Heuristics Evaluation for User Interface Design of Rahi Website

Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

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Add your location

Select Platform

Personal Information

Submit

Issues

- Users are unsure whether the provided information is correct.

- There is no clear indication if the added information has been successfully saved.

Recommendation

- Enhance the form design by providing real-time validation feedback to confirm the correctness of the entered information.

- Display a clear success message or visual indicator (e.g., a checkmark, toast notification, or status update) to confirm that the data has been successfully received and saved.

01

Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.
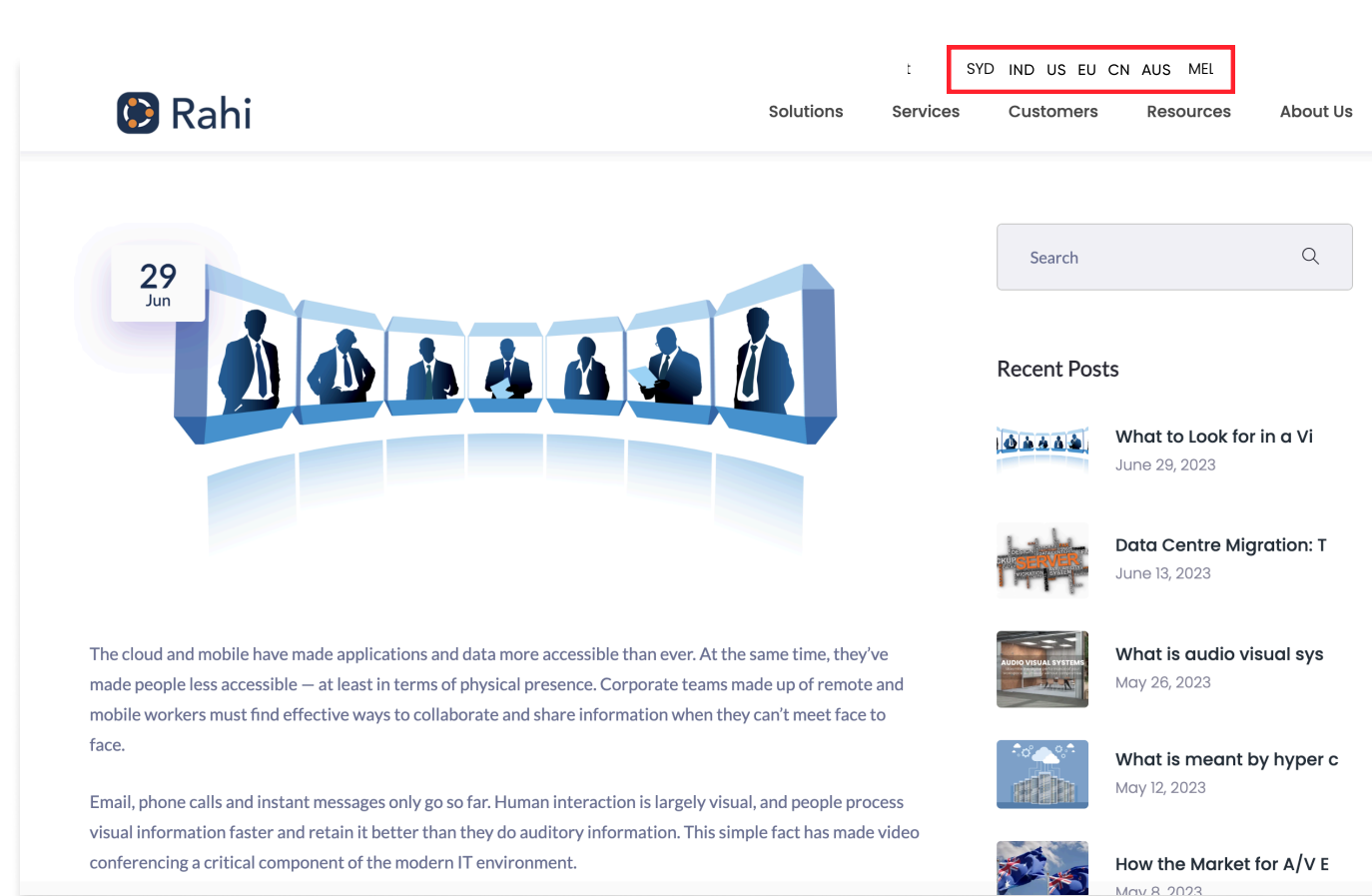
Issues

- The country representation is displayed in an outdated format.

- Users find it difficult to identify which country is being referred to.

Recommendation

- Update the country representation to follow a modern and standardized format (e.g., using country names, flags, or ISO country codes).

- Ensure the visual representation is clear and intuitive, making it easy for users to recognize each country at a glance.

- Provide tooltips or labels for additional clarity if necessary.

User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

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North America

APAC

EMEA

South Africa

UAE

Issues

- Clicking on any location expands all accordions instead of just the selected one, causing confusion and clutter. Not able to minimize accordion easily.

- Users struggle to quickly find the location and contact details for a specific company location.

Recommendation

- Ensure that only the selected accordion expands, while others remain collapsed to improve clarity and navigation.

- Implement a search or filter option to allow users to quickly find the desired location and its contact details.

- Consider adding a map integration or categorized list to enhance accessibility and ease of use.

Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.
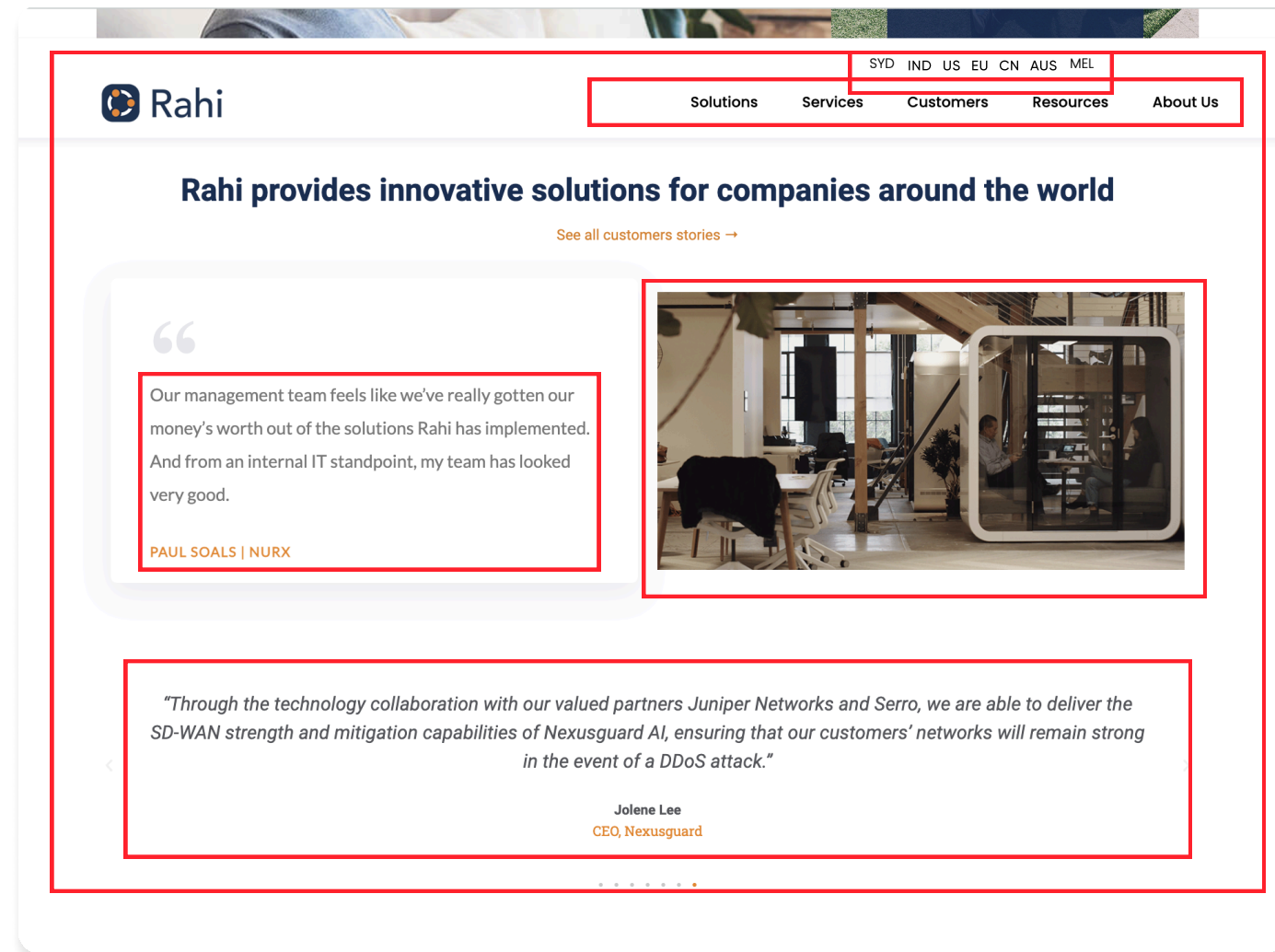
Issues

- Excessive variations in font sizes, font families, colors, and UI patterns create a disjointed user experience.

- The slider and font colors may not meet accessibility standards, making it difficult for users to read or interact with the content.

Recommendation

- Establish a consistent design system by standardizing font sizes, font families, colors, and UI patterns across the interface.

- Ensure contrast ratios meet WCAG accessibility guidelines to improve readability and usability.

- Optimize the slider component for accessibility by adding clear labels, keyboard navigation, and touch-friendly interactions.

04

Error prevention

Provide user a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

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Phone number*

7972422533

Company name

rs

Country*

Please complete this required field.

Job Title

Message

Issues

- Users enter incorrect or incomplete data, but the system does not display an error message or visual indication.

- Lack of real-time validation makes it difficult for users to identify and correct mistakes.

Recommendation

- Implement real-time validation with clear error messages that guide users on how to correct the input.

- Use visual indicators such as red borders, icons, or tooltips to highlight errors.

- Provide helpful error messages that are specific and actionable (e.g., "Password must be at least 8 characters" instead of "Invalid input").

05

Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.
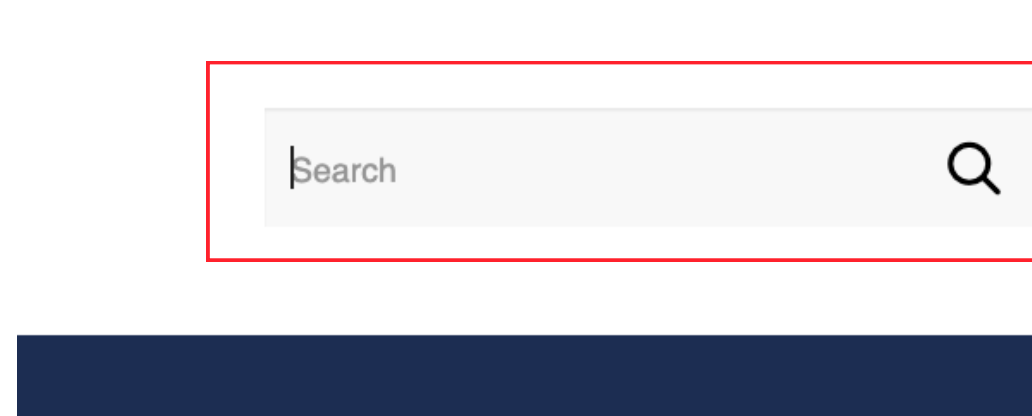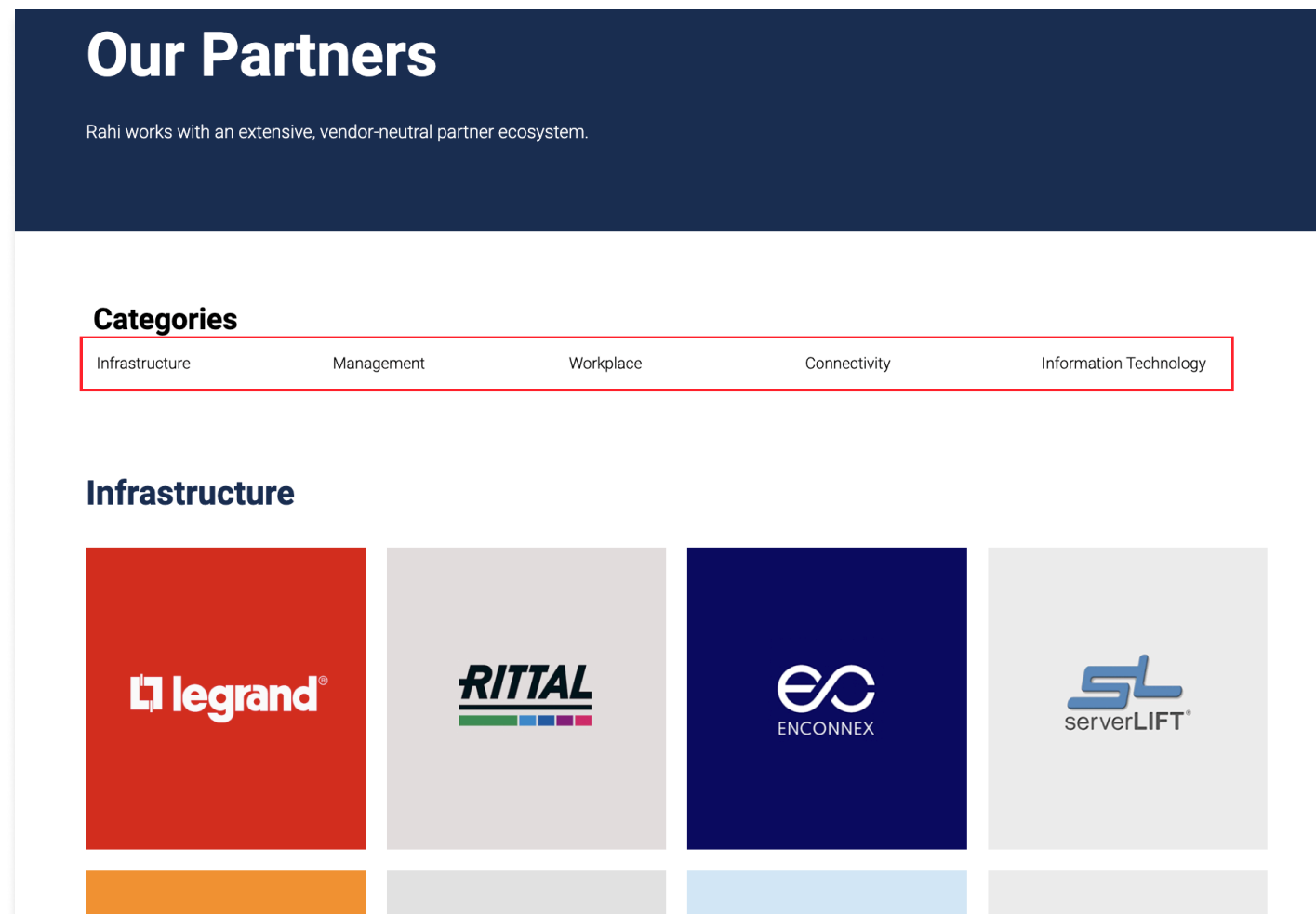
[Search]

Issues

- Users must remember and manually input their search queries instead of being guided by recognizable options.

- Lack of search suggestions or predefined categories increases cognitive load.

Recommendation

- Implement autocomplete suggestions based on previous searches or popular queries to assist users.

- Provide predefined filters or categories to help users quickly recognize available options.

- Display recent searches or saved searches to reduce the need for users to recall past queries.

- Use placeholder text or examples in the search bar to guide users on what they can search for.

Flexibility and efficiency of use

User interfaces should work well for both beginners and experienced users. It provides different ways to complete tasks, helping everyone navigate and use the system efficiently based on their skill level.

Our Partners

Rahi works with an extensive, vendor-neutral partner ecosystem.

Categories

| Infrastructure | Management | Workplace | Connectivity | Information Technology |

Infrastructure

Issues

- Users must manually browse through all categories to find a specific partner, making the process inefficient.

- The partner levels (Gold, Platinum, Silver) are unclear, leading to confusion about their significance.

Recommendation

- Implement a search or filter feature to allow users to quickly find partners by name, category, or level.

- Provide clear visual distinctions (e.g., badges, icons, or color codes) for each partner level to enhance recognition.

Aesthetic and minimalist design

The user interfaces should be visually clean, simple, and free from unnecessary elements that do not serve a functional purpose.

Rahi provides innovative solutions for companies around the world

See all customers stories →

> Our management team feels like we've really gotten our money's worth out of the solutions Rahi has implemented. And from an internal IT standpoint, my team has looked very good.

PAUL SOALS | NURX

"Through the technology collaboration with our valued partners Juniper Networks and Serro, we are able to deliver the SD-WAN strength and mitigation capabilities of Nexusguard AI, ensuring that our customers' networks will remain strong in the event of a DDoS attack."

**Jolene Lee**
CEO, Nexusguard

Issues

- Excessive variations in font sizes and font families disrupt visual harmony.

- Different styles and variations in UI components create a cluttered and unpolished look.

- Users struggle to interact with the slider effectively.

Recommendation

- Standardize typography by using a consistent font family and a limited number of font sizes to maintain visual coherence.

- Establish a unified design system to ensure consistency across all UI components.

- Optimize the slider for better accessibility, including larger touch targets, clear navigation controls, and keyboard-friendly interactions.

Help users recognize, diagnose, and recover from errors

The error messages should be clear, informative, and provide actionable solutions. Users should be able to understand what went wrong and how to fix it without frustration.
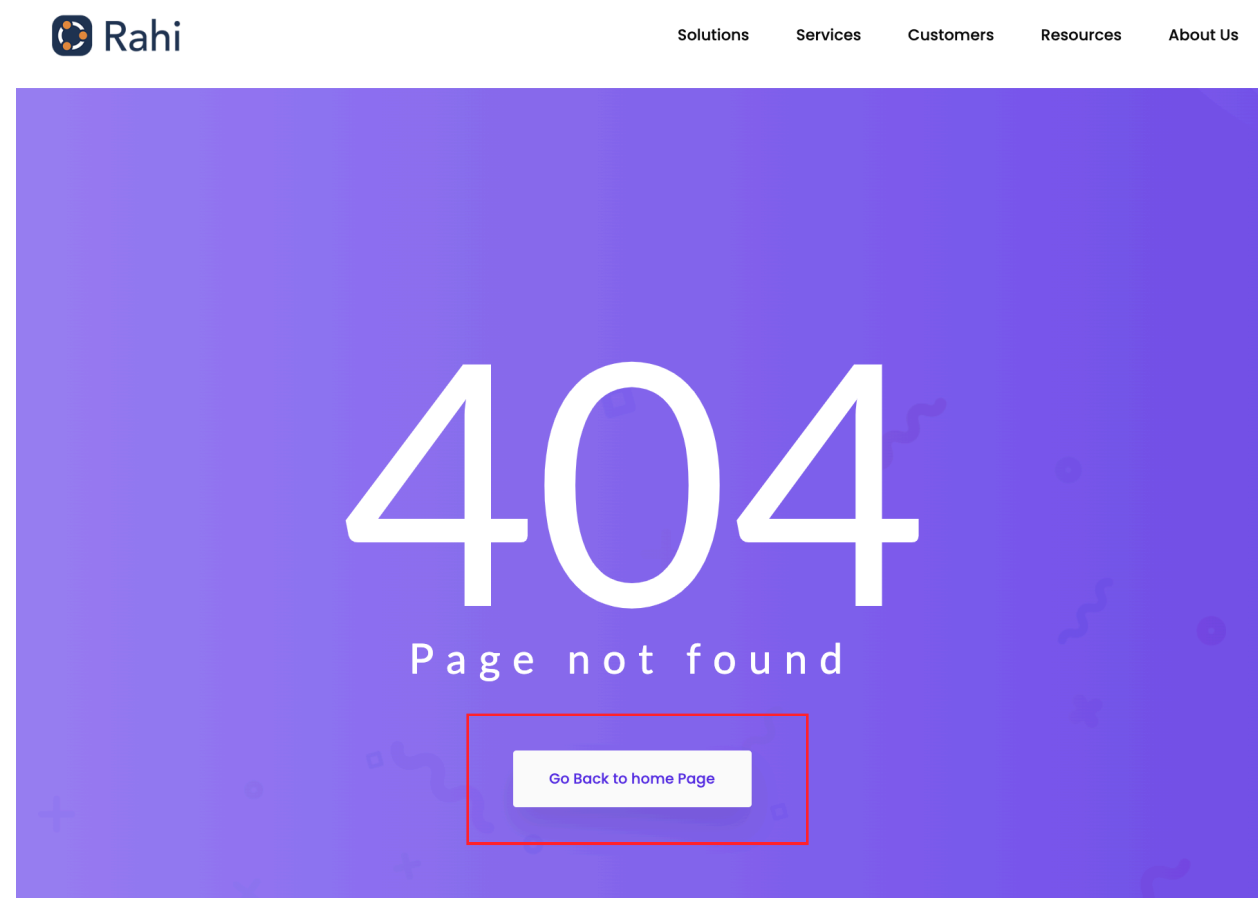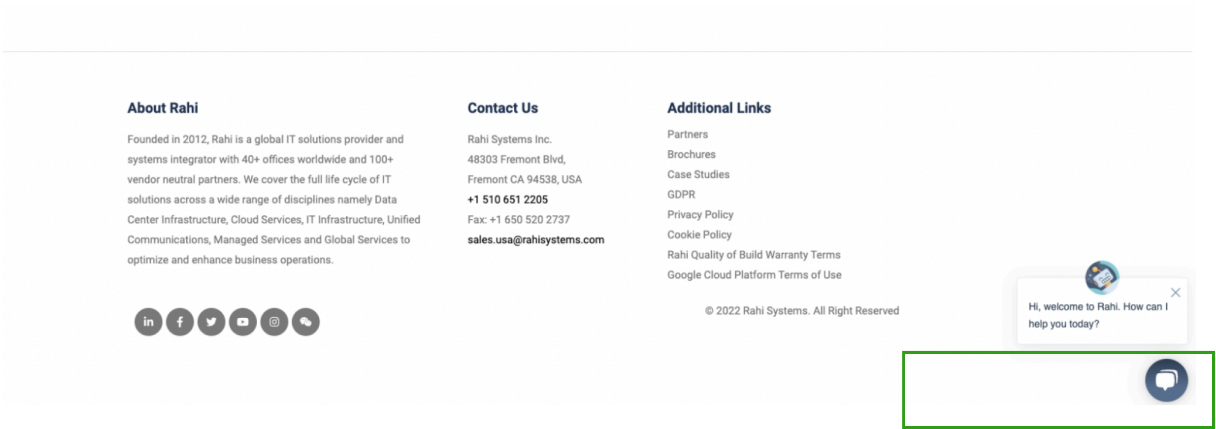

Issues

- Users do not receive a clear explanation of why the error occurred, making it difficult to diagnose the problem.

- The only available action is to return to the home page, but users may prefer to go back to the previous page or retry their last action.

Recommendation

- Provide a clear and specific error message that explains the issue in simple terms (e.g., "Page not found – the URL may be incorrect or the page may have been moved").

- Offer actionable solutions such as retrying the action, checking input fields, or contacting support if necessary.

- Include a "Go Back" button that returns users to the previous page instead of forcing them to start from the home page.

Help and documentation

Making sure user gets well-organized help and documentation whenever needed.

Issues

- Looks good

Recommendation