Remote Research Testing

Why use this service

Doing user testing during coronavirus (COVID-19) it may not be possible to do user testing face to face. We have extensive experience in conducting user testing and research via remote tools including Microsoft Teams, Zoom, Google hangout and others.

Our highly skilled user researchers ensure they carry out successful testing / research session with variety of user groups including those with low digital skills, use assistive technology, have disability etc.

User research provides the basis and strategy for the design process of any project. Researching/testing with real users provides explicit understanding of users, tasks, and environments. The process involves users throughout the design and development process.

When designing services, we always start by learning about the people (users) who will use it. If we do not understand who they are or what they need from the service, we cannot build the right thing for our intended users.

User Research activities

The User research activities we carry out vary on the type of goal the service is trying to achieve. These activities could be one or a combination of the following:

- ethnography research
- desk research
- 1-2-1 interviews
- focus groups
- co-creation workshops
- stakeholder interviews
- journey mapping workshops
- user testing
- user persona building

When to use this service

To ensure that your organisation and its services meet your users needs, it's important to conduct user research throughout the life of a service, for example:

During; Discovery, Alpha, Beta and Live phases of your projects.

About Creatively Digital

Creatively Digital is a user experience consultancy service that enables simple product and service development and testing service with a user focus.

We partner with clients across Government and Energy to deliver services that have a positive impact on the lives of all users of the services.

We provide the following services:

- User Research

- UX design

- Usability testing

- Accessibility user testing with disabled participants

- User research and testing training

- User research and testing participants recruitment

- Persona development

- Journey mapping

- Data science & Data engineering (Cloud software)

- Data migration

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Some of our clients include:

Ready to get started on your User Research project?

Contact us with your requirements to get started with your user research project, and a member of our team will be in touch:

Email: sales@creativelydigital.co.uk

The cost of this G-Cloud 13 service is detailed on our rate card.