

Overview

InstallPros — a mobile-first concept designed to simplify technician workflows for Starlink installations across the U.S.

The experience focused on operational clarity, guided installation flows, payment visibility, and reducing friction in field operations.

Project

InstallPros Technician App

Industry

Home Services / Field Operations

Location

Austin, U.S

My Role

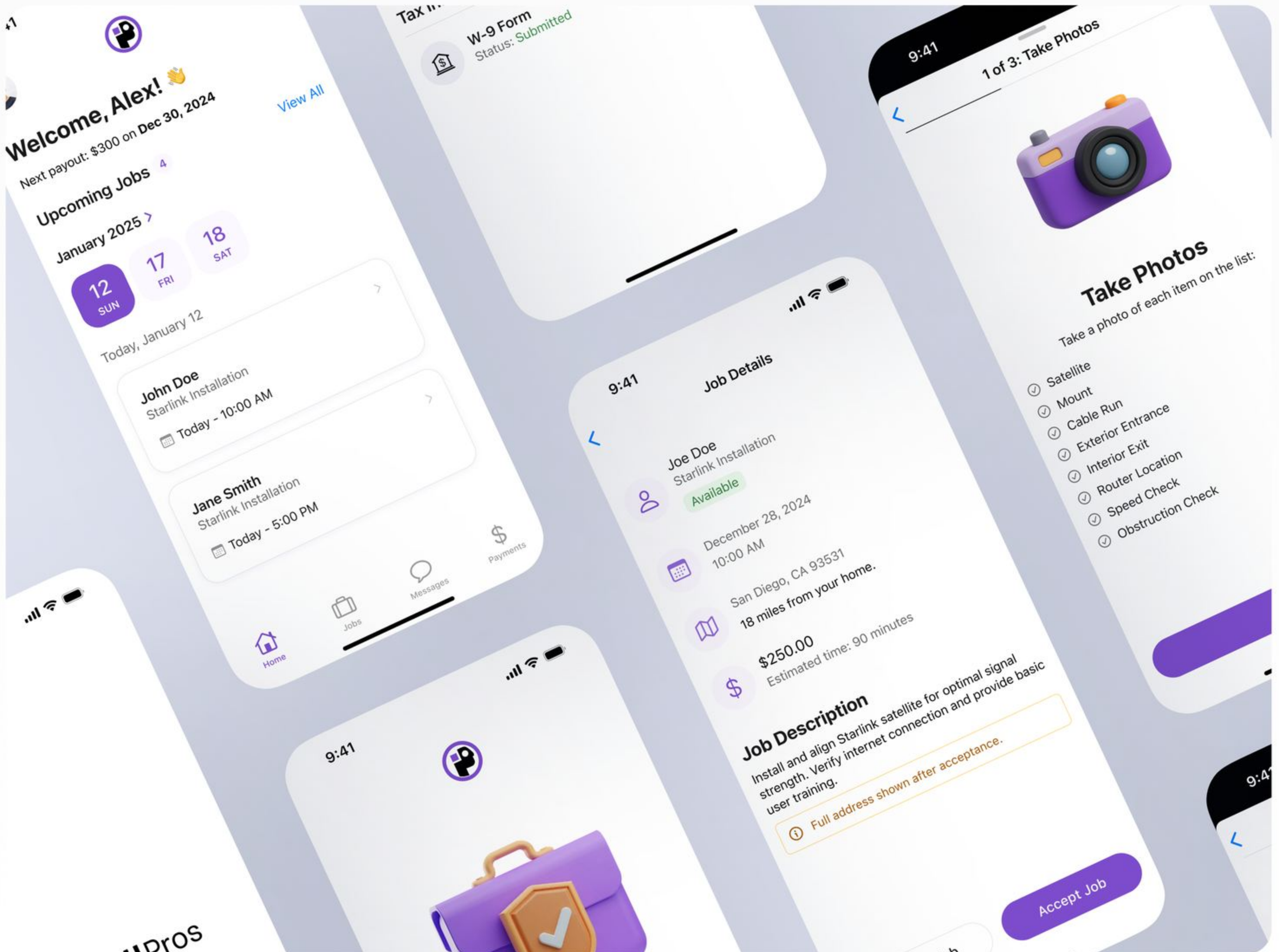
Product Designer

Project Type

Internal Product Concept

Tools

Figma · Miro · ChatGPT · Lovable



The Problem

Before this app, technicians received job details through emails or chat messages, leading to delays, missed confirmations, and inconsistent documentation. The process was manual, fragmented, and difficult to manage at scale — especially across multiple regions and contractors. The goal: create a simple, reliable tool for technicians that makes their daily work smoother while improving operational visibility for InstallPros.

The Challenge

Technician profiles ranged from highly tech-savvy installers to those new to digital tools. The app needed to work offline, integrate ID verification, photo uploads, and payments in one smooth experience — all while feeling friendly and confidence-inspiring.

User Personas

Technicians operate in unpredictable environments, from remote rural areas to fast-paced urban installations. Understanding their workflows, frustrations, and operational needs helped shape a more reliable and intuitive field experience.



Ethan Cole
Independent Contractor

Age **35**

Experience Level **3-5 years**



I just want to see all my jobs in one place, finish, upload proof, and get paid — simple as that.

Goals

- ✓ Steady, predictable job flow.
- ✓ Fast payment after each job.
- ✓ A reliable system for job details and verification.

Pain Points

- Losing job info through chat or email.
- Unclear payment timelines.
- Manual paperwork and delayed confirmations.

Needs

- Centralized job management.
- Instant payment tracking.
- Easy photo & signature collection for proof.
- Transparent job acceptance flow.



Marcus Hill
In-House or Partnered Technician

Age **38**

Experience Level **5-7 years**



Some days I'm in the mountains, I need the app to work even if my signal drops.

Goals

- ✓ Clear onboarding and job instructions.
- ✓ Guidance through the installation process.
- ✓ Confidence completing all verification and customer sign-off.

Pain Points

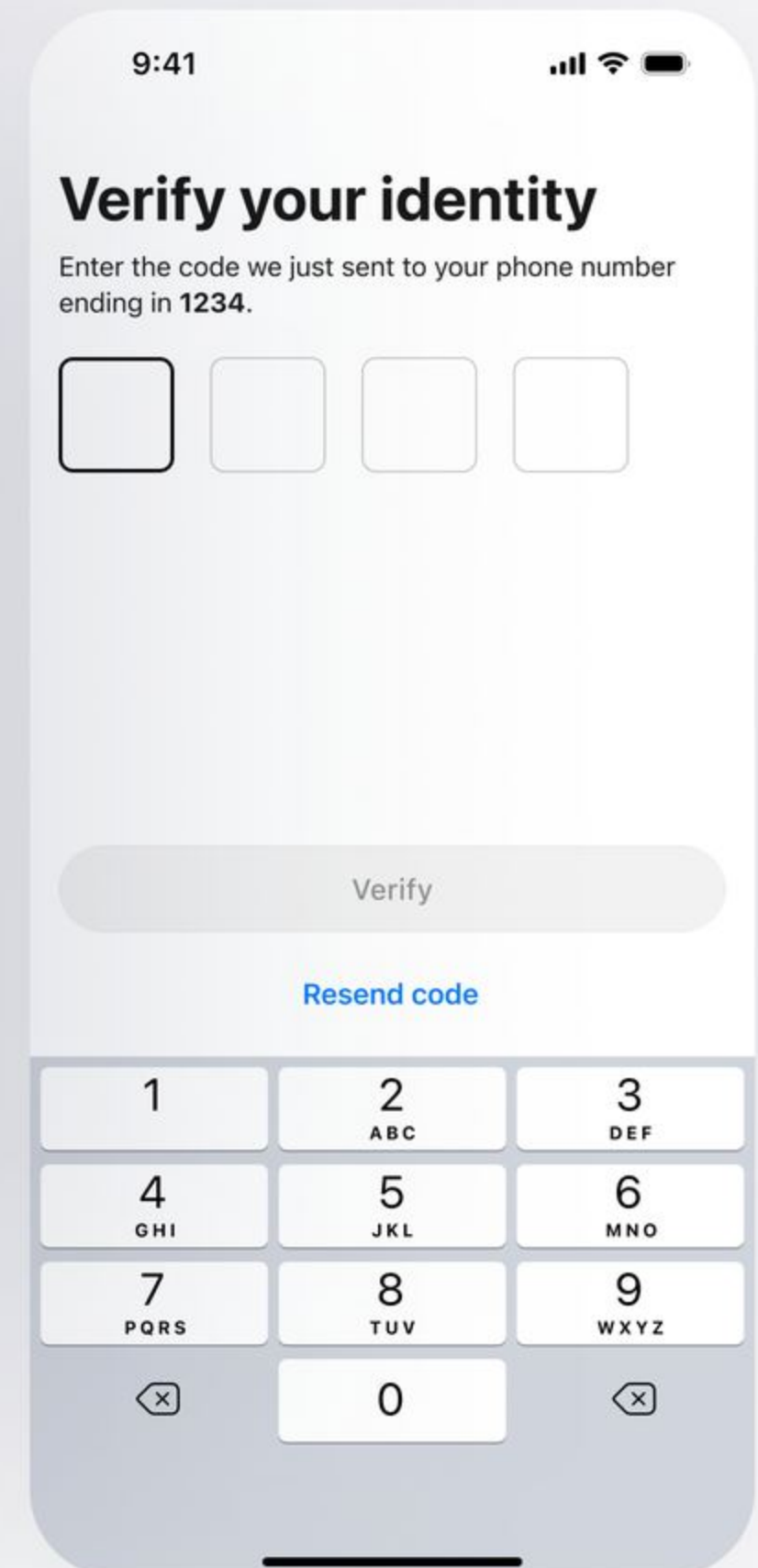
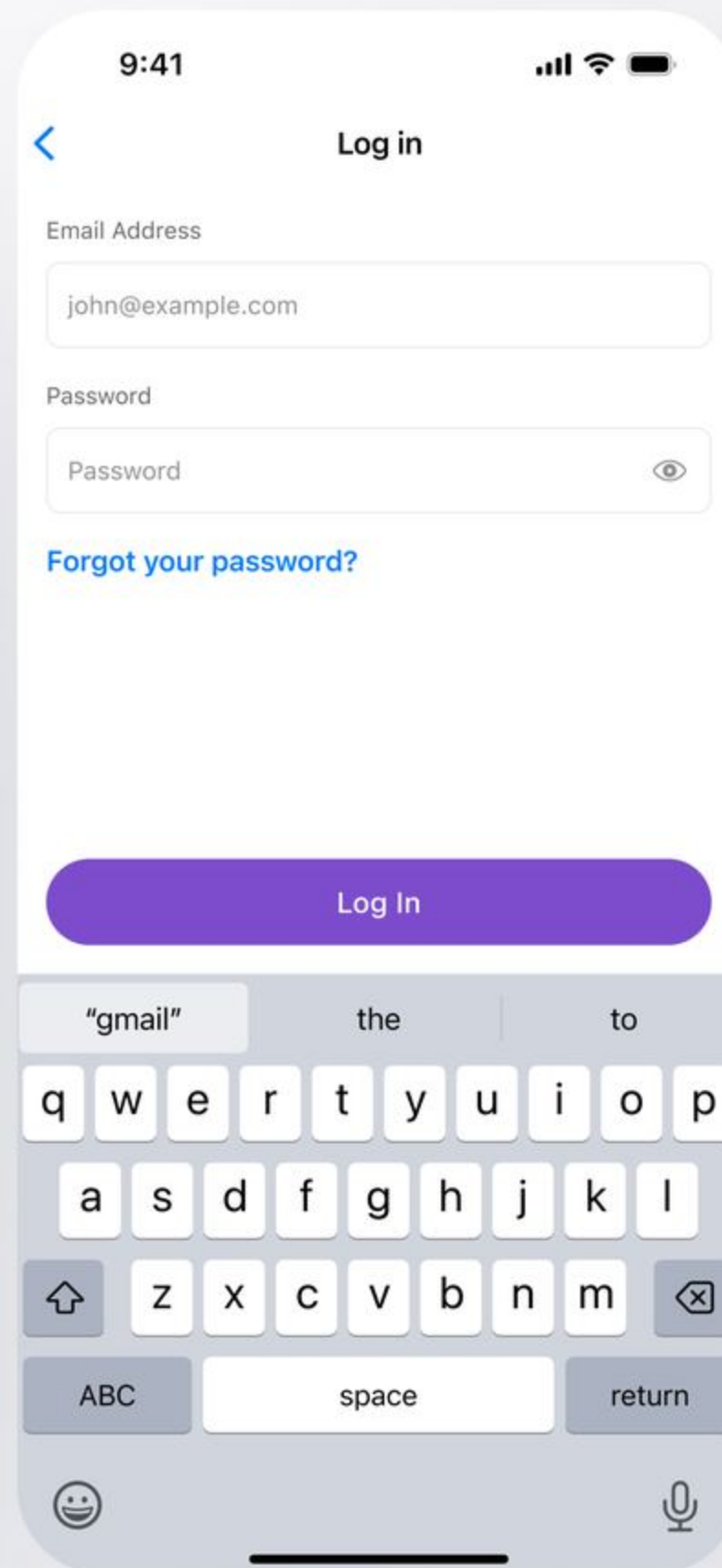
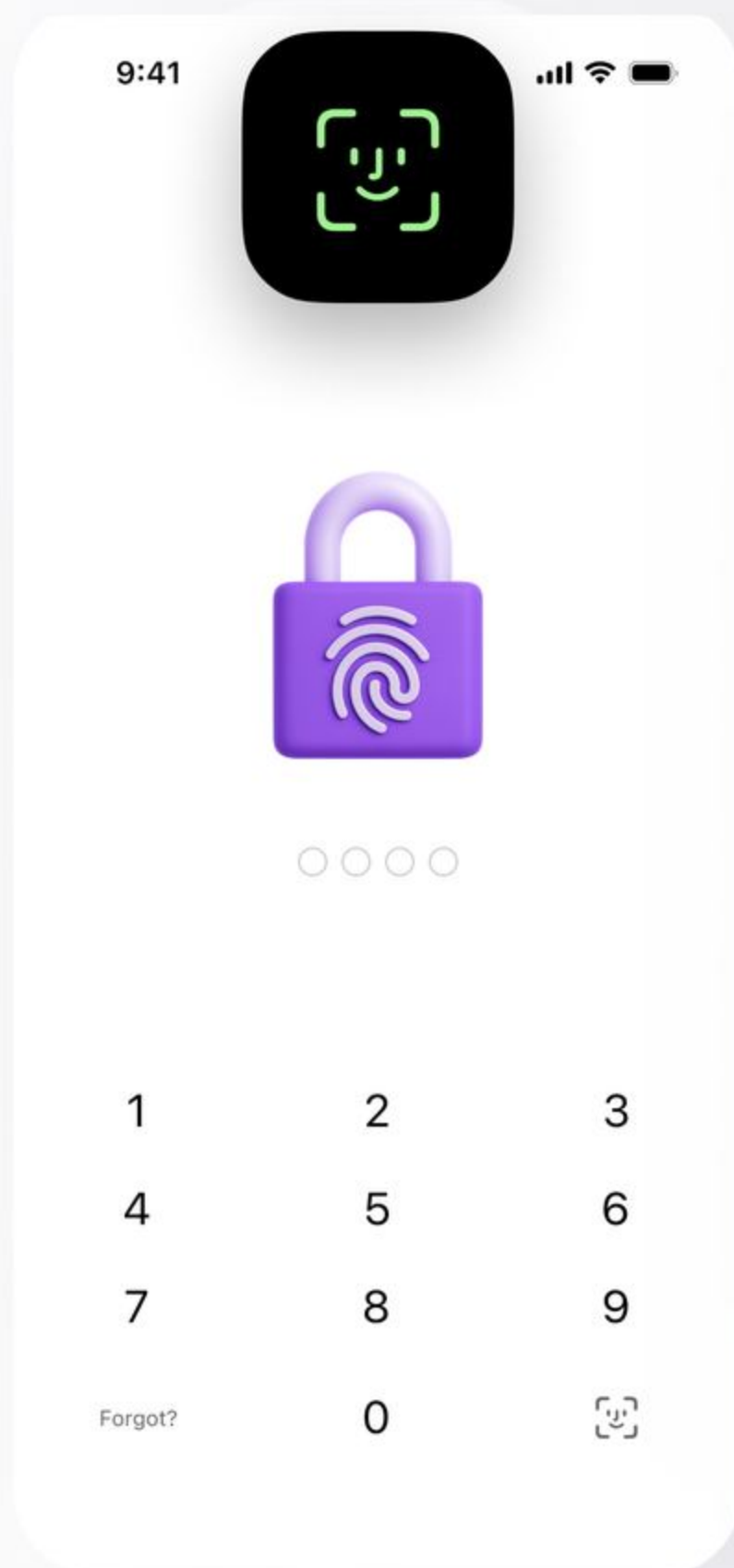
- Uncertainty about which steps are mandatory.
- Fear of making errors that delay payment.
- Unfamiliar with technical or compliance requirements.

Needs

- Guided onboarding.
- Step-by-step job process with offline support.
- Tutorials or example photos for reference.
- Clear feedback at each stage.

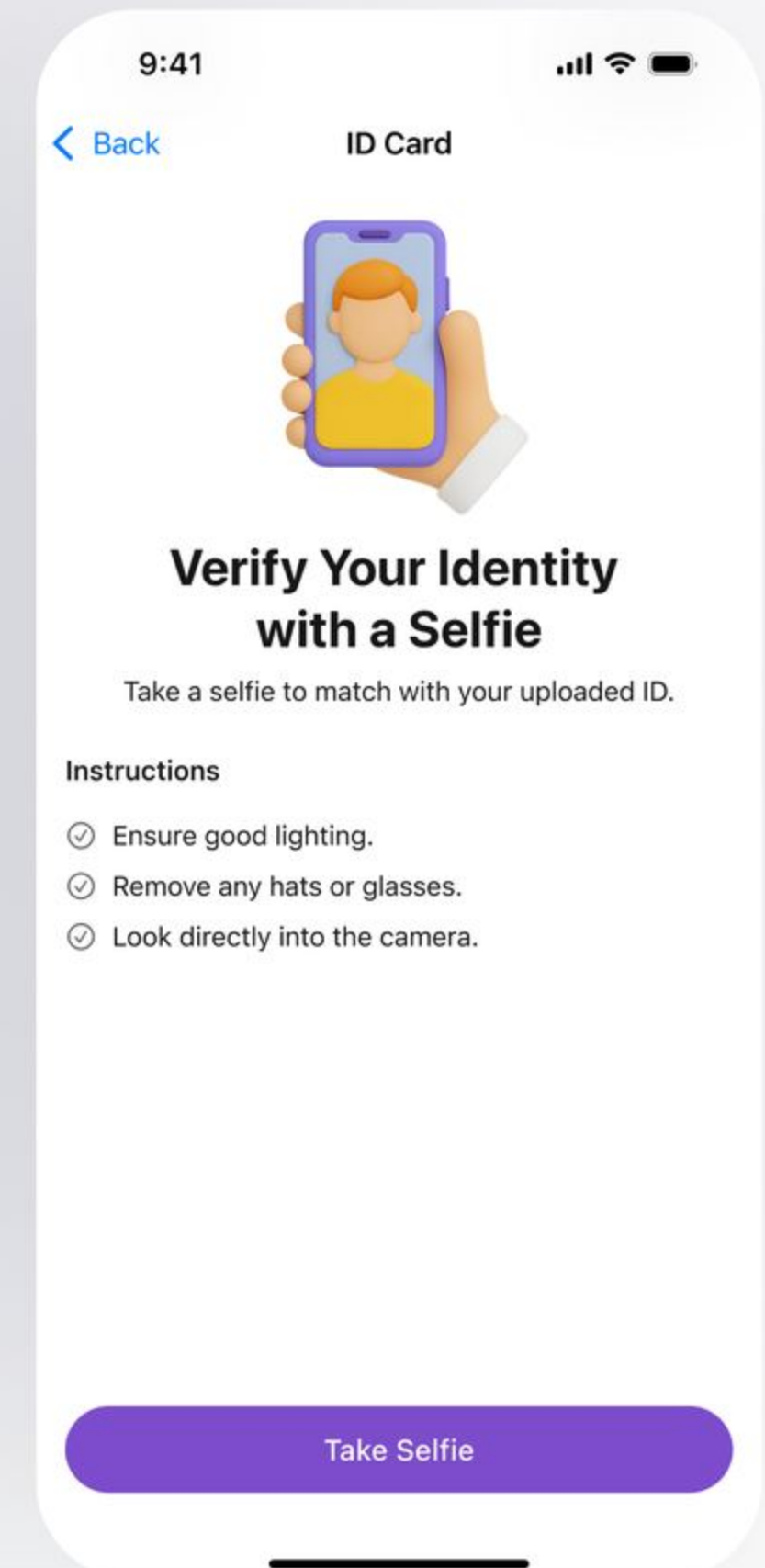
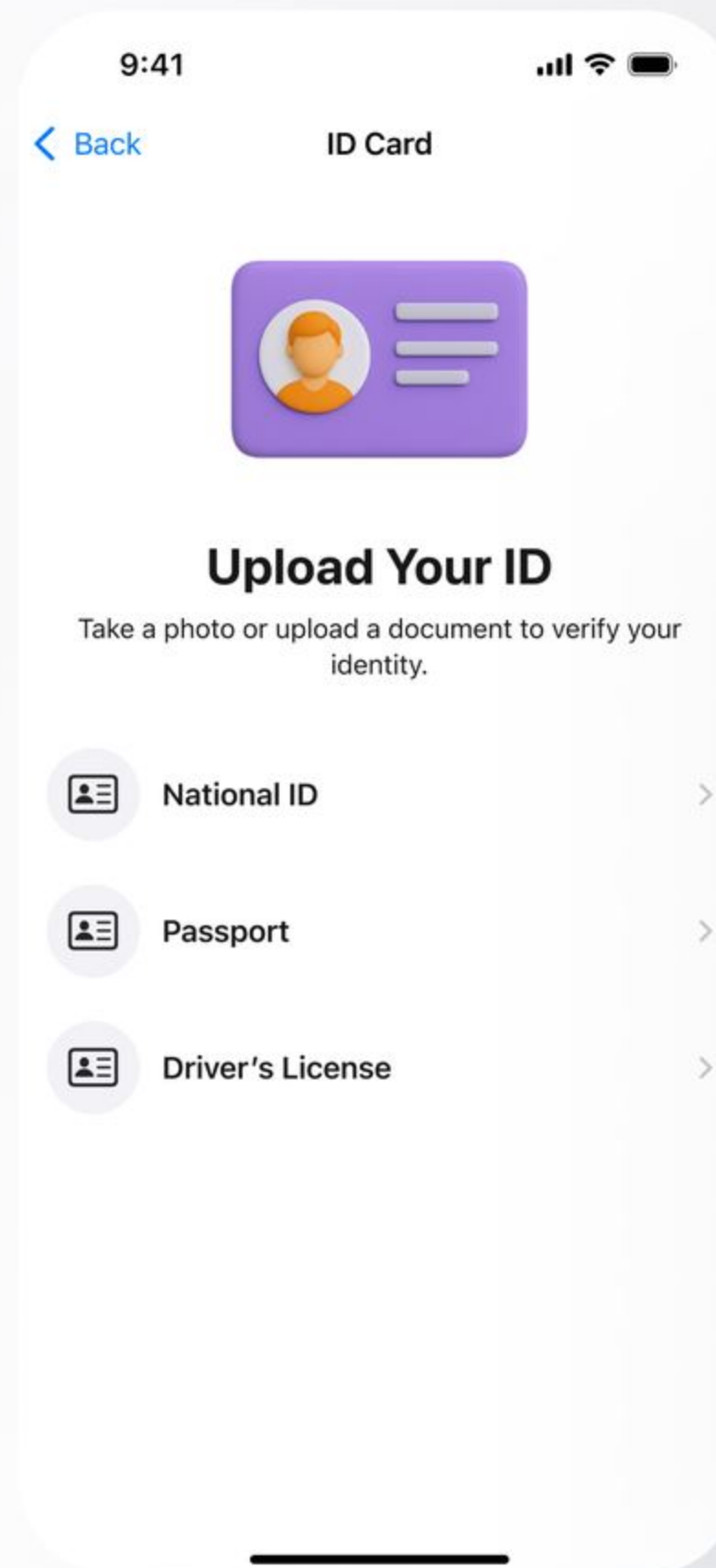
Access & Security

Secure access with biometric and 2FA verification ensures technicians' accounts stay protected on and off-site.



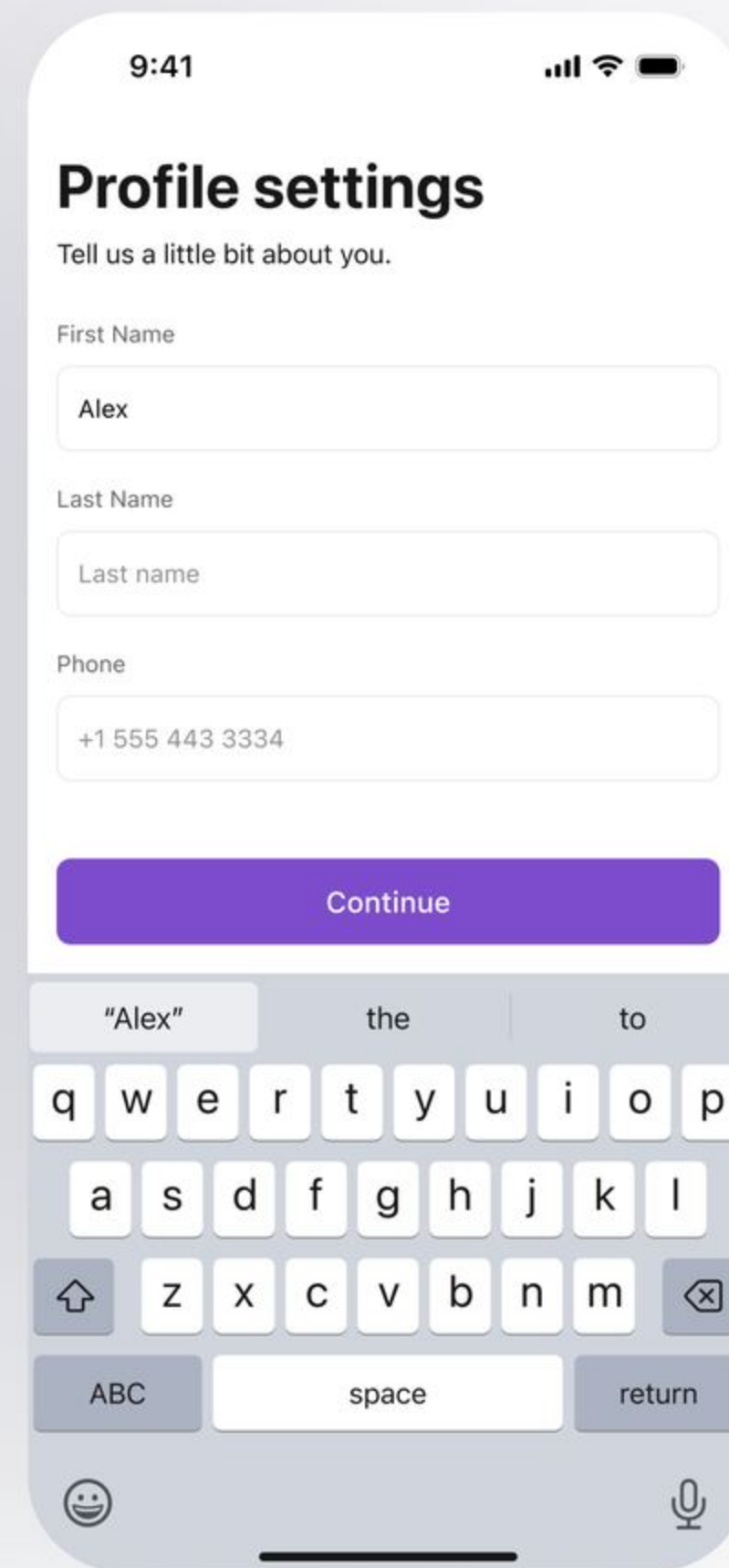
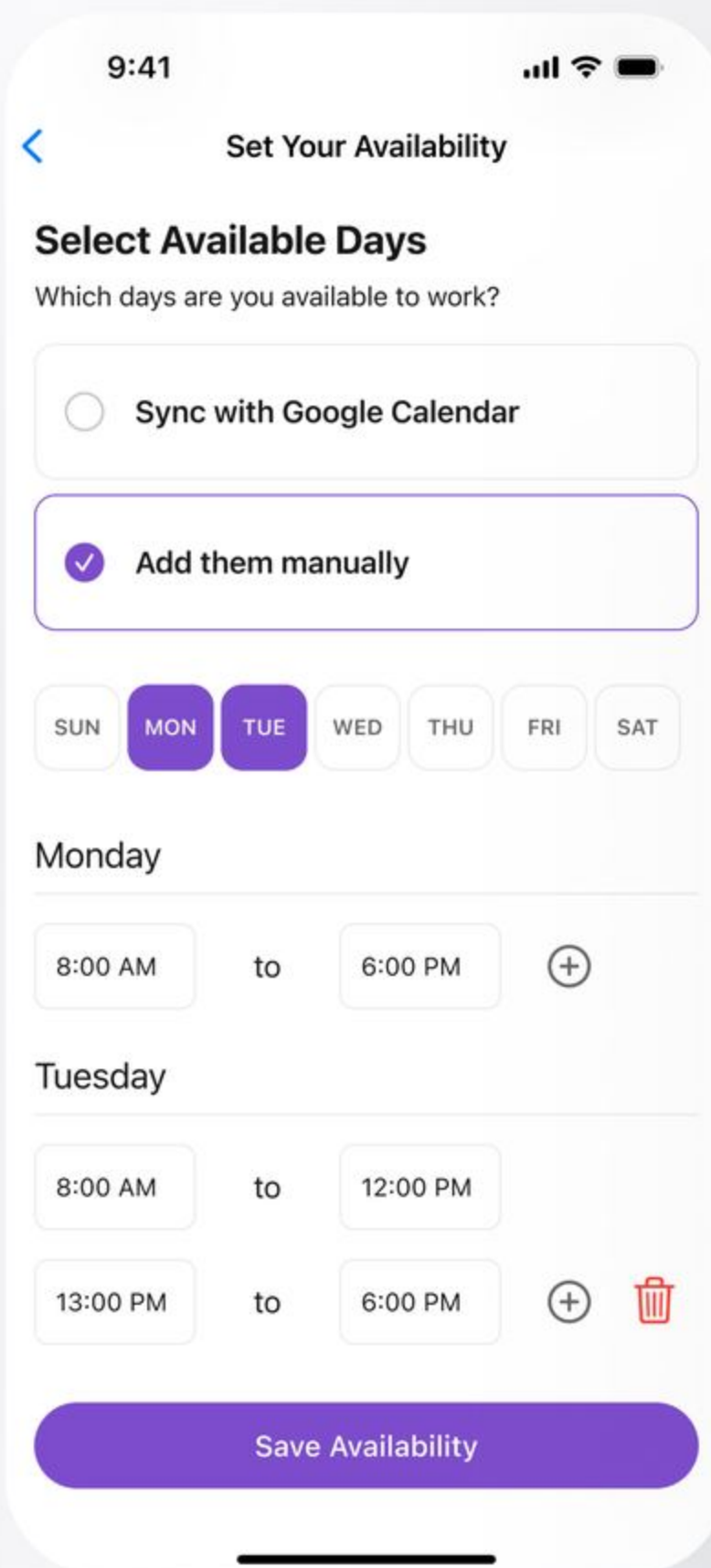
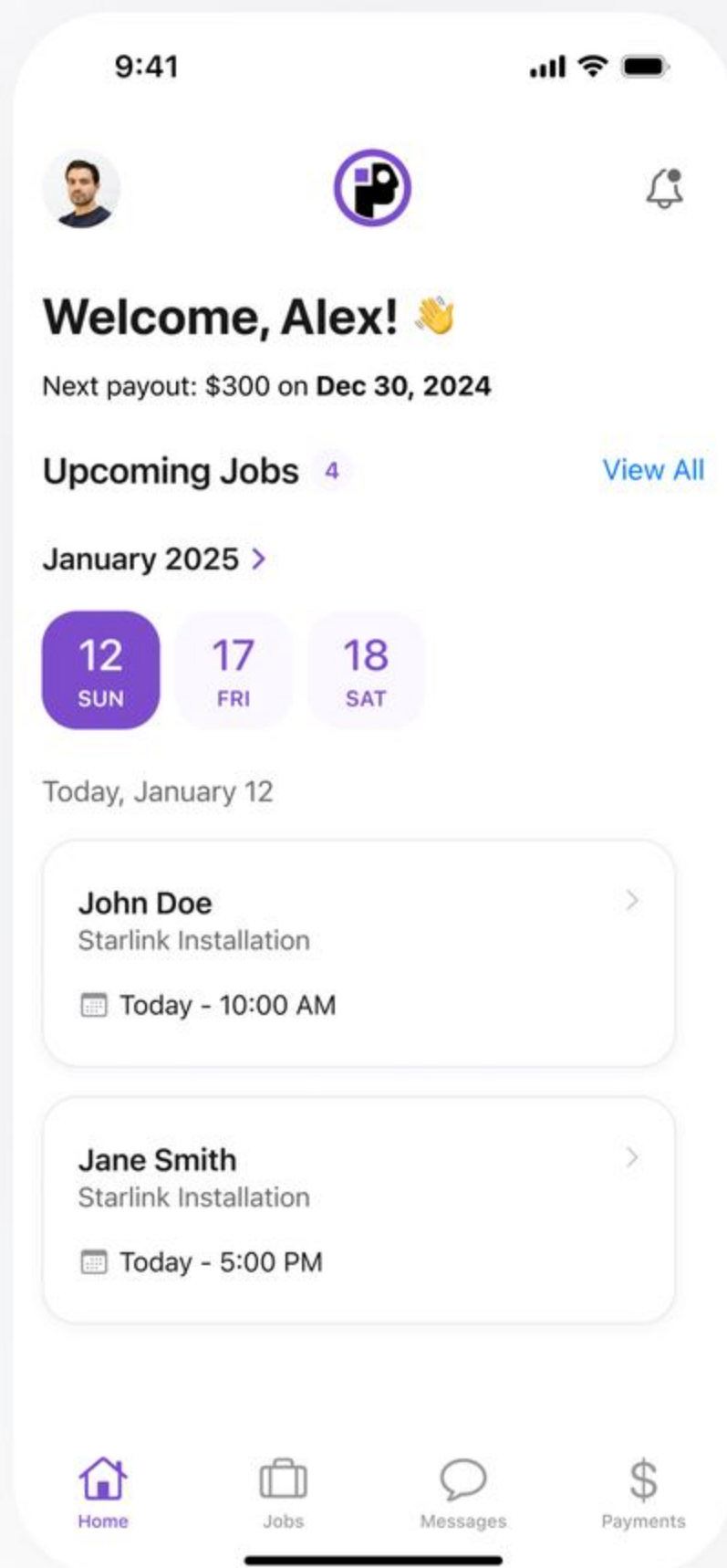
Identity Verification

New technicians must verify their identity before activating their account — reducing fraud and improving trust in the network.



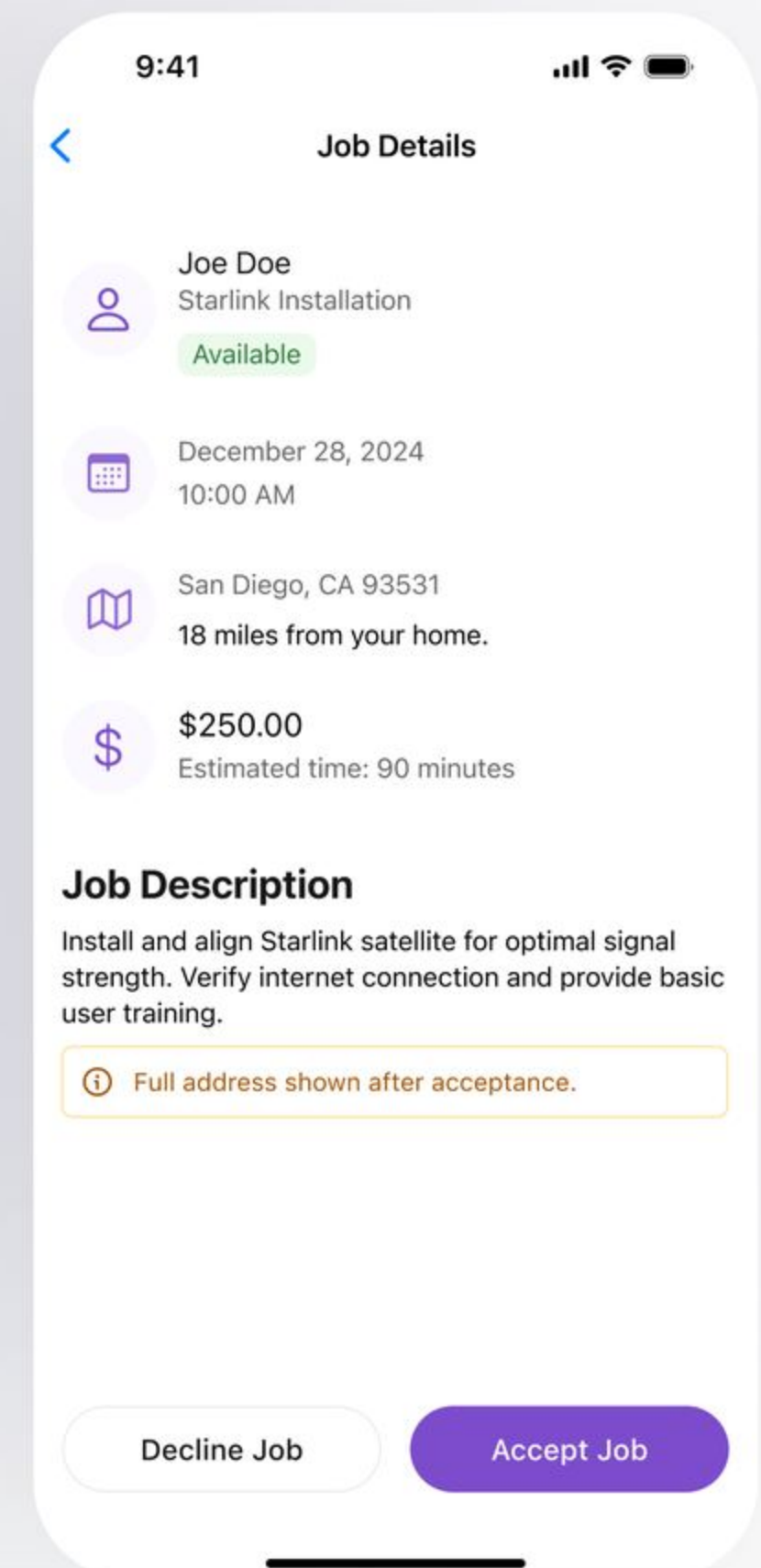
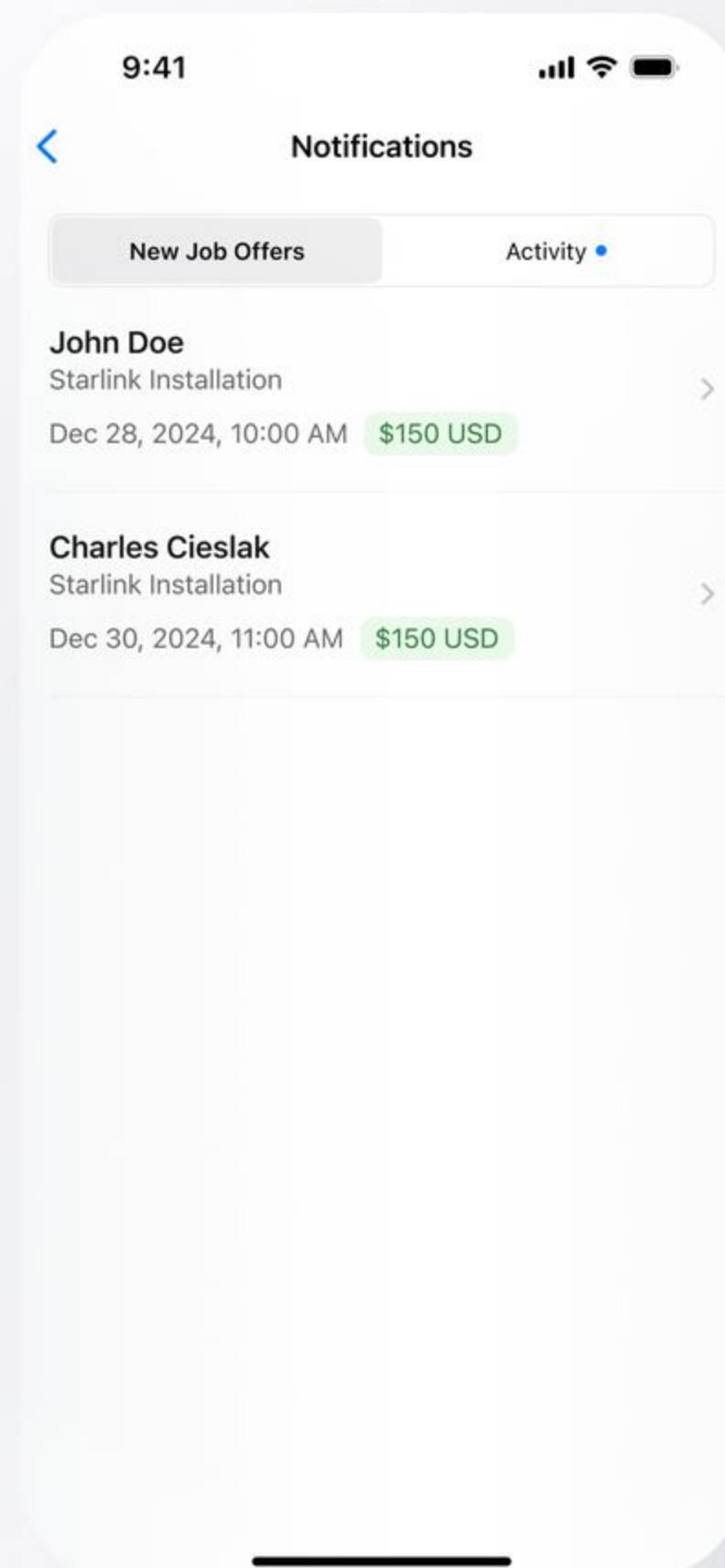
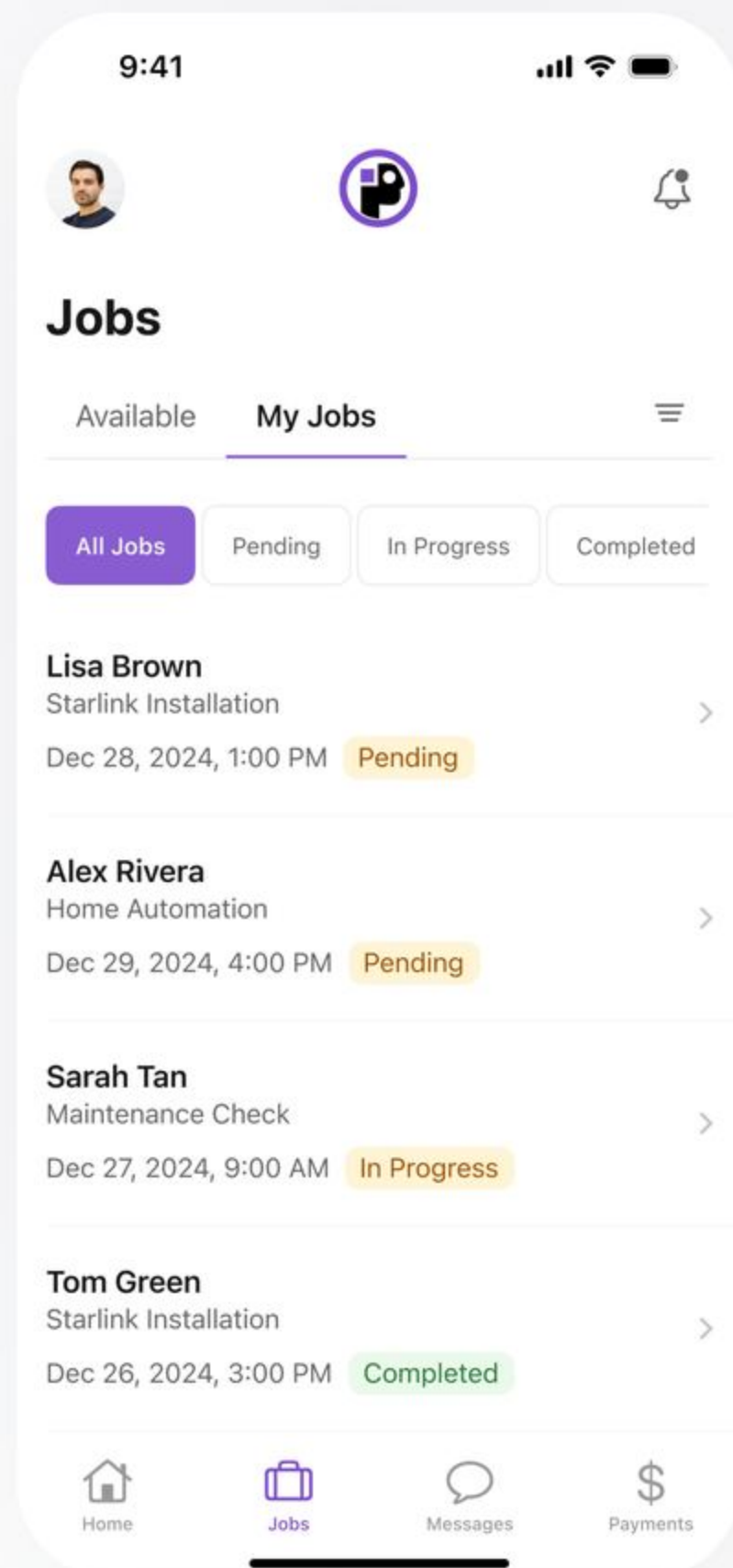
Onboarding & Personalization

The onboarding flow was designed to reduce setup friction and help technicians quickly configure availability, schedules, and upcoming installations.



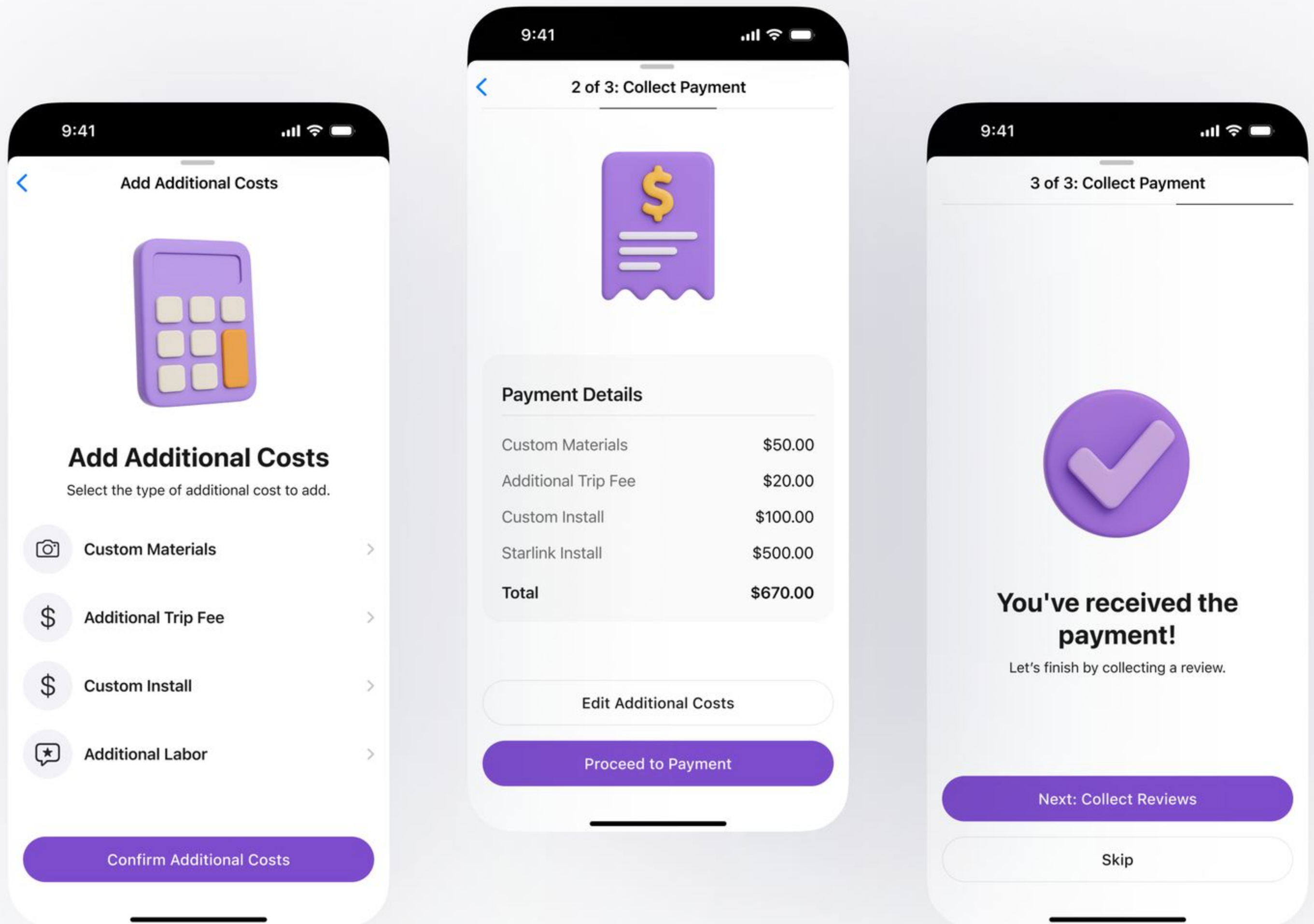
Job Management

A centralized Jobs hub gives technicians full visibility into upcoming installations, active assignments, and real-time job updates, reducing dependency on fragmented communication channels.



Installation Workflow

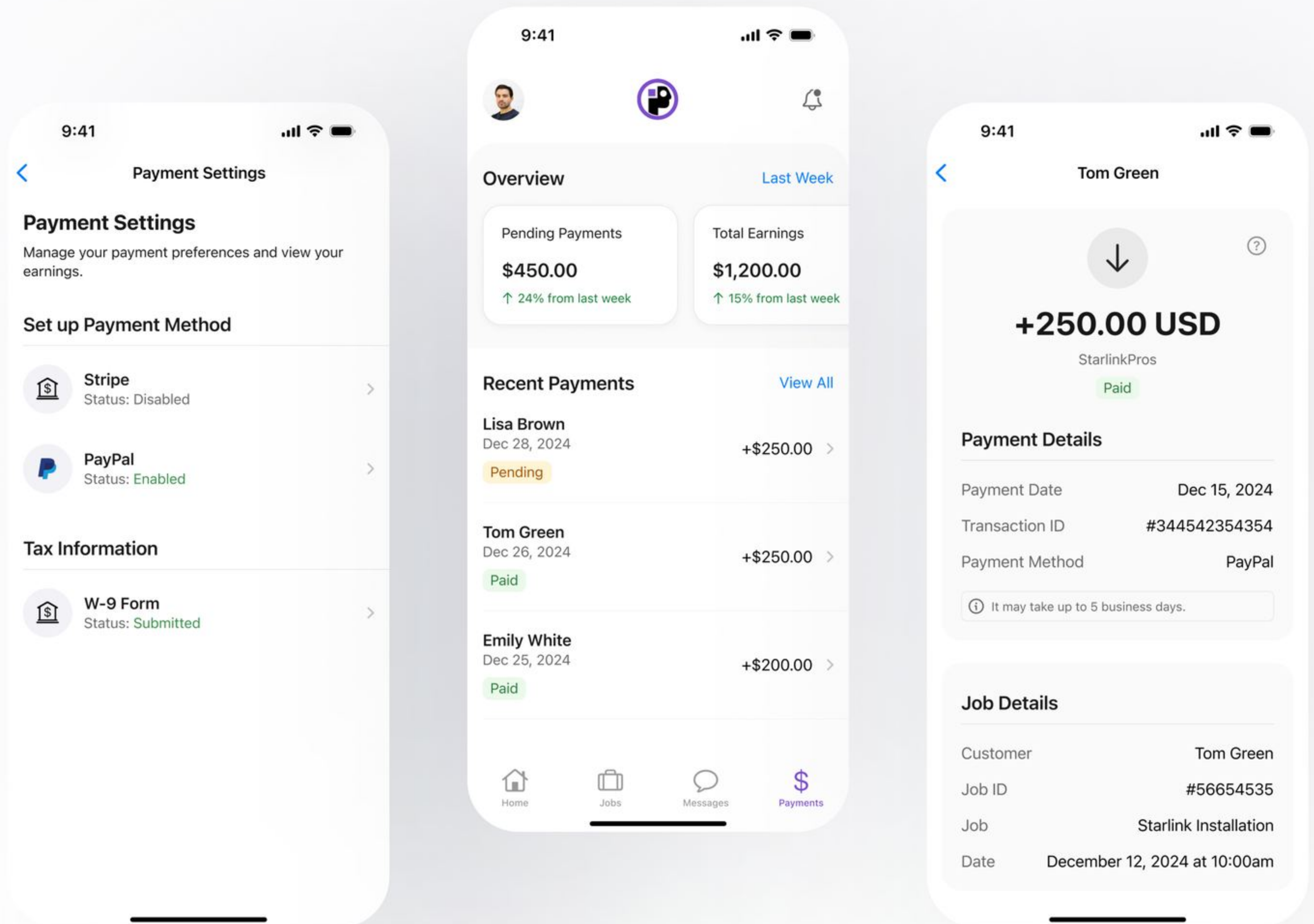
Each job follows a guided step-by-step process — from photo verification and add-ons to secure payment collection.



Payment Flow

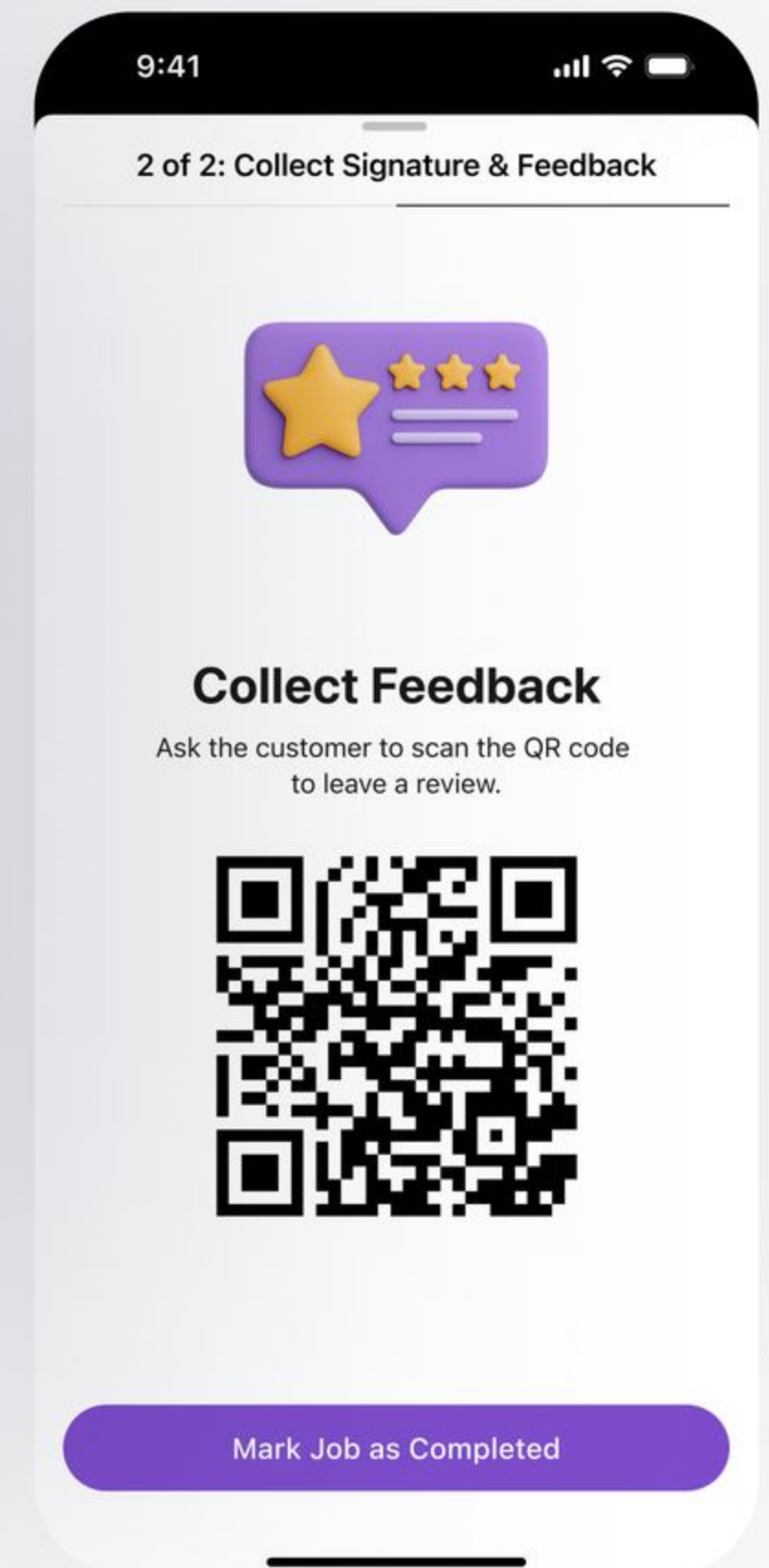
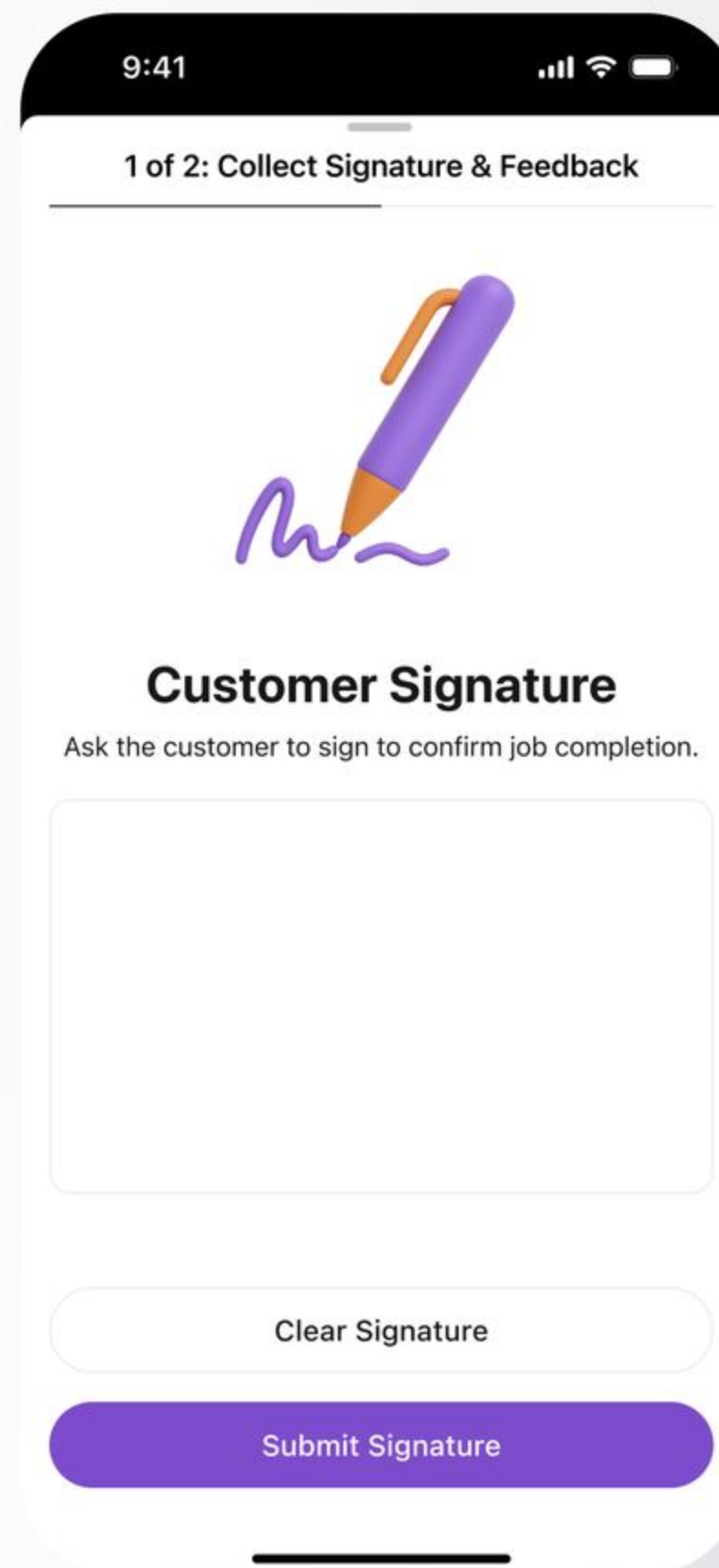
One of the biggest concerns for technicians was payment visibility and payout reliability.

The payment flow was designed to provide clear earnings tracking, transparent payout status, and frictionless integration with Stripe and PayPal.



Completion & Feedback

Once complete, technicians collect signatures and prompt customers to leave feedback — ensuring every installation meets InstallPros standards.



Operational Context

InstallPros has completed over **9,000** installations and processed more than **\$7M** in revenue across its technician network.

This concept explored how mobile-first workflows could help streamline operations, reduce friction, and improve technician efficiency in the field.

Each installation represents a household, school, or business gaining access to reliable high-speed internet, bridging the digital divide one connection at a time.



\$7.1M+

Gross Revenue

9,163

Installations
Completed

+25%

Faster Job
Completion

Final Reflection

Designing for field technicians required balancing operational complexity with simplicity, trust, and reliability.

This exploration helped define how mobile-first workflows could improve communication, reduce cognitive load, and create a more scalable technician experience for InstallPros.

