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Service Description

Openbox is a leading expert for cloud based application design, delivery and optimisation. We help organisations to design, build, test and deploy their enterprise level applications whether they are in the cloud or on premises. We have a proven track record in architecting and optimising large, complex systems. Supporting in some of the UK's largest companies means that we are well versed in the best practices and have a great network to support our clients. We can analyse, configure, design and build your solution. Our complete service offering allows us to look after our clients post implementation too. We leverage our technical knowledge and experience to deliver large, complex projects in a secure and scalable fashion.

Our clients engage with us to ensure that the customer is at the heart of everything they do. We are a customer focussed digital consultancy and our expert teams of analysts can help you to understand user segments and discover actionable insights. We can help get the most out of what you know about customer behaviour so that you can offer personalised experiences at scale, driving an increase in customer satisfaction and digital adoption.

We base our approach on the following principles:

- We keep the customer at the centre of everything we do to ensure we create applications that will be adopted.
- We also keep a primary focus on business value that will be gained from the outcomes.
- Testing and validation approach that allows us to iterate and rapidly gain access to the best solution
- Insight and data driven approach to ensure speed and accuracy

We can assist our clients regardless of the stage they are at in their digital journey. We can help define strategies for digital transformation or we can help to implement an existing digital strategy.

Our collaborative and insight driven way of working is designed to cut down on wasted time and effort and to deliver as accurately and efficiently as possible and our solution architecture team have a deep understanding of the modern technology drivers and standards to deliver a robust, secure and scalable architecture.



About Openbox

Openbox are specialists in Cloud Migration, support and adoption. We also specialise in analysis, architecture and customer experience. We've delivered digital transformation for some of the biggest banks and companies in the UK. So we know what's needed to deliver change because we've been there and done it.

Our Products

Here are the products that we offer and some examples of where we have capability that is currently helping our clients:

Consultancy

We help our clients to create a strategic roadmap and delivery plan for their cloud migration. We also move our customers forward on their digital customer journey.

Example: Our large insurance client is maturing their digital presence and Openbox are helping them define the way forward.

Technology & Engineering

We help our clients to have a more robust cloud strategy and we can also implement that strategy for them. This ensures the best in breed of cloud infrastructure and practice.

Example: We are currently helping one of our large banking clients with their back up and failover cloud strategy and modernisation program for their APIs.

Product Design & Experience

We help our clients to design world-class user experiences and to take customers along with them on the journey. We love creativity and work with our customers to drive innovation when creating new propositions.

Example: A large banking client recently wanted to upgrade an existing customer facing platform and so we helped them design and manage this.

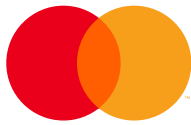
Insights & Analysis

We are experts at quantifying and qualifying customer behaviour utilising our in-depth behavioural analytics knowledge. Understanding what makes customers tick allows us to drive improvement and optimise customer experience.

Example: Working with a pension and investment company we reviewed and modernised the experience for their customers. We took an iterative approach to supporting them in redesigning their website

Partner Ecosystem

We are partnered with some of the UK's largest SaaS providers within the Analytics, Optimisation and Voice of the Customer space to help validate our hypotheses and make sure our clients get it right first time.



dynamic yield



Optimizely



Contentsquare

AB Tasty

User Testing®

qualtrics^{XM}



KIBO®

Service Delivery & Approach

Features

Features of our digital offering include:

- Full technology stack audit
- Solution Architecture
- Customer Journey Analysis
- Business analysis
- Digital roadmap production
- Business capability assessment
- Product design
- Cloud migration
- Cloud strategies
- Security audit
- Customer personas
- Insight and data based approach
- Agile approach and full programme governance

Governance

Openbox use our unique way of working which brings Technology, Business and Customer areas together to ensure rapid decision making and progress. We utilise cross-functional teams and enable organisations to formulate and document quantifiable outcomes (both project milestone based and financial based). We then produce a deliverable roadmap of agreed digital transformation milestones. Our simple and robust governance process conducts a project working group on a weekly basis and this feeds into the wider programme steering group.

Deliverables:

Some of our deliverables include:

- Full technology stack audit
- Solution Architecture design
- Customer Journey Definitions
- Business analysis
- Digital roadmap
- Business capability assessment
- Product design
- Cloud migration plan
- Cloud strategy
- Security audit
- Customer personas
- Insight and data based approach
- Agile approach and full programme governance

Pricing

Pricing

Please refer to the associated Pricing Document relevant for this Service.

Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

Further Information

For more information:



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Case Study 1

Research | Insights | User Testing | Design | Delivery

SME Sales & Service Application Business Banking Platform

- Platform was out of support, out dated, slow, clunky and analysis showed that a huge percentage of clients abandoned the apply journey
- Platform not supported 24 hours a day and insight showed a poor customer experience with low conversion rate
- Process was not automated
- Opportunity to challenge the SME market



Tier 2 bank

85%

Reduction in Application Time

Our streamlined design meant that the customer online application time was reduced from more than 30 days to 5 days on average

60%

Delivering customer needs

Customer first approach meant that the team set up to manage the migration was stood down due to the very small number of customer calls

60%

Reusable components

Building reusable components means that we reduced development and delivery time, giving us a faster route to market

Case Study 1 - How did we do it?

The proof is in the pudding!



Established a baseline by using existing analytics tools, customer surveys, user research and system analysis



Worked with the business to establish critical KPIs, the gold-standard solution and who the key individuals are that can make that happen



Used existing analytics, user research, user testing to define the customer pain points in the process. This enabled us to focus on what the customer's needs and wants



Analysed the system and technology solution in place to identify shortfalls and also to work the art of the possible in what can be implemented



Rapid prototyping, increased analytics and user testing meant that we got it right first time. The customer personas were bang on the money and as such the outcome was excellent





It's time to think outside the box!



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