COMPUTACENTER – USER RESEARCH SERVICES

GCloud 14 – Cloud Software

May 2024

ENABLING
DIGITAL
GOVERNMENT

USER RESEARCH SERVICES

OVERVIEW

Service Description

The Computacenter User Research service works with your stakeholders to discover the real views and perspectives of your employees. We analyse the results and produce a personalised report highlighting our findings and providing you with a views and insights into your employees ways of working to define future improvements and technology/service roadmaps.

Key Features for our Customers

❖ Interview relevant colleagues from within the business.

❖ Use the information to define personas, highlight trends and themes.

❖ We will deliver a customised report of our findings.

❖ This is a visual report describing insights and workstyles

Key Benefit for our Customers

❖ Engages your users

❖ Understand how your users work and interact with technology.

❖ Helps identify functionally where technology and processes are not working.

❖ Provides baseline working styles which informs the roadmap.

USER RESEARCH SERVICES

OVERVIEW

UNDERSTAND

Understand the needs and challenges of your users

Assuring the legitimacy and viability of investments in future technology and services by ensuring they meet the needs of your people. Validating that the "voice of the user" is incorporated into strategic investment decisions
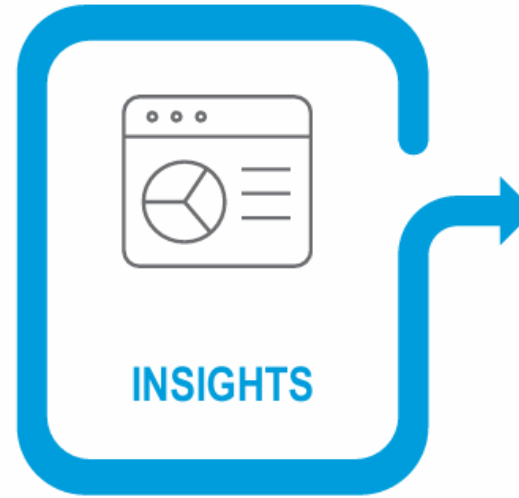
INSIGHTS

Interviews* + Observation = Insights

We will spend time with your people to understand how they work, their challenges and concerns so you can design better solutions, support models and adoption plans to support their complex needs. *questionnaires and analytics can also be used

MEANING

Give meaning and understanding on the view of your users

We will prepare a customised report of our findings, tailored specifically to meet your research needs and present this back to you and your team. The report is visual, simple to understand and bespoke for each of our customers

USER RESEARCH SERVICES

OVERVIEW

WAYS OF WORKING

Captures how users work and use IT

Common ways of working and workstyles

Where and how your users work

USER INSIGHTS

Captures real user issues

Gathers insights into user behaviour

A voice for the user to identify gaps

USER EXPERIENCE

Identifies areas that could improve the user experience

Covers more than just technology

Identify common challenges pain points and trends

ENGAGES YOUR USERS

- Allows an organisation to understand how their users work and how they interact with applications and technology to achieve business goals.

TECHNOLOGY AND PROCESS

- Helps identify functionally where technology and processes are not working effectively and highlights places to investigate further.

WORKSTYLES

- Provides a baseline set of working styles which, with further analysis, informs the creation of an End User roadmap and subsequent design and implementation of a platform.

DIGITAL me.

USER RESEARCH SERVICES

OVERVIEW

1 - DEFINE

To ensure that the analysis provides the insights required we will jointly define the objectives, scope, questions that will be asked, along with who would make good candidates to be interviewed and also which locations should be included. Scheduling of the interviews occurs during his phase. Typical duration of 2 – 3 weeks.

2 - COLLECT

We look to interview a cross section of your colleagues from within the in scope business areas, across different locations and at all levels of seniority. We will use the information gathered to define personas, highlight trends and identify recurring themes. Typical duration of 2 – 3 weeks.

USER RESEARCH ENGAGEMENT

3 - REPORT

We will prepare a customised report of our findings, tailored specifically to meet your research needs and present this back to you and your team. The presentation is a highly visual report describing the identified workstyles, details how your users work and interact with technology along with key insights and quotations from the interviews. Typical duration of 2 – 3 weeks.

USER RESEARCH SERVICES

OVERVIEW

Why Computacenter and our Experience

Computacenter are a leading IT services provider across Europe, supporting customers and their users across the globe. Our Mission is to be Europe's preferred IT provider, and our strategic focus is to Enable User and their Business in a Digital World. We provide a complete portfolio of services from the Sourcing and optimisation of technology, through to complex transformation and Managed Services.

With over 30 years' experience and a strategic focus on End User Computing we have unrivalled scale and expertise in helping our customers navigate the challenges and opportunities of Digital Workplace Transformation, and a proven heritage of delivering successful transformation for many of the world's leading brands.

With our proven approach to Digital Workplace you can be assured that our industry leading experience, solutions and capabilities will help you to accelerate and drive transformation to your users and business.

USER RESEARCH SERVICES

PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 14 Service ID number in all communication.

USER RESEARCH SERVICES

ORDERING & INVOICING PROCESS

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

Please ensure you reference the GCloud 14 Service ID number in all communication

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.

GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

https://www.computacenter.com/uk

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Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.