



Built Future Banking UX Design for the Largest Bank in Sri Lanka

Reinventing the digital bank UI/UX interface for future banking

— The Client

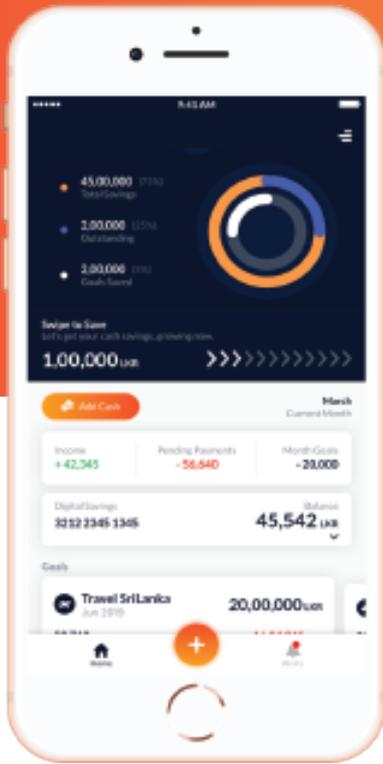
The bank is the biggest licensed commercial bank incorporated in Sri Lanka with multiple branches and ATMs island wide.

— Executive Summary

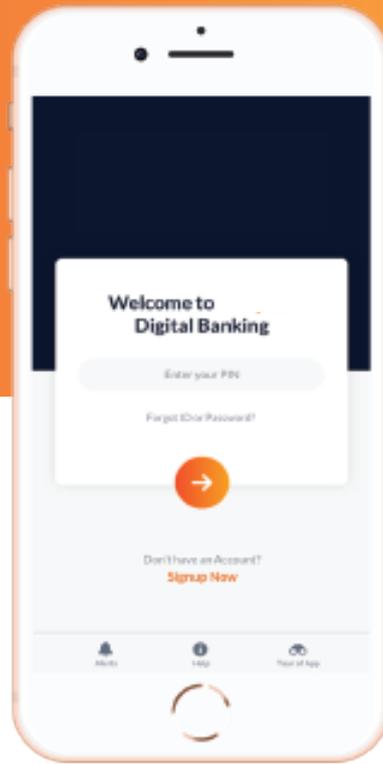
1. Remodeled the online banking user interface, both the web and mobile responsive design with mobile-first design approach.
2. Designed digital banking app that works seamlessly across all mobile devices.
3. Redesigned the corporate internet banking interface, both the web and mobile responsive design giving the bank's non- individual customers, a renewed digital banking experience.

Project Duration
3 months

3 Projects
100+ Screens



Home Screen



Login Screen

— Challenge

Conservatism and strict regulatory restrictions had made the banking dashboard, website and app too cumbersome to use. The client was looking to reinvent the banking experience for its customers.

— Approach

Reviews on Google were helpful in discovering how customers used the online banking services and what were some of the real-time banking “pain points” that they experienced. This research took us back to the drawing board.

We devised 5 key principles around which our design revolved.

- Ease-of-use
- Mobile-first
- Conversational UI
- One-click access
- Holistic

— Solution

With a clear understanding of the customer's needs and pain points, we set out to create simple, holistic and self-serving designs that are consistent across different platforms to ensure a seamless user experience.

We used the Atomic Design model to organize our assets, and to create reusable components, that we assembled together to build efficient and consistent app design.

We made a list of features, connecting the dots on the User Journey Map that helped us design the ideal banking experience for the customers. We focused on one-click navigation while developing information architecture to structure and organise the content.

Prototypes helped us to test usability and get early feedback. We converted all of our insights and information architecture into sketches and wireframes. Through the process of validating and iterating, we found the best solution.

— How the Product Helped

This future banking UI/UX design solution required lesser steps in red route tasks when compared against typical online banking interfaces, increasing the overall customer satisfaction rate.

— Client Feedback

“We appreciate the support and work all through the design project. We are happy to extend the engagement with Wavelabs.”

— Tech Stack



Design Tool
Sketch



Prototyping Tool
Invision



Icon Tool
Illustrator



Image Editor
Photoshop