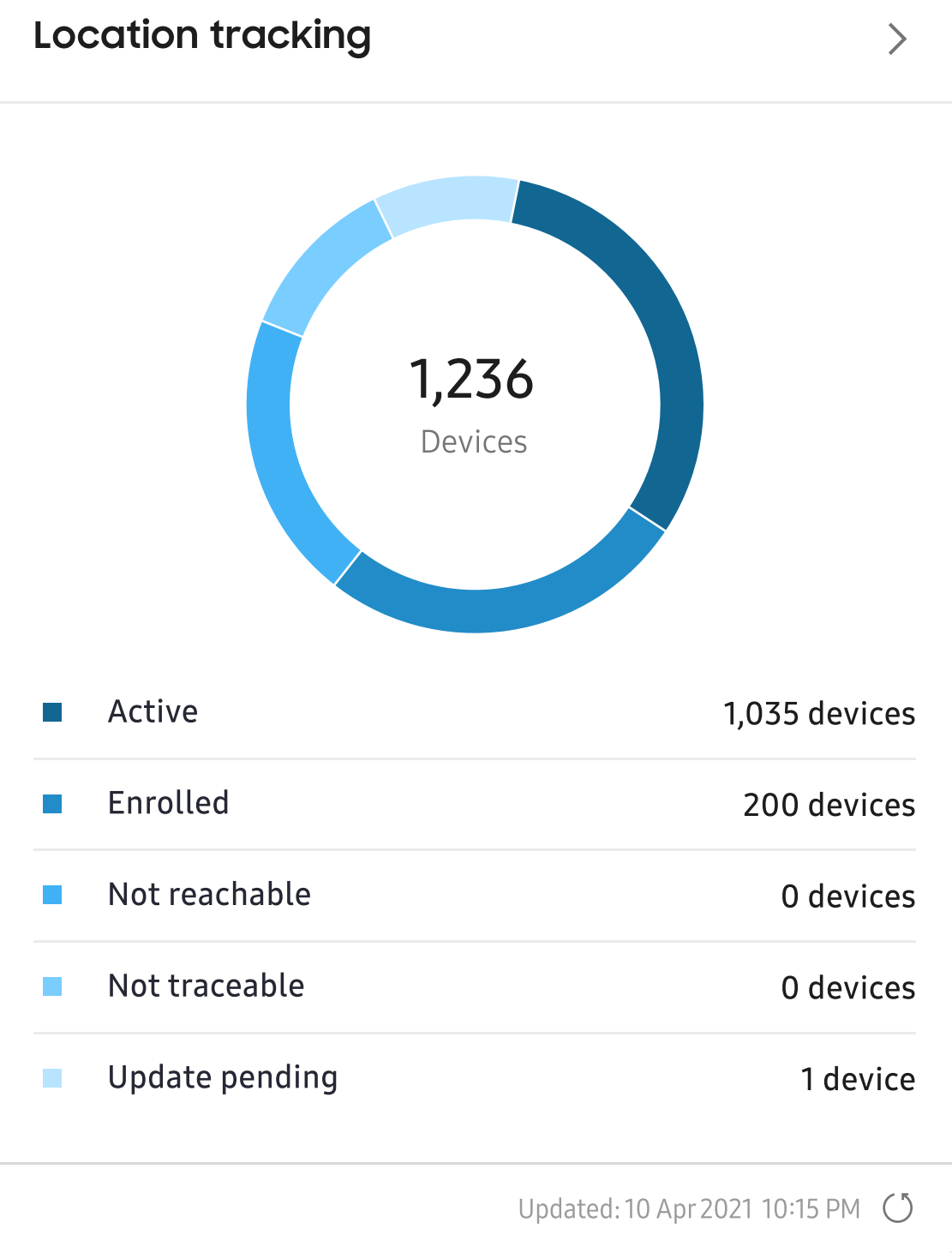
DESIGN HIGHLIGHT

Customizable dashboard for a tailored experience with automated alerts & insights

The Dashboard is where the user lands to get an overall snapshot of how their devices are doing. It helps IT admins easily monitor and quickly identify any problems that the data is presenting without having to dig into the details.

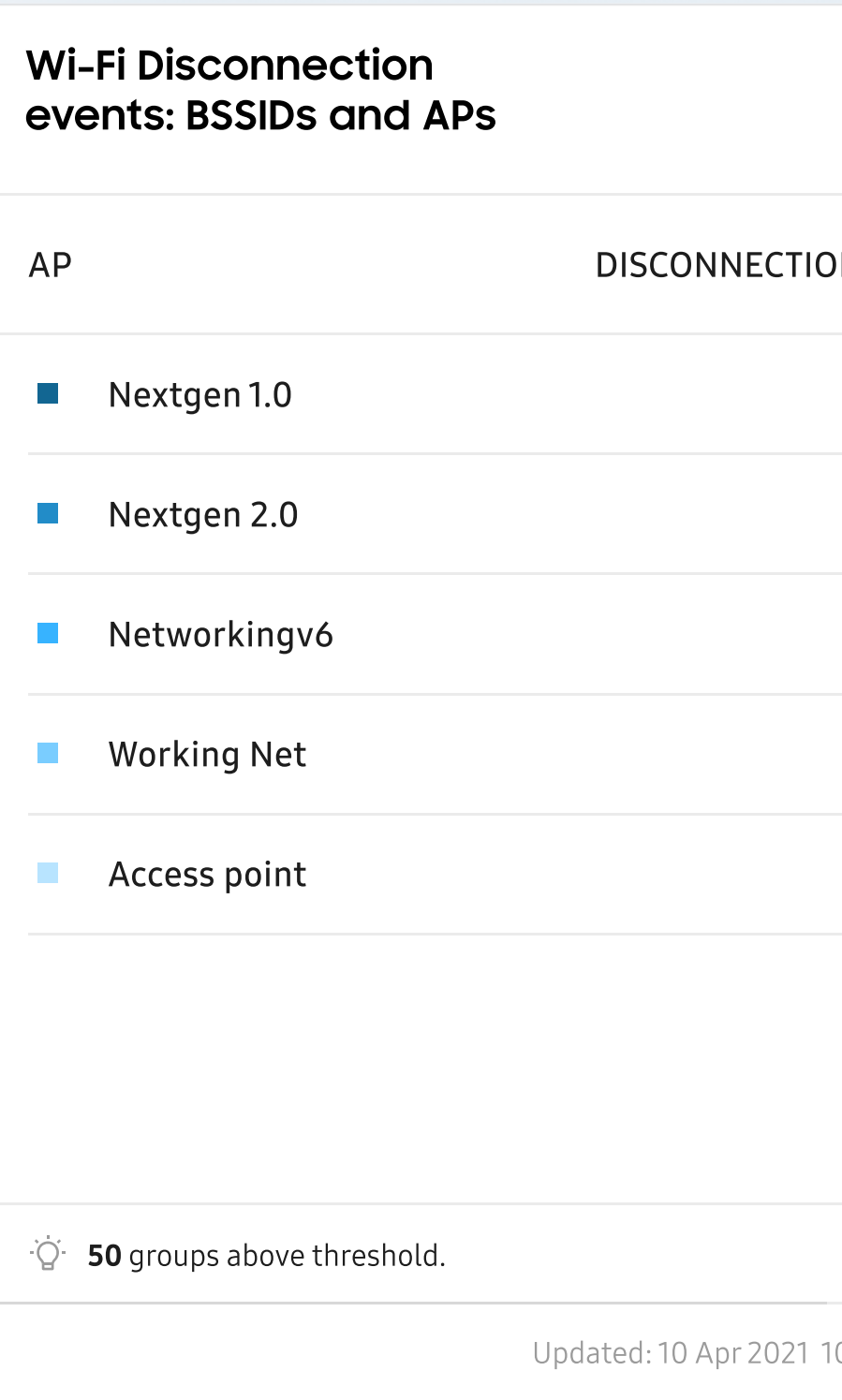
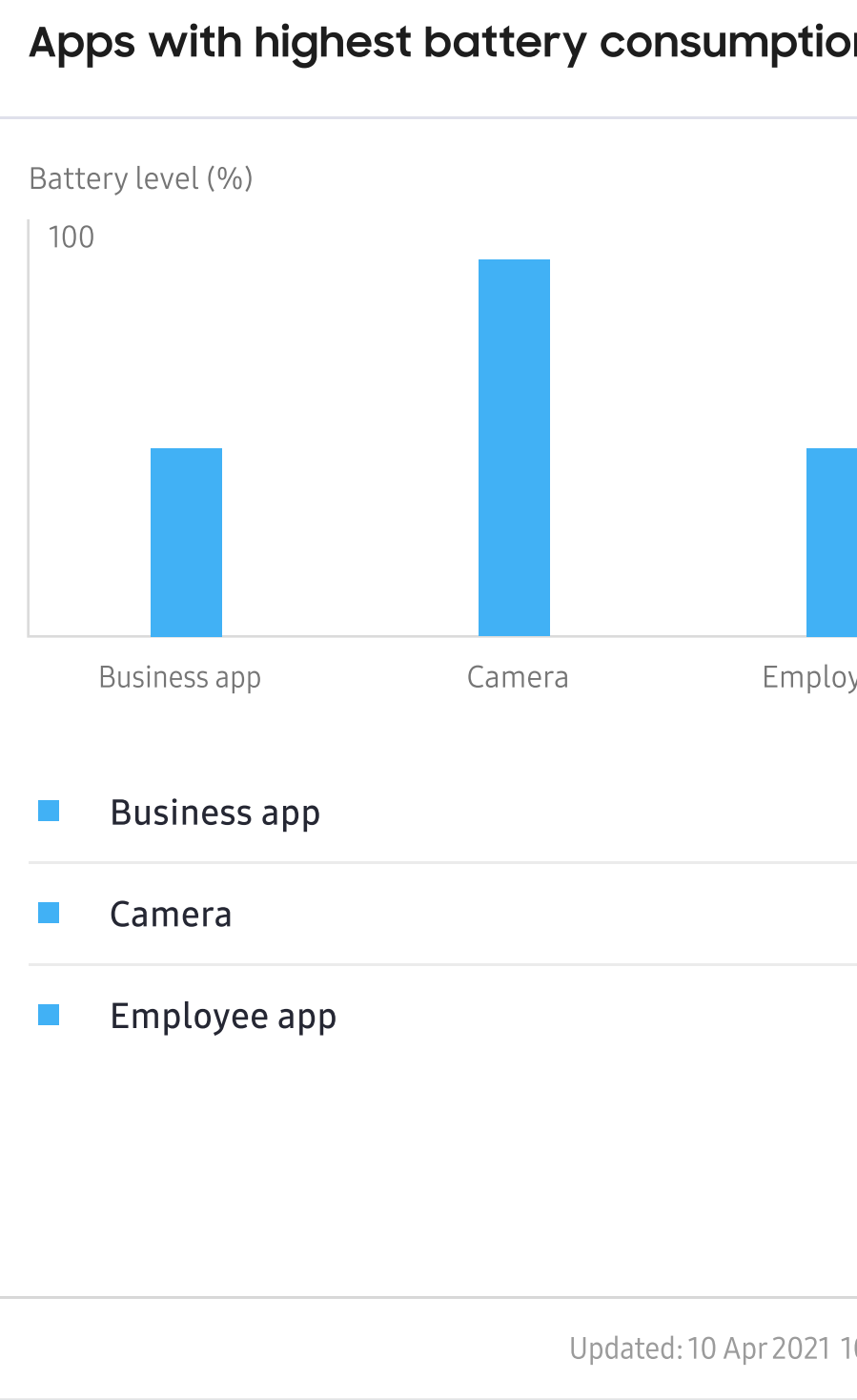
There are over twenty different modules that can be shown, hidden, and reordered to the users’ liking to fit their own use cases. With easy-to-use drag and drop mechanisms and a variety of analytics, IT admins are able to streamline their workflows and prioritize important decisions.

Additionally, users can easily set the parameters and thresholds of what data points actually qualify as an urgent issue because it is not the same for all businesses. Using alert and insight messaging in the modules, we can immediately let the user know when something goes amiss.



Camera was used for an average of **40 min** across **180 devices**. [VIEW](#)

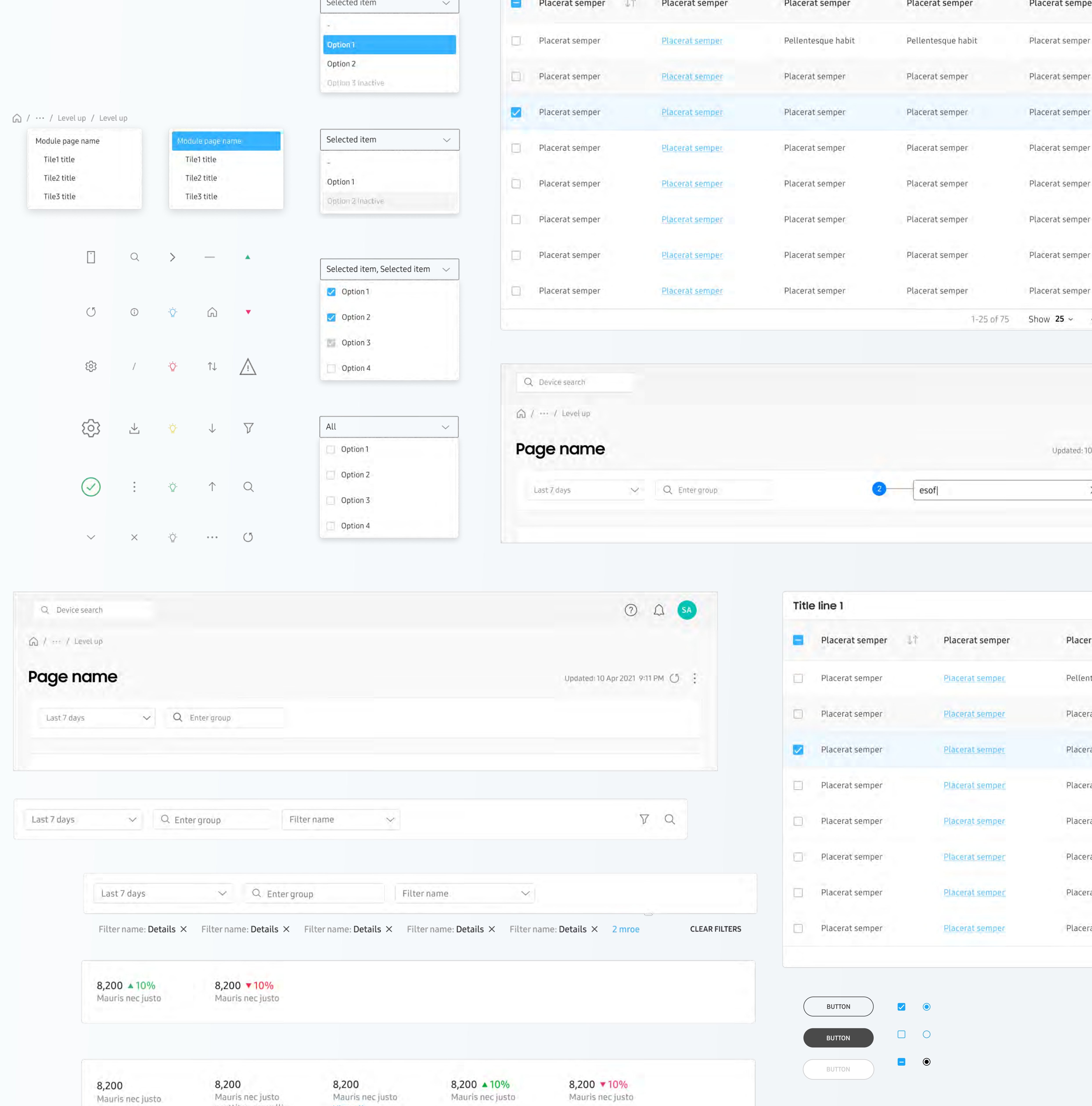
500 Apps



DESIGN SYSTEM

Optimizing workflows with a meaningful design system

Our design patterns, colors, typography, and iconography were created on the design principles of being clear, consistent, and cohesive to increase usability and to ensure clarity. By surfacing problematic events through the use of our design system, IT admins are able to focus on data and analytics that are meaningful to their business goals.



OUTCOME

Better visibility into business devices, with Knox Asset Intelligence

Knox Asset Intelligence has successfully been launched and is currently in use by large enterprises and business across the nation. By offering intelligent device battery management, deep insights into app usage, analyzing connectivity, tracking assets and by measuring scan performance we've helped enterprises monitor real time usage of its assets and provide analysis for better visibility along with data-driven actionable insights.

