

NODE4

G-Cloud 15

Service Description

User Research and Discovery

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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

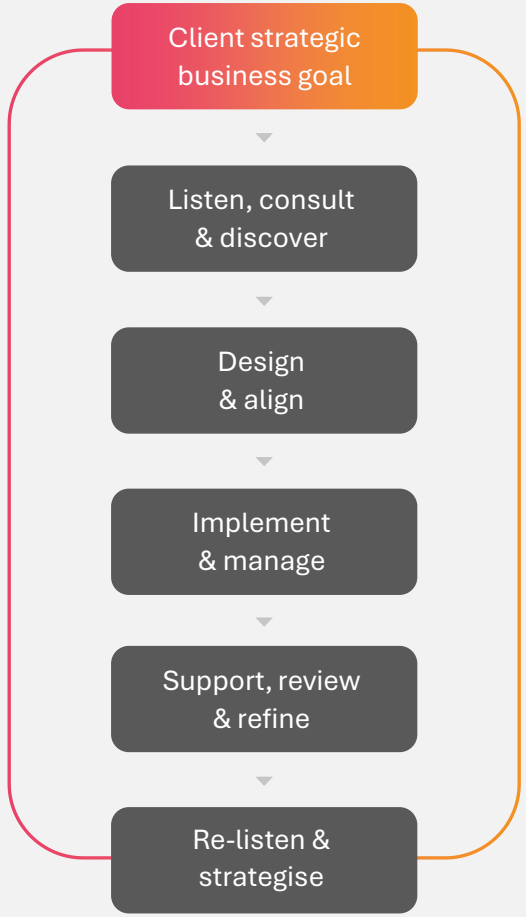
The User Research and Discovery service is designed to deeply understand business challenges through a blend of quantitative and qualitative research methods, delivering actionable insights for product design and improvement. It aims to enhance usability, functionality, and overall user experience by analysing business processes, user interactions, and market conditions.

Key features include employing diverse research methodologies, comprehensive analysis of business issues, evaluation of user needs, competitor and market analysis, and strategic alignment assessments. The service provides in-depth reporting on findings, offering recommendations and strategic action plans.

Benefits of this service include gaining a thorough understanding of business challenges, enhancing decision-making through data-driven insights, informing product development with a focus on user needs, identifying operational improvements, supporting strategic planning with market insights, aligning designs with business goals, preparing organisations for change, reducing project complexity risks, and facilitating usability and functionality enhancements.

However, the service has constraints, including the need for timely access to data and stakeholder participation, reliance on clear communication and participant engagement, limitations posed by data availability and privacy regulations, and the capacity for implementing changes. Additionally, the dynamic nature of market conditions and user expectations may affect the findings' relevance over time, requiring continuous review and adaptation.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

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NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A	S	P	I	R	E
Assessments & Advisory	Strategy & Business Case	Design & Planning	Implementation, Testing & Go Live	Handover to Run	Service Evolution & CI/CD

One Transformation Journey – Many Pathways to Discover

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ADVISORY

Analysis and Strategy

- Business Value Assessment
- Strategic Context and Problem Analysis
- Digital Service Design
- Strategy Consulting
- Business Case Development

Plan and Implement

- Solution Architecture
- Architecture-as-a-Service
- Assuring Project Success
- Embedding Business Change
- Change Management
- Project Management as a Service
- User Research and Discovery
- Requirements Lifecycle Management

Run and Evolve

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CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

Foreign, Commonwealth & Development Office

Ministry of Defence

Ministry of Justice

Department for Environment Food & Rural Affairs

UK Export Finance

Department for Levelling Up, Housing & Communities

Homes England

SSRO
Single Source Regulations Office

NHS Digital

UKSBS
Shared Business Services

West Mercia Police

Leicestershire Police
Protecting our communities

Cheshire East Council

West Midlands Combined Authority

Care Quality Commission

Locala
Health & Wellbeing

Ofsted
raising standards
improving lives

HS2

HM Land Registry

acas
working for everyone

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CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

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THE JOURNEY SO FAR...

2004 - 2014

THE EARLY YEARS

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

2015 - 2016

BUILDING SOLID FOUNDATIONS

Bowmark Investment
Premier IT & Reconnix acquisition

2017 - 2018

DEVELOPING PUBLIC CLOUD

N4Stack Launched covering public cloud, data & DevOps
HSCN achieved

2019

ACQUISITION SUCCESS

Secura acquisition
Employee Experience Awards winner

2020

PANDEMIC RESPONSE

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

2021

EVEN MORE GROWTH

Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

2022

LOOKING TO THE FUTURE

risual acquisition
Tisski acquisition
Launched Azure Hybrid Cloud
Great Place to Work 3 years in a row

2023

THE FUTURE IS HERE

TNP, risual, Tisski and core Node4 teams join together
BizApps and Power Platform capability rollout
Microsoft Inner Circle status acquired through Tisski
ThreeTwoFour acquisition

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IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU

When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



Best Workplaces™ Medium Organisations Great Place To Work. UK 2020

Best Workplaces™ Large Organisations Great Place To Work. UK 2021

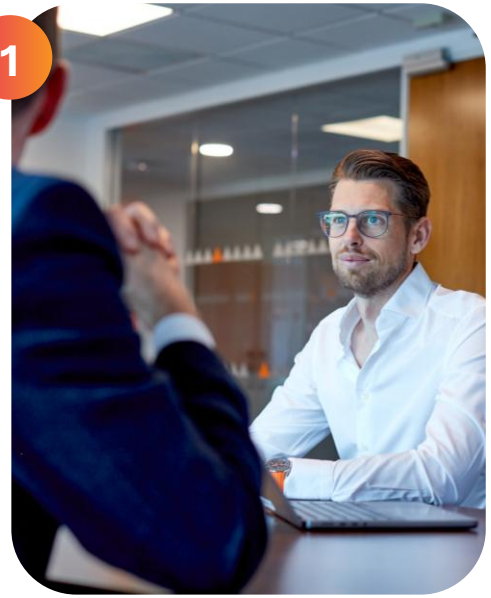
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

VERY GOOD TO WORK FOR 2023 cert.b.co.uk

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WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

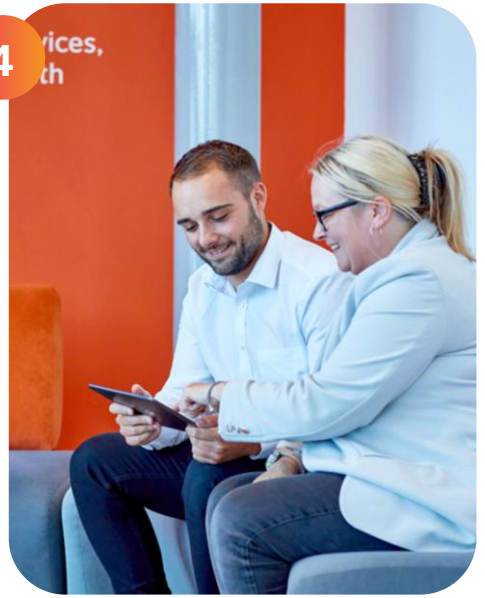
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

4

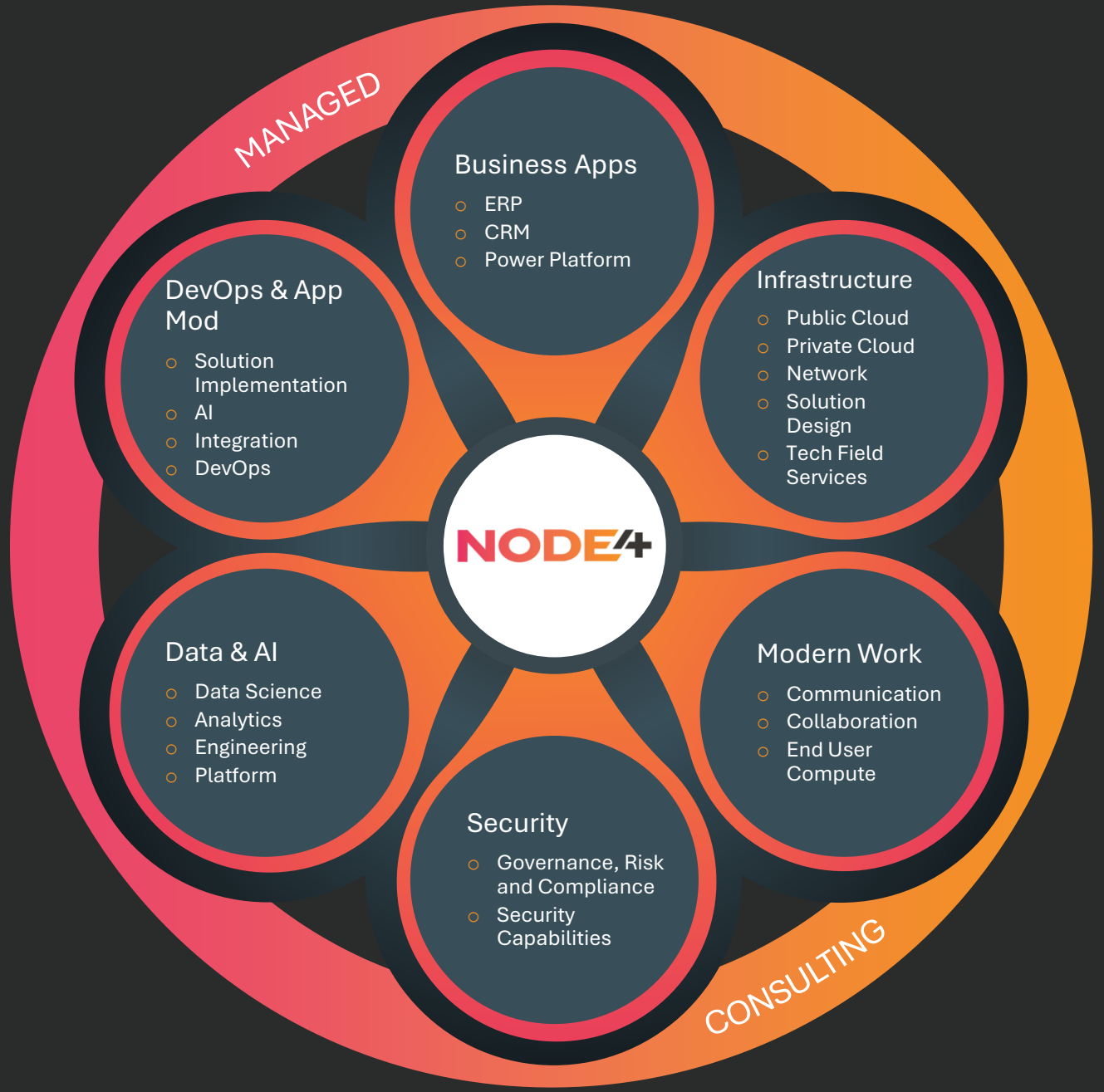


WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

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NODE4 CAPABILITIES



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