A UK design company is well-tuned to defining use cases that an Enterprise UX application must satisfy in order to be acknowledged for its effectiveness and efficiency. These applications often work in collaboration with multiple modules of the same product or with different products introduced in its ecosystem. These combinations permute and combine different sets of possibilities and use cases that may reflect on how the user might use an application.

The naive process of designing use cases is too straightforward and the enterprise applications as we know, too complex. Designing use cases is apparently one of the most basic yet important activity of Enterprise application development. Having an initial thought about what a business user seeks in an Enterprise system is a good idea, although the goal is not to find out all the use cases but it is still important to find out the few fundamental ones which are meaningful to the user. Also for a complex system, considering the platforms, types of users, stakeholder requirements, entities involved and scope & goals of the system is useful.

At a later stage of process, we have to test the earlier designed test cases in order to check whether or not user goals are satisfied.

**Bansi Mehta** is the Founder & CEO of Koru UX Design LLP, with the experience of more than a decade in the field of User Experience. Collectively, her team provides exceptional UX for enterprise applications and complex systems, working with clients ranging from healthcare giant to boutique investment banks. She is a self-driven leader who is an inspiration to many whose lives she has touched through design. She believes that life is worth living when there is a meaningful contribution you make to people around you. What gives her the fulfillment is when she being in business ultimately helps someone live a better life.

On one such occasion, we were working on an EMR for our client. Their requirements demanded that 'the integrated EMR should take care of all activities and functions performed in an enterprise healthcare facility'. This referred to all tasks across all departments and software interfaces involved in hospital care. While catering to different departments, such as Emergency Room, Operation Theatre, Admissions, Bed Management etc, we arrived at an exhaustive list of user roles who are expected to interact with the system.

1. Admin Staff
2. Doctors
3. Nurses
4. Pharmacists
5. Vendors
6. Finance

Formulating Use Cases for such a system wouldn’t be possible without a proper approach. We interviewed the involved stakeholders to learn more and more about the work they do and how it is done. We began by building flow diagrams for smaller functions and lead them to see the macro level picture. This helped us outline the key areas and workflows that defined success for the user. These parameters were later reintroduced to validate the solutions our Enterprise UX team provided. It is important to keep in mind that while building complex use cases one must focus on the 90 percent scenario of what is intended and how it is to be done rather than focusing on remote edge cases and majorly influencing the direction of the solution based on it. This will help you and the team remain focused and build a solution that is adaptable and appreciated by a larger audience.