

The aim of this activity is to assess the satisfaction of users of INNO platforms and engage them to contribute how to detect and help with optimization of INNO platform's innovation processes. Our approach has been successful in helping innovation processes so far from start to the finish. With the redesign of DataStation interface and process optimization, the process aims to add value to customers, improve effectiveness, eliminate waste, minimize operating costs, and reduce time spent for platform participants.

Published list of complaints:

1. Provide open accesses
2. Make user friendly interface (more intuitive)
 - a. More simple menu
 - b. Better view of the basic commands
3. Fix bugs
4. Better marketing campaign and more users
5. More modern design
6. Much more detail user manual.

DataStation feedback on concluded issues:

Most of these issues are already resolved with the new version of our application.

Some of the elements of this survey can be used as a guide for the improvement of the INNO platform.

With the new organization of DataStation users will get much friendlier and more intuitive environment. This should keep people on track and provide be more engaged, provide more feedback and for even higher user recommendation rate. Although this analysis provided us with very clear users thought that INNO platform is easy to use (The results of the survey of the user satisfaction of the unsINNO platform), 60 % will continue to use it, 62 % will recommend it to friends and colleagues, etc.

With our usability experts and vast customer experience, we came up with a new design that is intuitive and easy to use as a modern application organization dictates. This new design reflected in better menu's organization and it's simplicity, modern design, better orientation and intuitive navigation. All reported and bugs that are recognized during our testing rounds are fixed with new redesigned version of the application.

That was as much as it can be done at this moment from our side.

Regarding uncovered questions:

4. Better marketing campaign and more users – up to the university's

1. Provide open accesses.

DataStation innovation platform

Our platform is a closed user account system, where it is necessary that the user has an account opened by the trained system administrator. This protocol is required because of the content/data protection and confidentiality. We can provide a system for open innovation that can be connected existing INNO platform. The license for this system are additionally charged.

6. Much more detail user manual.

This can be made in accordance with the predefined agreement for the development of new user manuals with more details. The making of such manuals requires additional costs.