

WEBSITE REDESIGN

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CREATIVE BRIEF



Background

Two Big Blondes is a Women's Plus Size Consignment Store located in the Central/Leschi area of Seattle. This store has very strong philosophy to make every customer happy by being a warm inviting place to shop and offering quality clothes at low prices. Two Big Blondes has been in business for seventeen years and now is owned by one big brunette.

The website http://www.twobigblondes.com is not an online store. Its purpose

is to provide general information for customers and consignors, including location, contact information and history of the store.

Target Audience

- Females 30-55 wearing size 14 and above
- Living in Seattle
- With low to medium income (less than \$65, 000)

Objectives

Redesign website to give it a clean modern appearance and attract younger customers.

Obstacles

Existing merchandise pictures may not fit to the new style of the website. Also the existing logotype colors may conflict with the new color palette.

Key Benefits

Redesigned modern website will make more people visit the actual store.

Tone

Friendly and engaging.

CURRENT SITE

Two
Big
Blondes
Flus
Size
Consignment

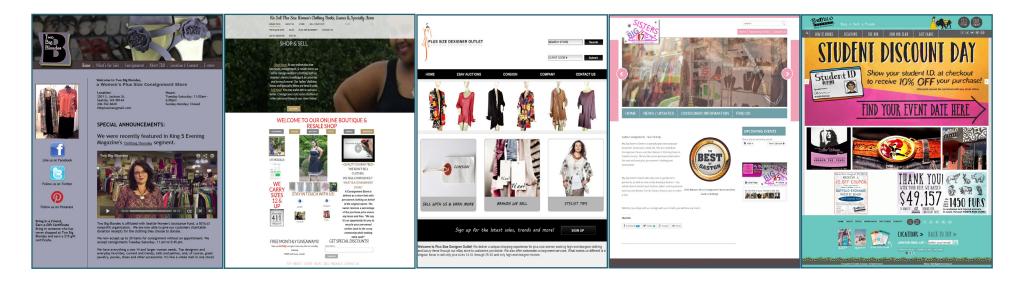
Desktop / Tablet / Mobile views





COMPETITIVE ANALYSIS

Two Big Blondes Urban Thick Plus Size Designer Outlet My Big Sister's Closet Buffalo Exchange



Summary

Two Big Blondes is a Women's Plus Size Consignment store in Seattle with a dedicated website. There are several other consignment stores in Seattle targeting the same audience, but none of them have a website.

This is why the following competitor websites were chosen:

- Urban Thick is an online women's plus size consignment store (#2 in search results).
- Plus Size Designer Outlet is an eBay women's plus size consignment store (#8 in search results).
- My Big Sister's Closet is a physical women's plus size consignment store (2015 region consignment store winner).
- Buffalo Exchange is a well established general consignment store in Seattle.

If these competitive sites are well designed and functional, they might take away the customers of Two Big Blondes. This is why the Two Big Blondes website should be redesigned.

The simple navigation and structure of the website should remain, but the overall design, page layout, images and color palette should be refreshed to have a clean modern look.

COMPETITIVE ANALYSIS Two Big Blondes

http://www.twobigblondes.com/index.htm

Design

Two Big Blondes is a Women's Plus Size Consignment store located in Seattle. The site has a simple convenient layout that is easy to navigate and reflects the store purpose well.

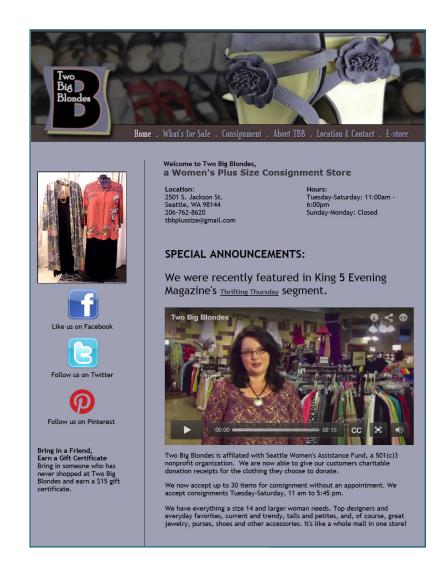
It has an original logo, which matches the style and the color palette of the website. However, the overall design looks outdated and the pictures do not have a professional look.

There is no news and events section, What's For Sale page does not seem to have any recent additions, so it looks like the site has not been updated for a while. The link to the eBay store does not work and there is no way to leave or read public feedback.

Full contact information is present, including an email address and a phone number.

The site has metadata, but despite usage of graphics as text and missing alt tags, it is #1 in the list of search results.

Overall the site looks outdated and requires a redesign to be competitive. The store's Facebook page has a lot of recent information and images that would be nice to put on the website.





Usability

Comparison results

Content

■ Two Big Blondes

■ Urban Thick

SEO

■ Plus Size Designer Outlet

My Big Sister's Closet

■ Buffalo Exchange

COMPETITIVE ANALYSIS Urban Thick

http://www.urbanthick.com/

Urban Thick site is an online women's plus size consignment store. The information on the home page very clearly describes what the company does.

The customer feedback is recent and customers have an ability to submit their own feedback after purchase.

Merchandise has very detailed descriptions and multiple pictures with an ability to zoom in.

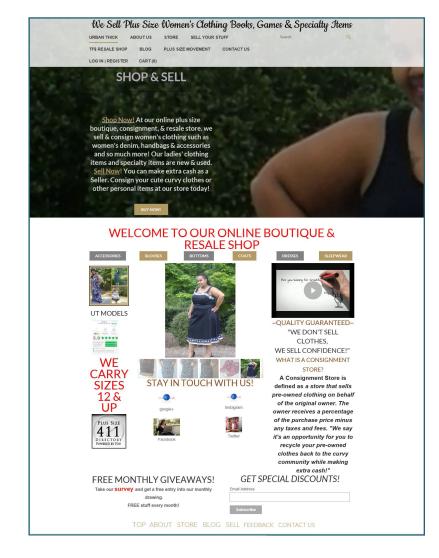
The website does not have responsive design, but has a dedicated mobile site optimized for small format devices.

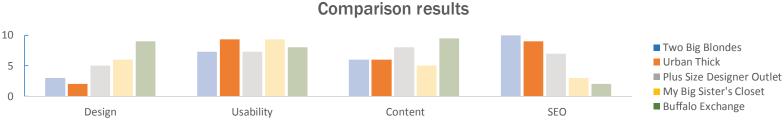
Even though the navigation menu allows customers to easily browse the site, the page layout is messy. A large number of pictures on the homepage could confuse the visitor, especially since some of them are links and some are not. Even the Facebook and Twitter icons are replaced with random pictures.

The website has no logo, and general picture quality makes site look unprofessional.

From SEO perspective the site has a very small list of metatags, it also has non-informative alt tags for most images. Nevertheless, the site was #2 in the list of search results.

Overall the site reflects its purpose, but definitely could be improved.





COMPETITIVE ANALYSIS Plus Size Designer Outlet

http://www.plussizedesigneroutlet.com/

Plus Size Designer Outlet site is an eBay women's plus size consignment store with a clear layout and design.

It has professionally looking photos and logo that will attract customers.

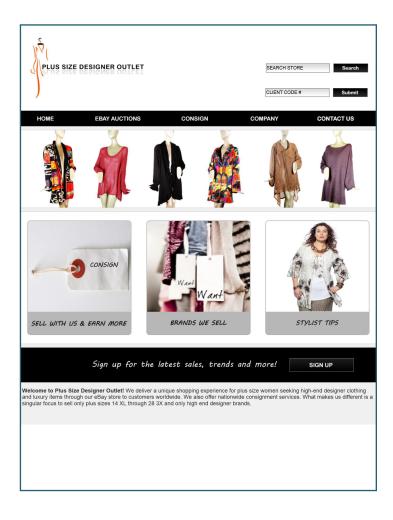
The navigation menu is easy to understand and use, but search functionality is confusing. It could be more usable if two search fields with different criteria were combined into one.

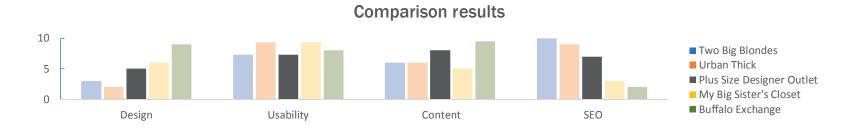
The site links to a working eBay store and has recent customer feedback (from eBay), which makes the site look current.

Like most of the competitive sites, it does not have responsive design, which makes it more difficult to browse and buy products on some devices.

From SEO perspective the site has a very small list of metatags, it also lacks alt tags for most images and uses text as graphics in many places. Nevertheless, the site was #8 in the list of search results.

Overall the site looks nice and reflects its purpose, but could still be improved.





COMPETITIVE ANALYSIS My Big Sister's Closet

http://www.mybigsistersclosetboutique.com/

My Big Sister's Closet is an actual women's plus size consignment store (no online sales) located in Charlotte, NC. The site has a nice color palette and a convenient layout. It looks better than most competitors and is one of the two sites that have responsive design, which makes it easy to browse on a variety of devices. It also has professionally looking photos that will attract customers.

The store is a 2015 winner of a local Best Consignment Store and Best Ladies Clothing competition, which is mentioned on the home page.

It has an original logo, but the logo does not match the style and the color palette of the website.

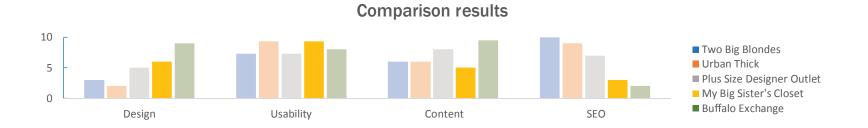
The navigation is a bit confusing. Every page has redundant buttons in different places that have different styles. For example it has two of Home and Upcoming Events buttons.

The Upcoming Events page is empty and the News page has not been updated for two years. This does not give a feeling that site is up to date. There is no way to leave public feedback and the Contact information page does not include email address or phone number. This does not allow website visitors to see opinions of other customers.

Even though the site has metadata, alt tags and unique page titles for SEO, it was not included in the first five pages of search results.

Overall the site looks nice and reflects its purpose, but there are many ways to improve it.





COMPETITIVE ANALYSIS Buffalo Exchange

http://www.buffaloexchange.com/

Buffalo Exchange is a well established general consignment store in Seattle. The site is beautifully designed with a modern and convenient layout. It looks much more professional than any of the competitors and is one of the two sites that have responsive design. The photos and graphics are also high quality and will attract customers.

It has an original logo, fonts and style, which are consistently applied not only throughout the site, but also in the physical stores.

The navigation is natural with the exception of "home" button which is not present in the main navigation menu. The Search button does not always work as it requires a very precise click in the center of the icon.

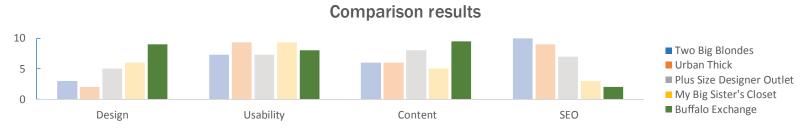
The site has very fresh content with the latest promos and press releases, it is obvious that it is well-maintained.

Despite the great design, it is not obvious from the homepage that it is a consignment store.

The site has no keywords metadata, so it was not included in the first five pages of search results.

Overall the site looks great, although there are still ways to improve it.



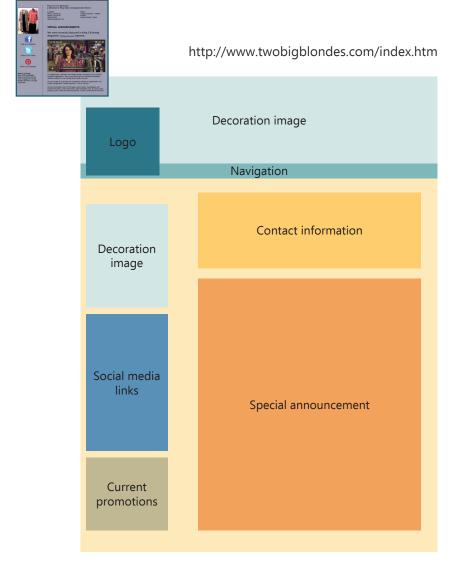


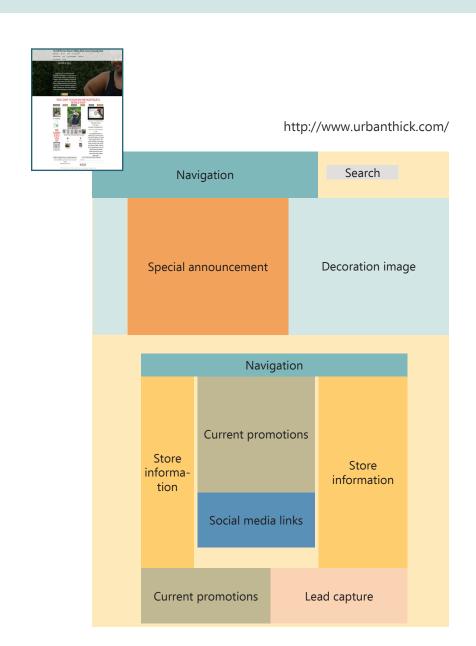
COMPETITIVE ANALYSIS Comparison of Features

	Two Big Blondes	Urban Thick	Plus Size Designer Outlet	My Big Sister's Closet	Buffalo Exchange
Predictive URL	+	+	+	+	+
Current content	-	+	+	-	+
Working Online store	-	+	+	-	-
Physical store	+	-	-	+	+
Easy navigation	+	-	+	-	-
Professional photos	-	-	+	+	+
Responsive design	-	-	-	+	+
Full contact information	+	-	+	-	+
Has Logo	+	-	+	+	+
Performance	-	+	+	+	+
Lead capture	-	+	+	-	+

COMPETITIVE ANALYSIS Small Multiples

Two Big Blondes Urban Thick



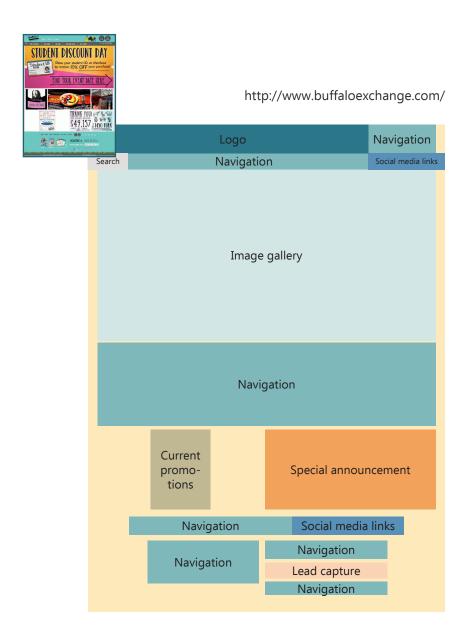


COMPETITIVE ANALYSIS Small Multiples



COMPETITIVE ANALYSIS Small Multiples

Buffalo Exchange



As we see, the sites with simple functionality usually have simple and clear layout. And sites with rich functionality have busy and complex layout. However, there is a website (Buffalo Exchange) which successfully uses attractive design to hide this complexity.

PERSONAS







Angela SanchezFirst time customer

Jane Carlsson Occasional customer

Kayla Johnson Frequent customer

Summary

In order to properly redesign the Two Big Blondes web site functionality three personas have been analyzed. They have been chosen to represent the target audience to cover various:

- age ranges
- incomes
- family status
- clothes sizes

Different scenarios specific to each persona were explored to cover most of the customer-website interactions.

PERSONAS First time Customer

Angela Sanchez



"Curious about new experience."

Profile

Angela is not an active shopper. She buys new clothes from time to time and usually shops in popular department stores like JCPenney.

As she does not shop often, she usually does not follow sales. However, she always looks at the price tag and will not buy expensive items.

Background

- 30 year old, engaged, female
- Clothes size 18
- Undergrad student of Art Institute of Seattle
- Part time worker at Starbucks
- Income under \$15,000
- Lives in North Seattle

Customer needs

- Nearby store
- A little attention
- Good selection
- Affordable prices
- Fashionable items
- Friendly environment
- Fitting room

Scenario Angela wants to buy a wedding gown for her upcoming wedding.	Needs Nearby store A little attention Clothes in excellent condition Large selection of fashionable wedding gowns A way to see another customers reviews Affordable prices Friendly environment Fitting room	Up to date promotion information Customer reviews Store address and driving directions Contact information	Angela finds Two Big Blondes store in search results on the Internet. Modern design of the web- site and attractive photos catch her attention. She reads customers reviews and decides to see the store. Angela easily finds store address and drives to the store.
Angela wants to sell her wedding gown which she no longer needs.	Nearby storeFriendly environmentSuitable consignment rules	 Consignment rules Store address and driving directions Contact information 	Angela easily finds consignment rules on the website. She also finds store address and drives to the store.
Angela wants to buy a purse as a present for her aunt's Birthday.	Nearby store Large selection of purses Fashionable items Friendly environment Affordable prices	 Up to date promotion information Store address and driving directions Contact information 	Angela remembers that she saw good quality purses last time she was in the Two Big Blondes store. She easily finds website in search results on the Internet. She sees a good promotion for purses on the website. She also finds store address and drives to the store.

PERSONAS Occasional Customer

Jane Carlsson



"I hope to get something to show off my new look."

Profile

Jane is young and ambitious. She is committed to improving herself and wants to get in her best physical shape. She works out and recently started a new diet. As she is losing weight she wants to look good and needs clothes to show her best looks.

Jane is a regular shopper, but does not follow all the sales and deals. When she wants to buy something she checks out the deals in her favorite stores.

Background

- 36 year old, single, female
- Clothes size 16
- Dental Hygienist in dental office in Shoreline
- Income \$54,000
- Lives in East Seattle

Customer needs

- Nearby store
- A lot of attention
- Good selection
- Fashionable items
- Friendly environment
- Fitting room

Scenario

Jane recently lost weight and wants to sell her clothes which is now too big. She plans to lose more weight, so she wants to buy not expensive but fashionable clothes.

Needs

- Nearby storeSuitable consignment rules
- A lot of attentionClothes in excellent
- condition
 Large variety of
- merchandise
 Fashionable items
- Friendly environment
- Fitting room
- Trade-in program

Feature

- Up to date promotion information
- Consignment rules
- Store address and driving directions
- Contact information

Behavior

Jane finds Two Big Blondes store in search results on the Internet. Modern design of the website catches her attention. Jane finds an interesting promotion and decides to see the store. Jane easily finds store address and drives to the store.

Jane wants to buy summer clothes for her 56 year old mom visiting from Alaska for a month. Her mom has size 22 and Jane thought that Two Big Blondes could be a good option.

- Nearby store
- A lot of attention
 Good selection of summer clothes
- Friendly environment
- Fitting room

- Social media links
- Up to date promotion information
- Store address and driving directions
- Contact information

Jane finds Two Big Blondes store in search results on the Internet. She sees a facebook button and visits Two Big Blondes facebook page. Jane shows her mom the photos of large selection of summer items that they both like. On the website she finds store address and drives with her mom to the store.

Jane likes Two Big Store promotions and like to sign up for store emails.

- A way to register her email address to receive promotions
- Lead capture functionality

Jane easily finds the signup page on the website and registers her email.

PERSONAS Frequent Customer

Kayla Johnson



"Shopping is my life."

Profile

Kayla is a very active shopper. She likes to keep her collection always fresh. Every season she buys new clothes and sells what she no longer needs. She is very passionate about fashion and style.

Since Kayla does not want to spend a lot of money she is always looking for promotions and sales. She is a member of many frequent shopper programs that give additional discounts.

Background

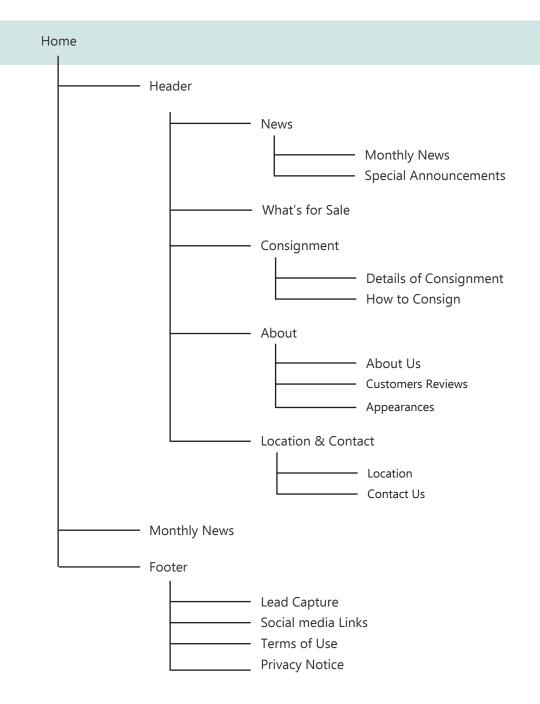
- 40 year old, married, female
- Clothes size 28
- Stay at home mom of two kids
- Family income \$70,000
- Lives in South Seattle

Customer needs

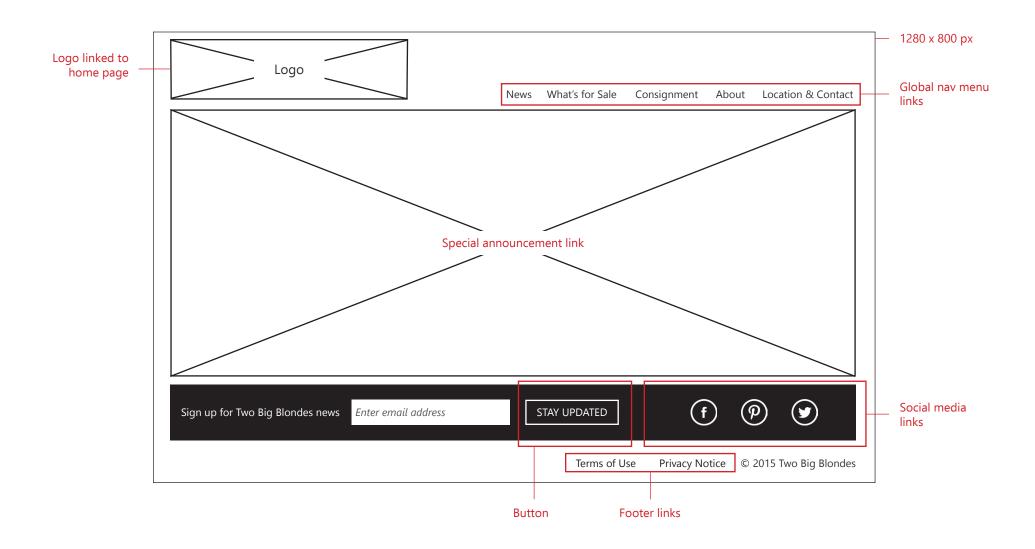
- Nearby store
- Good selection
- Affordable prices
- Fashionable items
- Friendly environment
- Fitting room

Scenario	Needs	Feature	Behavior
Kayla recently got an evening dress as a present and now wants to buy a matching necklace, purse and shoes.	 Nearby store Clothes in excellent condition Good selection of accessories and shoes Affordable prices Friendly environment 	 Social media links Up to date promotion information 	Kayla looks up the latest promotion information on the website. She goes to the Two Big Blondes facebook page and sees the photos of accessories that match her dress. Kayla asks her sister to sit with the kids and drives to the store.
Kayla wants to buy something new for herself and not spend a lot of money.	 Nearby store Clothes in excellent condition Large variety of merchandise Fashionable items Affordable prices Friendly environment Fitting room 	Up to date promotion information Lead capture functionality	Kayla gets an email about the latest promotion with photos of the new items. She finds the promotion and some of the items very interesting, asks her mom to sit with the kids and drives to the store.
Kayla wants to sell her winter coat, which she did not wear for past two years.	Nearby store Friendly environment Suitable consignment rules	Up to date consignment rules	Kayla confirms that the consignment rules on the website have not changed and drives to the store with her kids.
Kayla wants to leave customer review to inform another customers about her experience in the store.	A way to leave the customer comment	Submit and read customers reviews	Kayla easily found submission page on website and submits her review.

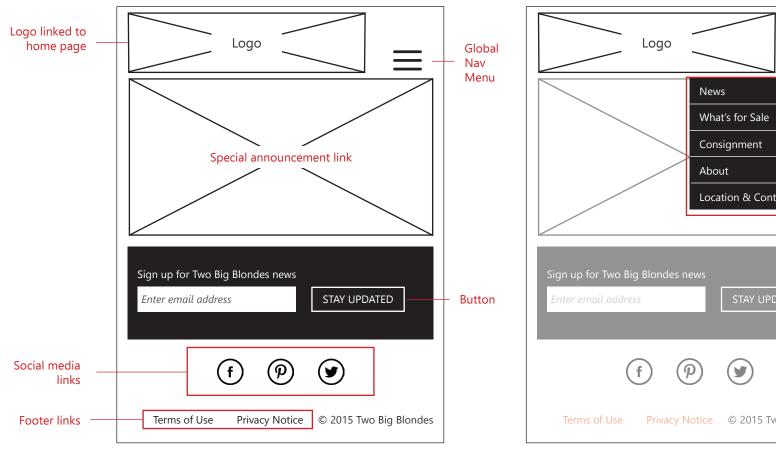
SITE MAP

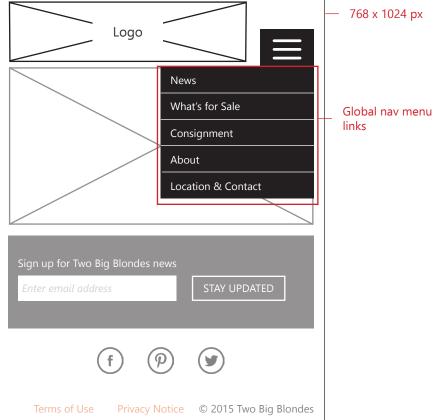


WIREFRAME Home Page

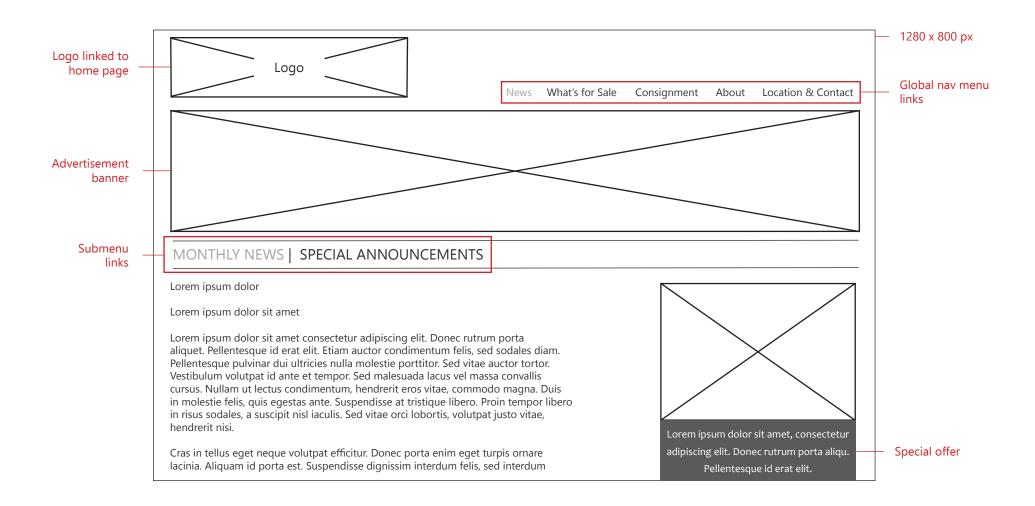


WIREFRAME Home Page

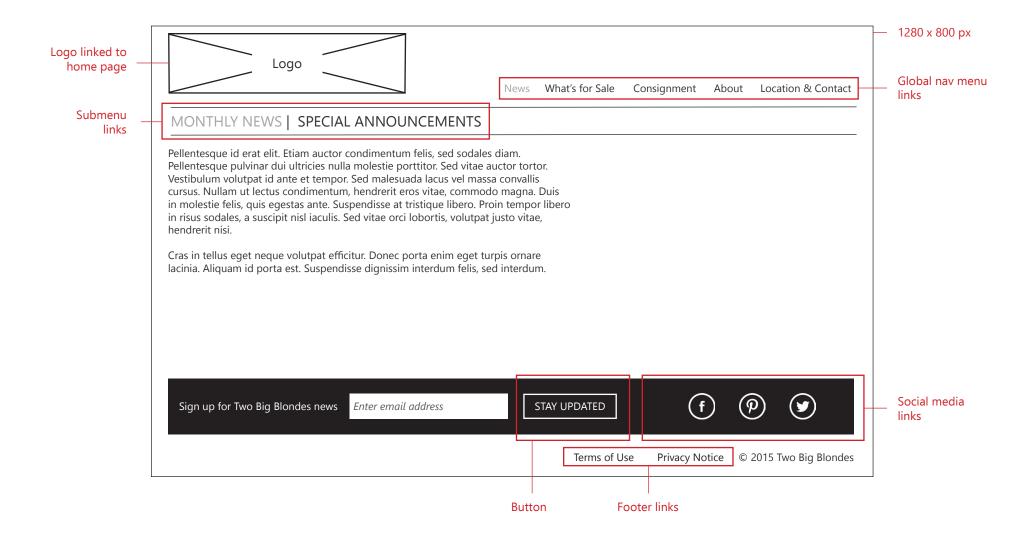




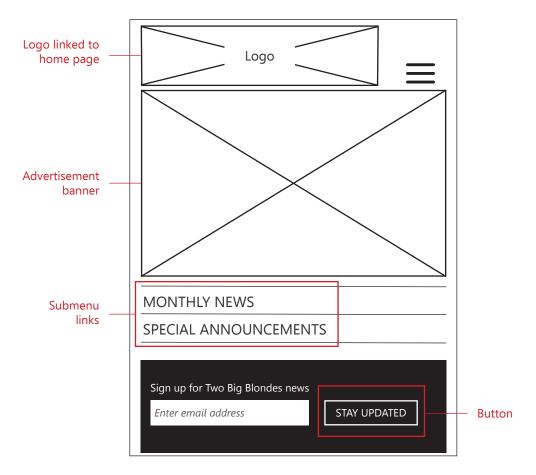
WIREFRAME News Page

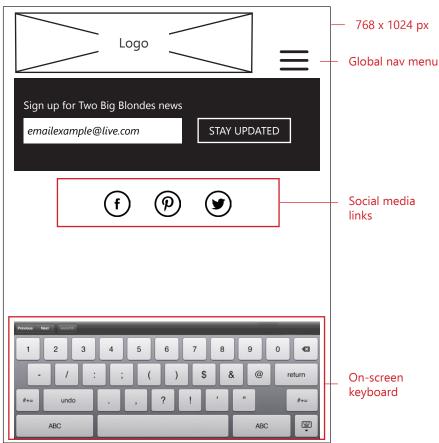


WIREFRAME News Page

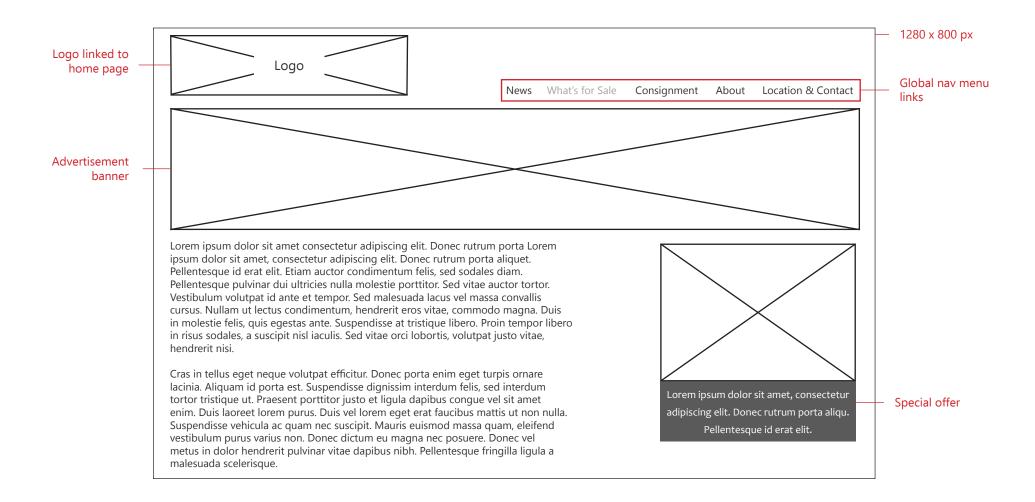


WIREFRAME News Page

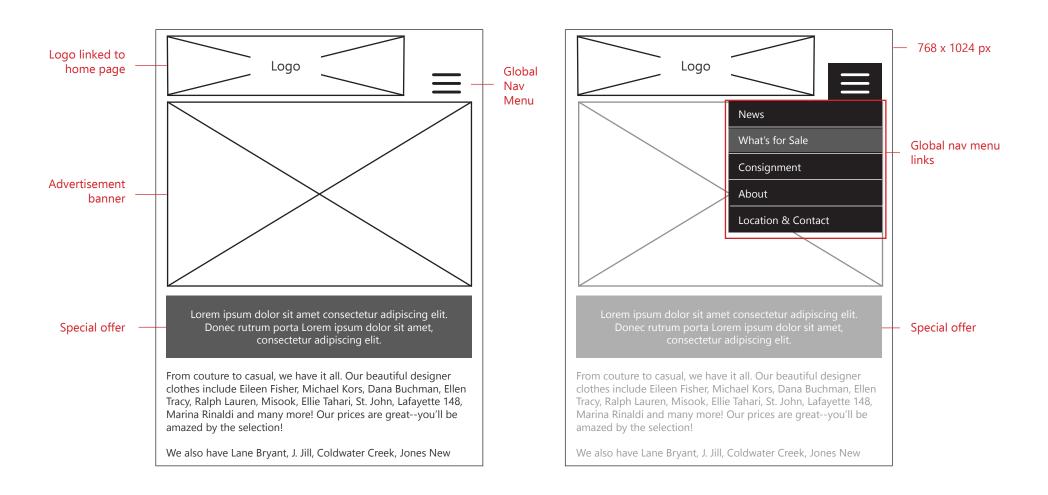




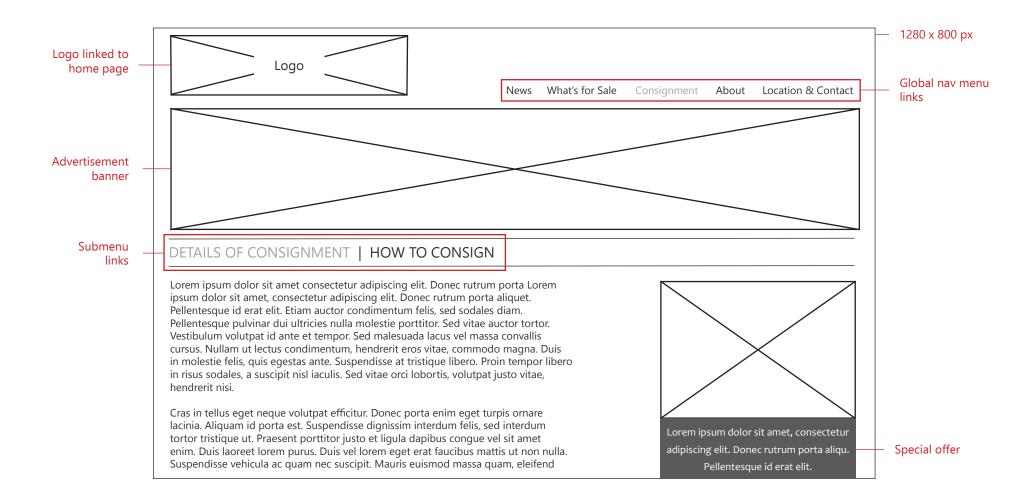
WIREFRAME What's for Sale Page



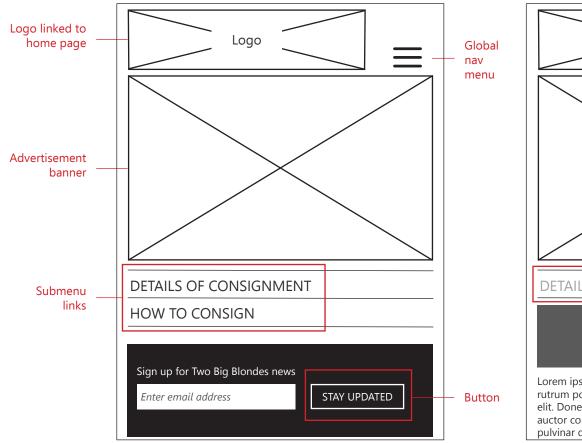
WIREFRAME What's for Sale Page

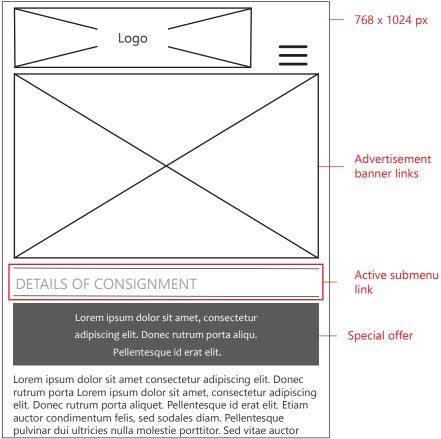


WIREFRAME Consignment Page

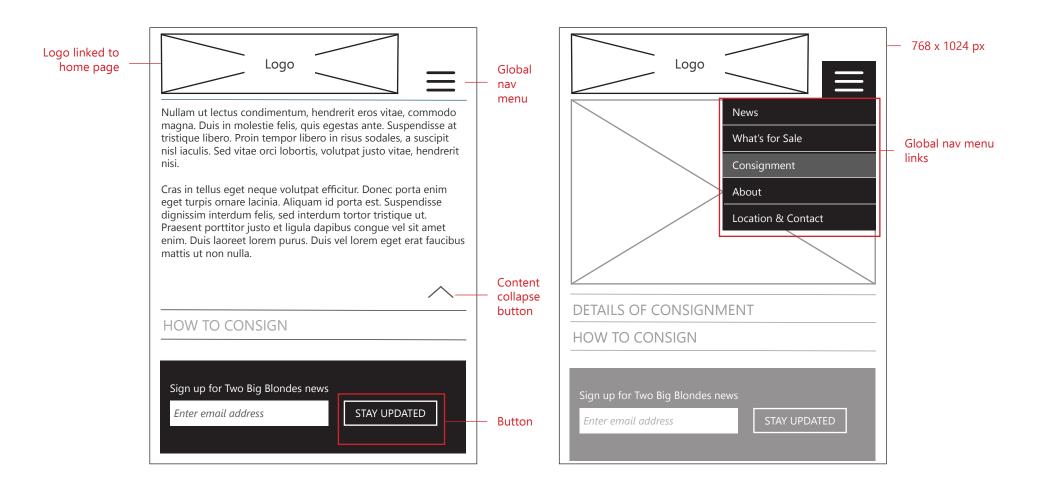


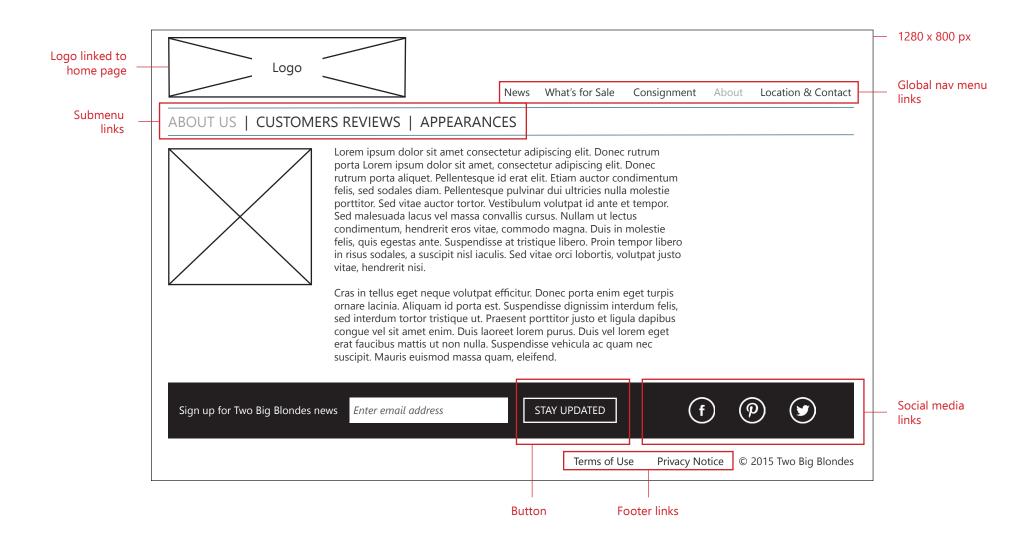
WIREFRAME Consignment Page

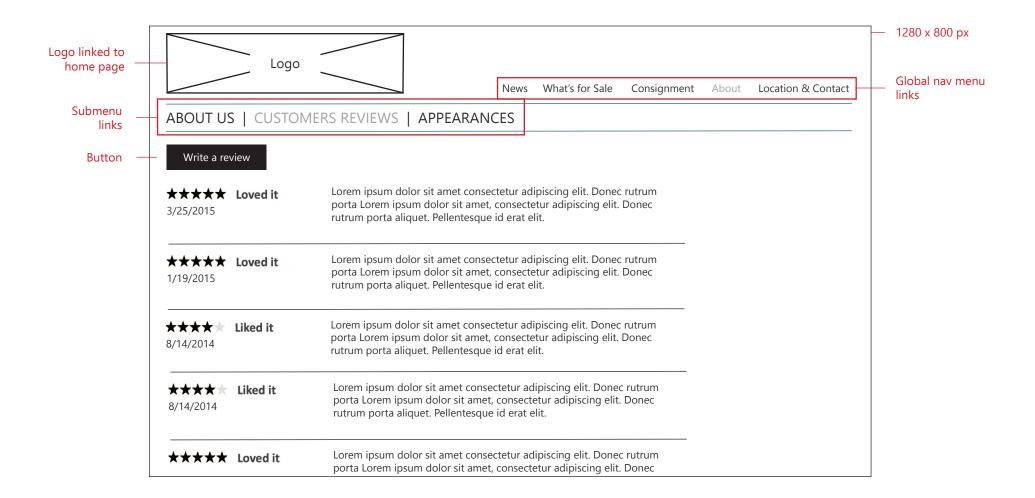


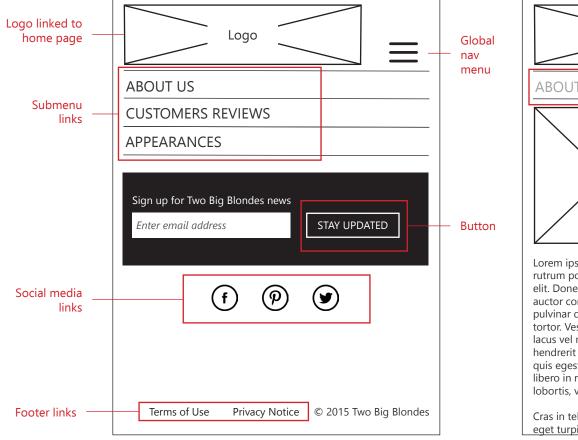


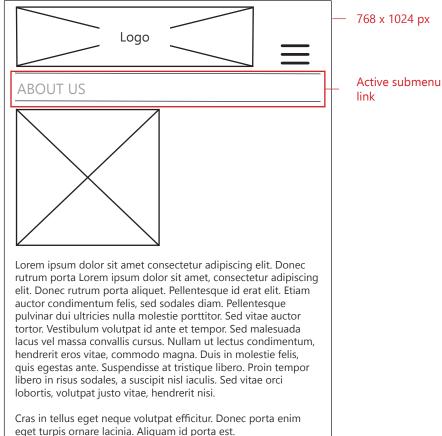
WIREFRAME Consignment Page

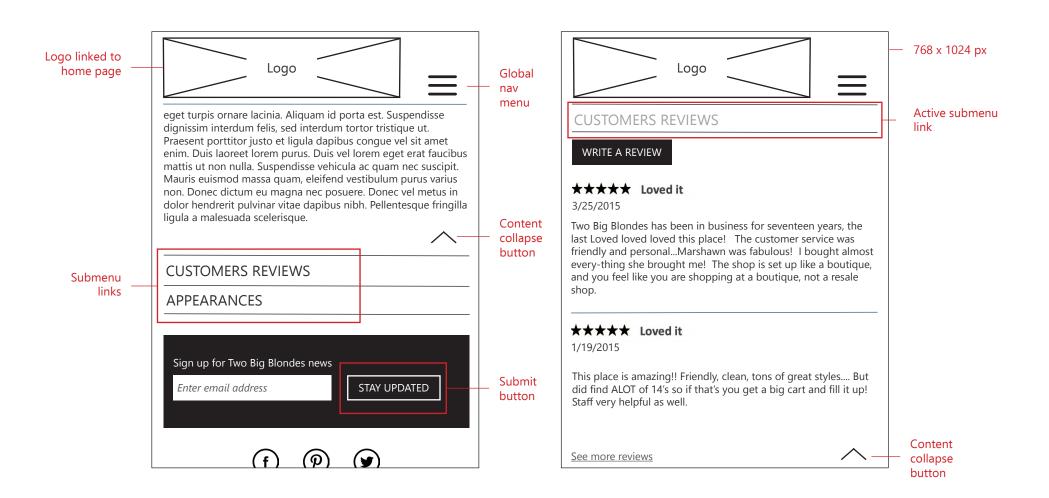




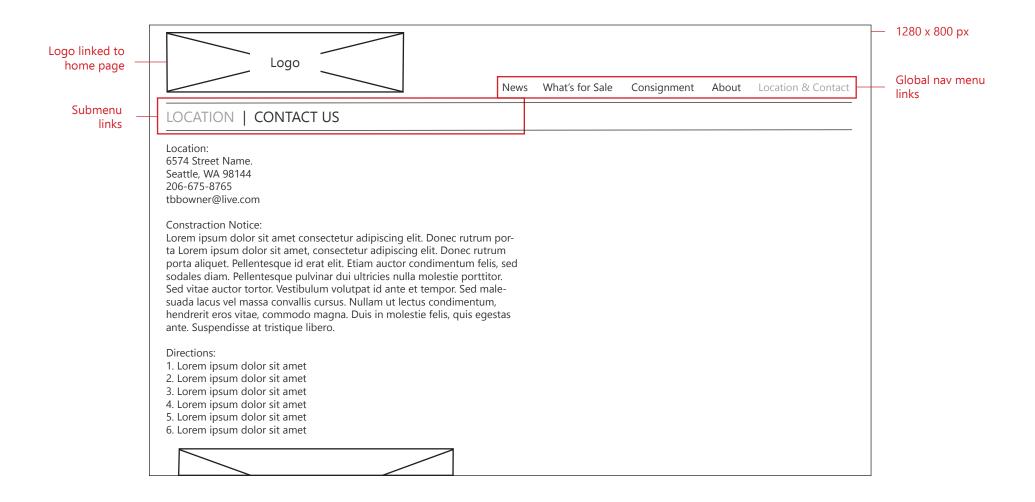




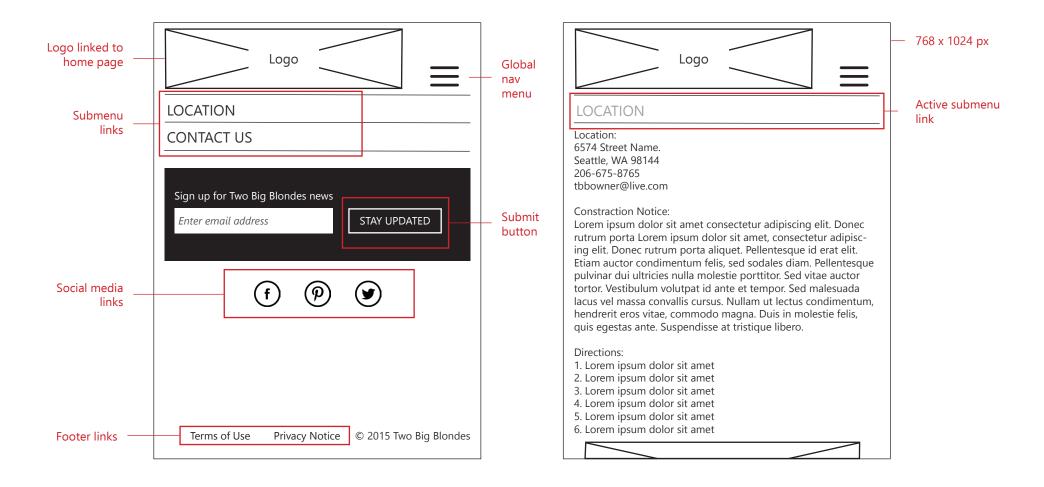




WIREFRAME Location & Contact Page



WIREFRAME Location & Contact Page



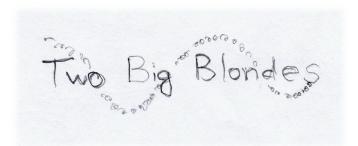
STYLE GUIDE

Typography	Color Swatches	Graphics	Logo
Link 14 pt Segoe UI Regular HEX: 231f20, RGB: 35,31,32 On hover: HEX: ec7d30 RGB: 37,98,116	HEX: 7fb8bb R: 128 G: 184 B: 187	1pt HEX:	Two Big Blondes Women's Plus Size Consignment Store
Menu link 14pt Segoe UI Bold HEX: fffffff, RGB: 255,255,255 SUBMENU 16pt Segoe UI Regular HEX: 231f20, RGB: 35,31,32 On hover: HEX: ec7d30	HEX: 246273 R: 37 G: 98 B: 116	1pt HEX: R: 25	aration line : ffffff 55, G: 255, B: 255 nu icon
On hover: HEX: ec7d30 RGB: 37,98,116 Promotion 16pt Candara Regular HEX: ffffff, RGB: 255,255,255	R: 37 G: 98 B: 116 HEX: ffffff R: 255	R: 37, Men Imag	: 246273 7, G: 98, B: 116 nu icon ge
BUTTON 14pt Segoe UI Bold HEX: ffffff, RGB: 255,255,255 14 pt Segoe UI Italic	G: 255 B: 255 HEX: 231f20 R: 35	R: 25	i. ffffff 55, G: 255, B: 255 ial media icons ges
HEX: 231f20, RGB: 35,31,32 HEADER 16 pt Segoe UI Bold HEX: 231f20, RGB: 35,31,32	G: 31 B: 32	R: 37, Social Imag	
Sub header 14 pt Segoe UI Bold HEX: ec7d30, RGB: 37,98,116 Body text 14 pt Segoe UI Regular		R: 37,	: 246273 7, G: 98, B: 116 tent collapse button
HEX: 231f20, RGB: 35,31,32		HEX:	: 246273 7, G: 98, B: 116

LOGO REDESIGN Sketches

























LOGO REDESIGN Process

Old logo Sketch New logo













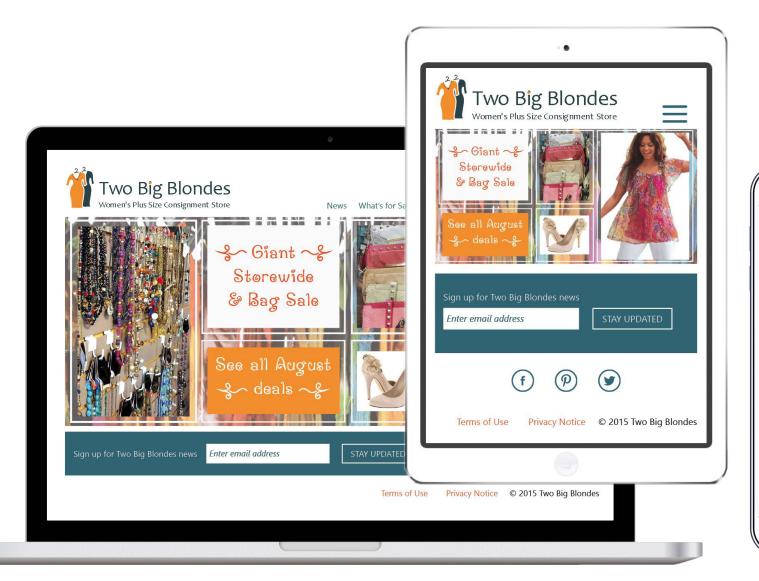
The first logo reflects well what the store sells, but it has too much detail which will look too small on the website.

The second logo is simpler and will look good on the website.

REDESIGNED SITE

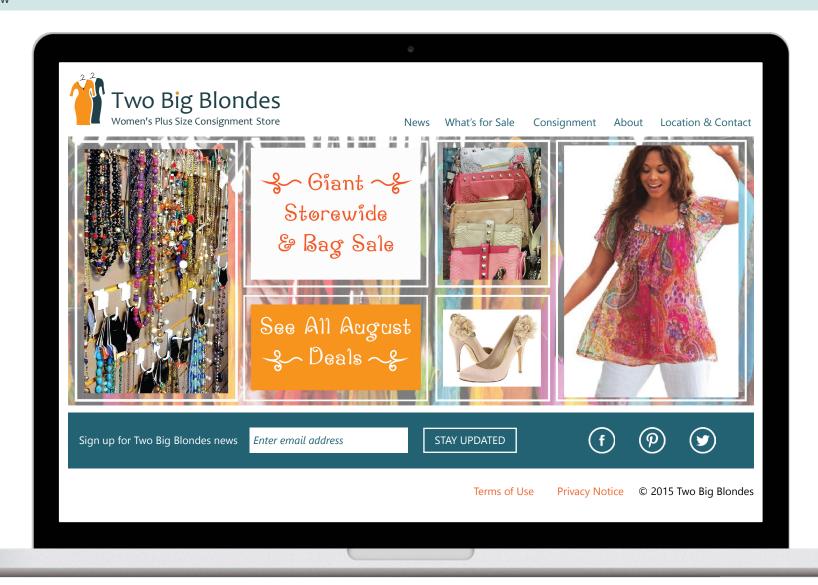
Two Big Blondes
Women's Plus Size Consignment Store

Desktop / Tablet / Mobile views





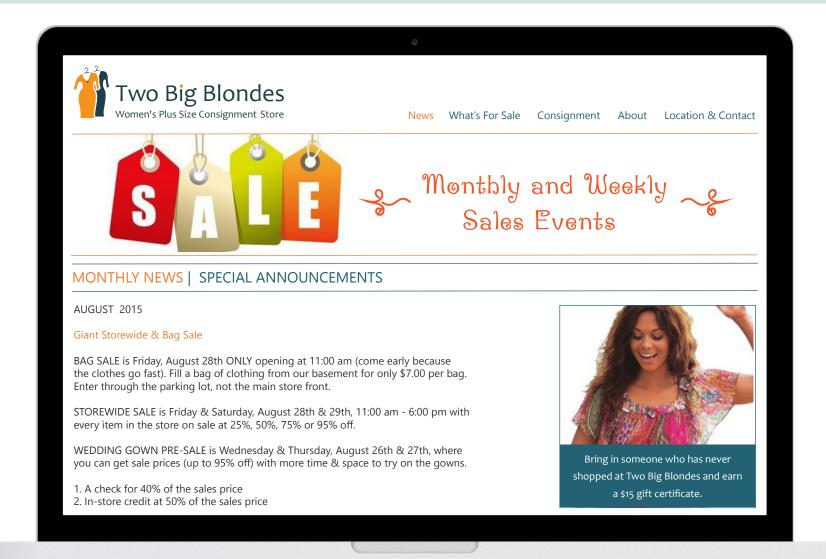
Hi-Fi COMPS Home Page

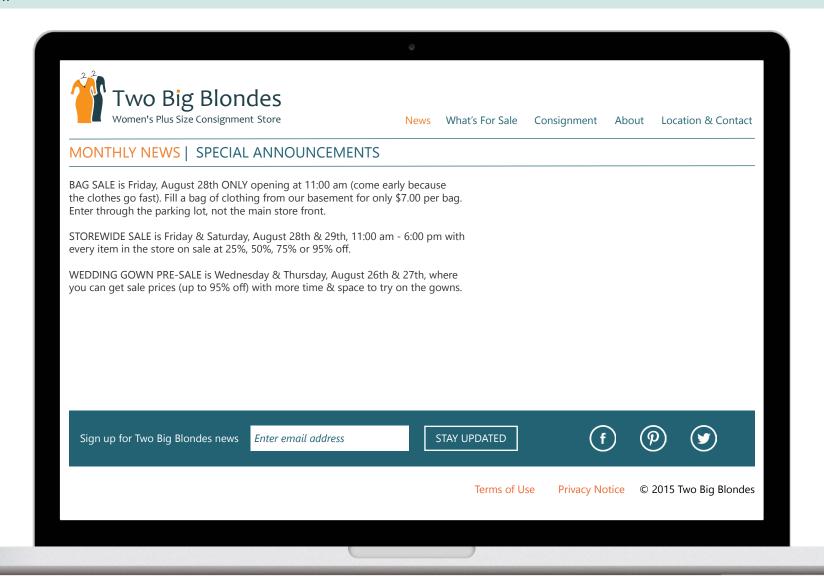


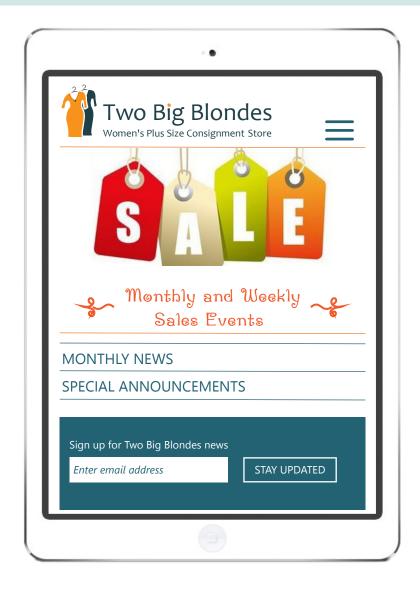
Hi-Fi COMPS Home Page

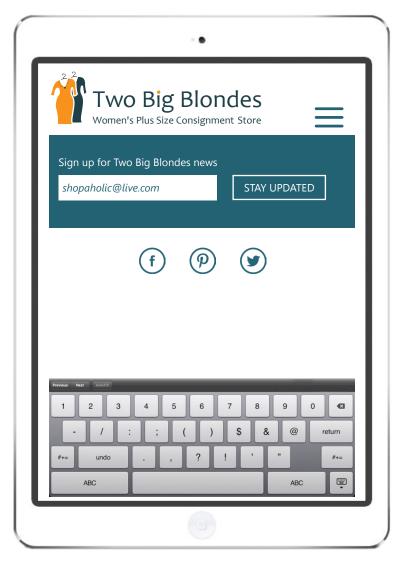








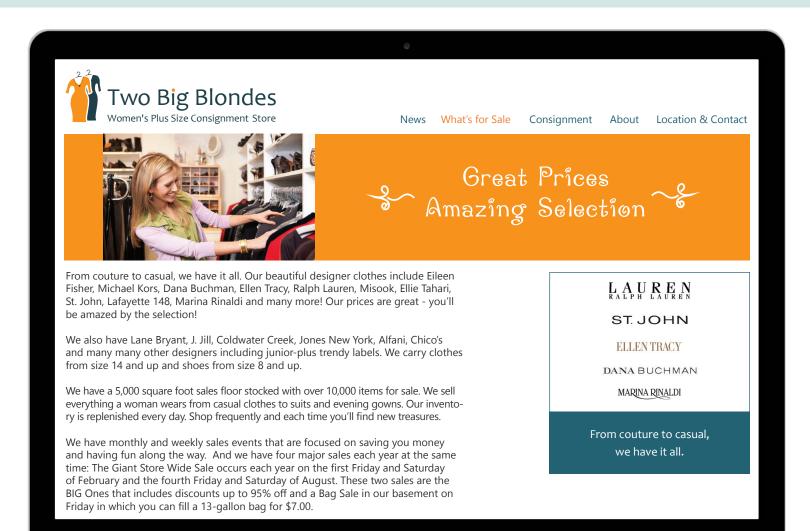




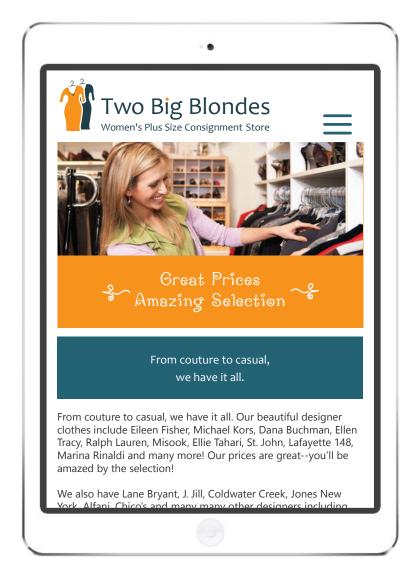




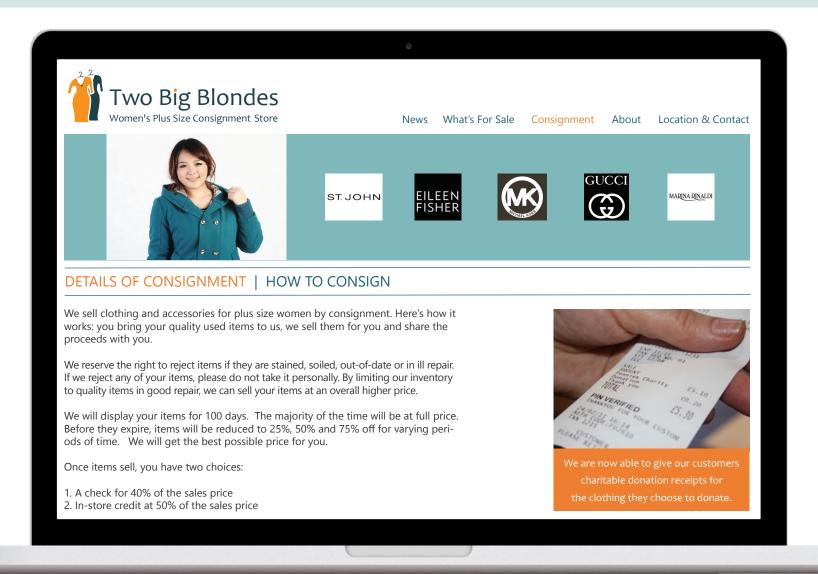
Hi-Fi COMPS What's for Sale Page

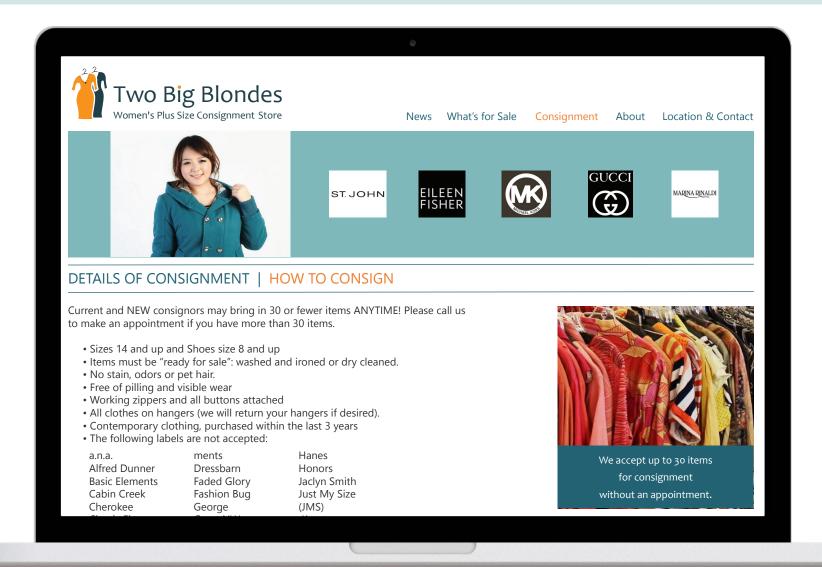


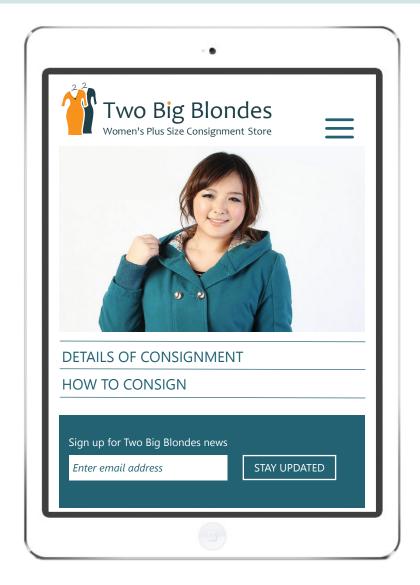
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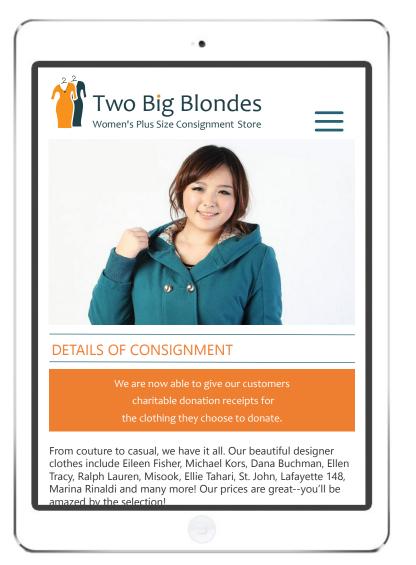


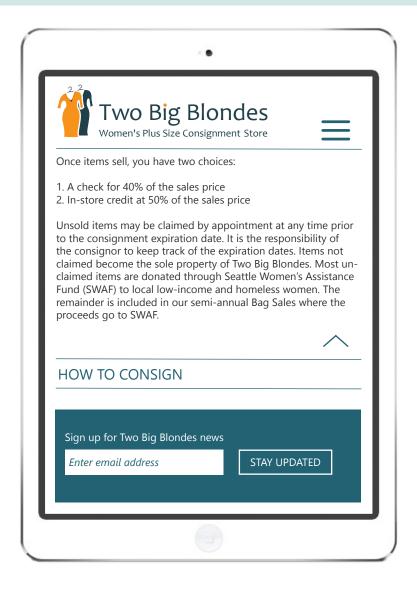


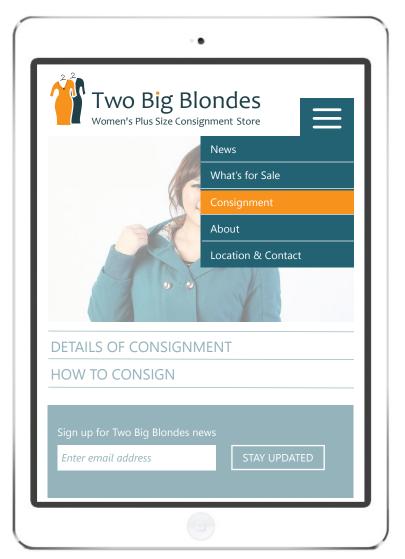


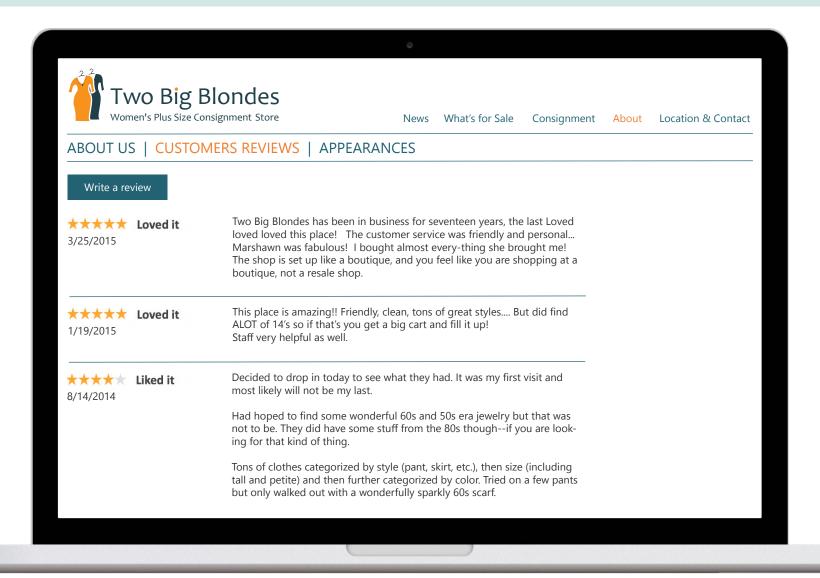


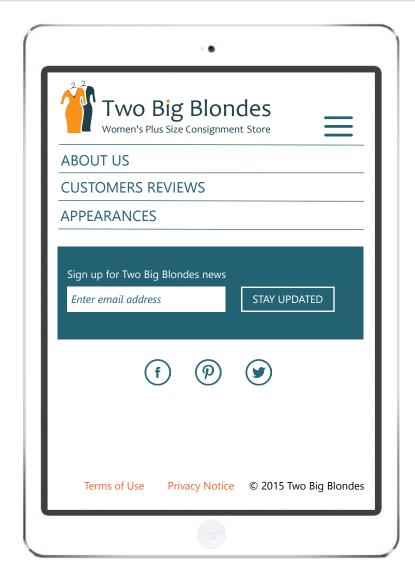


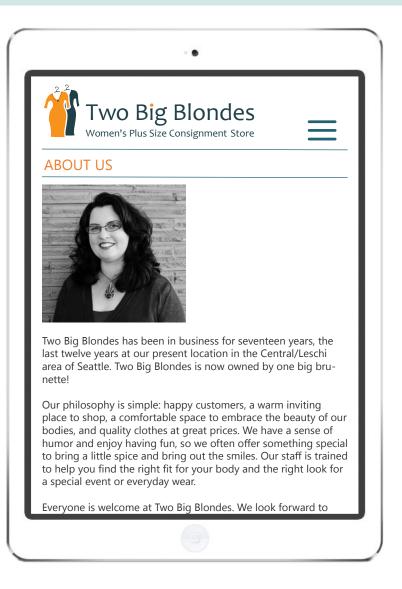


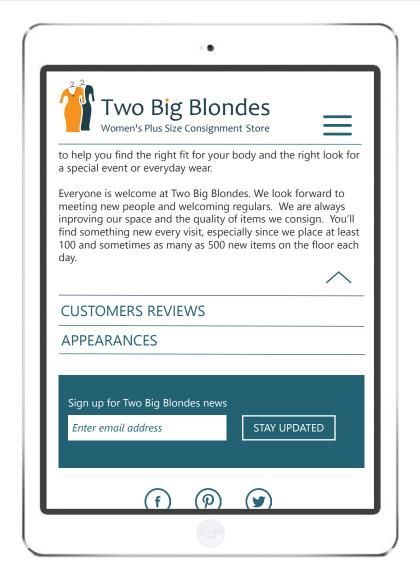


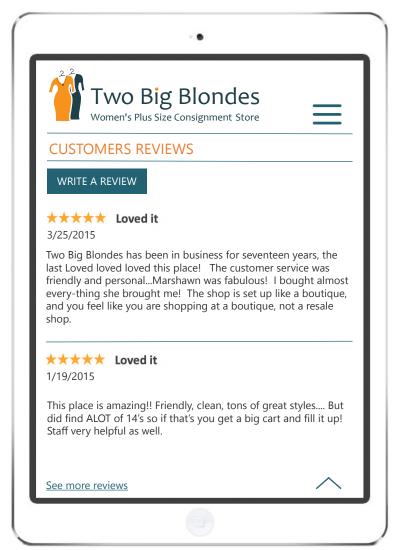


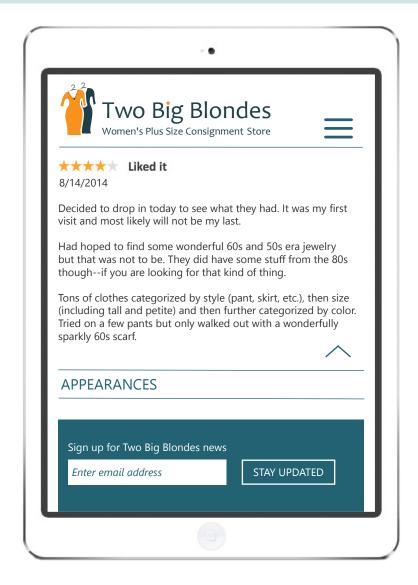


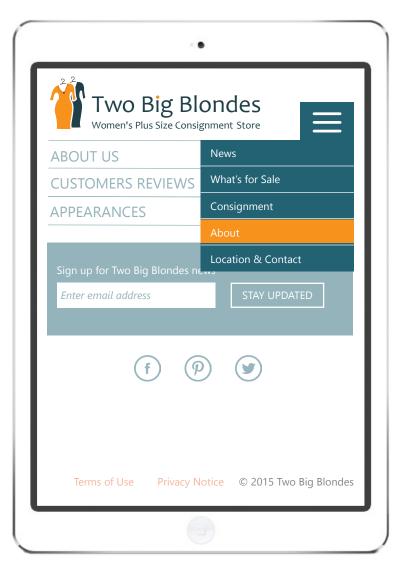




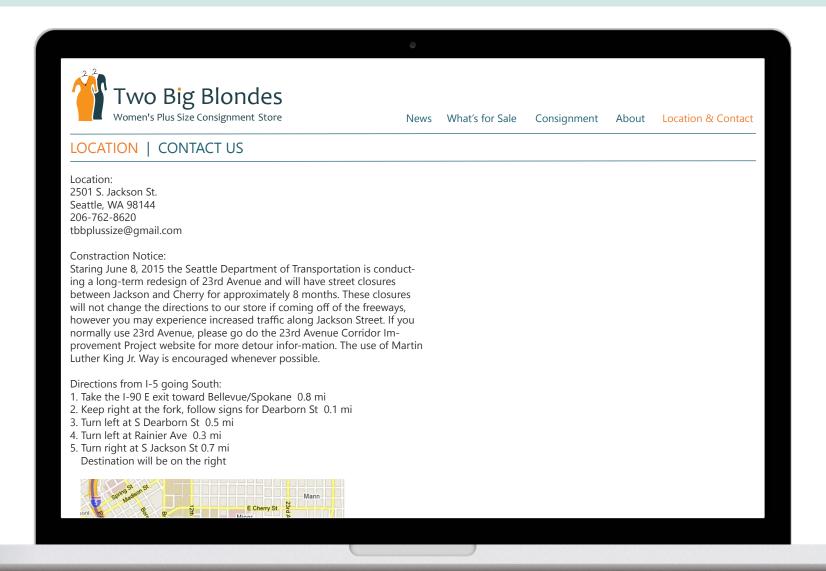




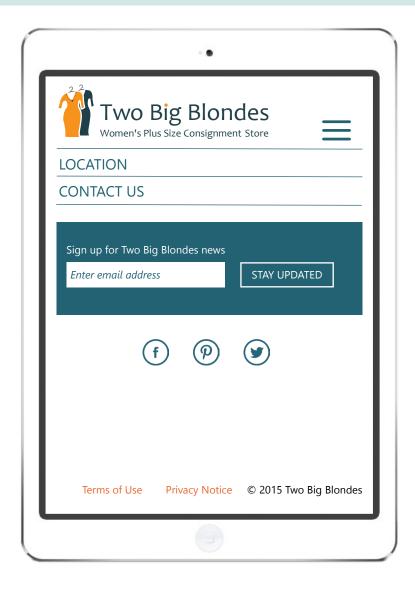


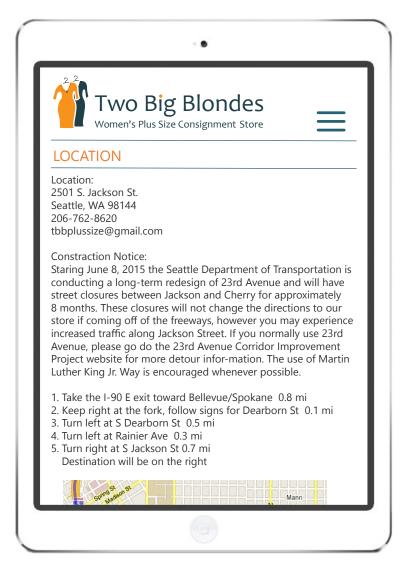


Hi-Fi COMPS Location & Contact Page



Hi-Fi COMPS Location & Contact Page

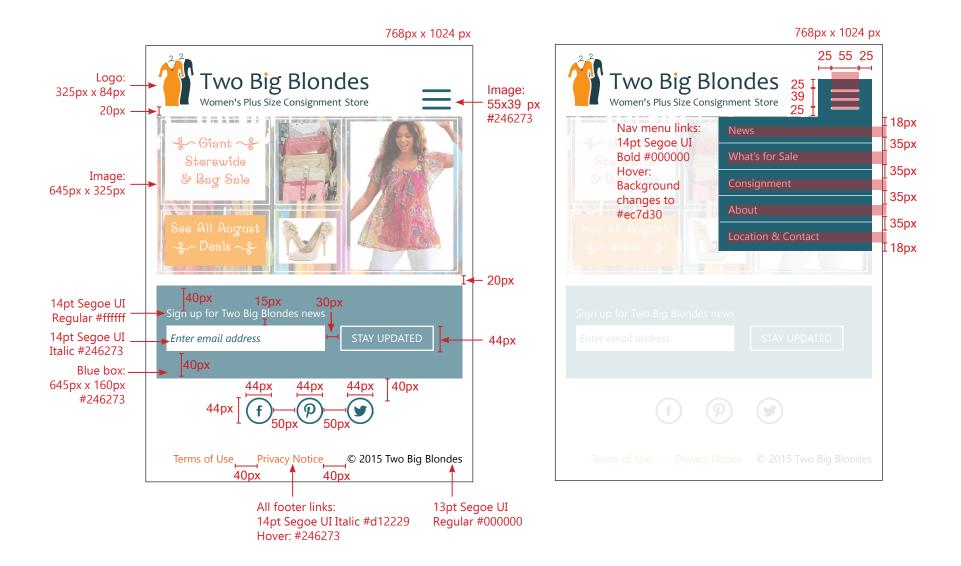




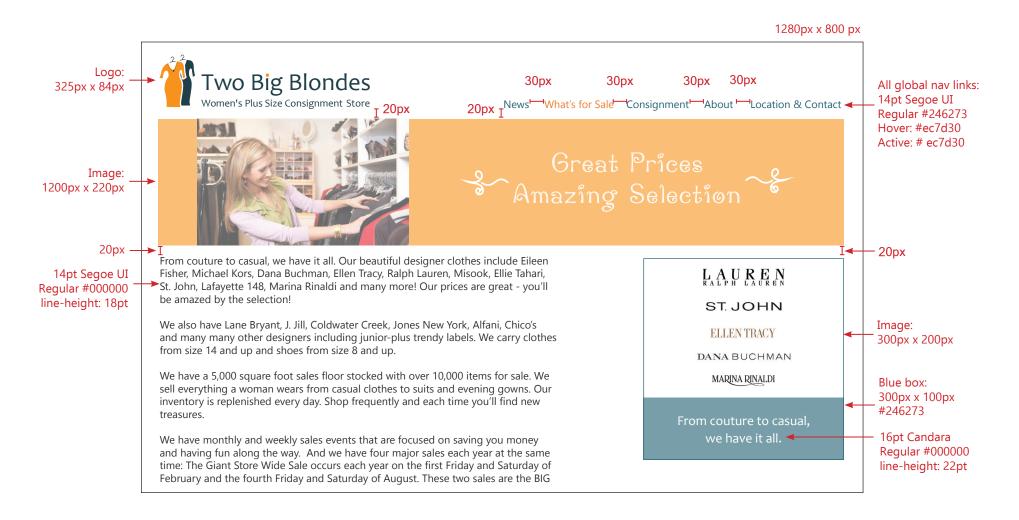
REDLINES Home Page



REDLINES Home Page



REDLINES What's for Sale Page



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PROTOTYPE OF INTERACTIVITY

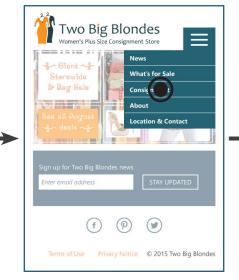






https://marvelapp.com/69jec5



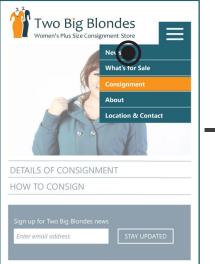














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For prototype https://marvelapp.com/

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