



Specialist User Experience (UX) Design Service

VERACITY

1. Service Overview

The Specialist User Experience (UX) Design service provides professional support to customers in developing the user-facing elements of Digital applications and solutions, ensuring that these are aligned with the requirements of the customer, are user-friendly and optimise user experience and productivity. Our service delivers evidence-based outcomes in UX Design and Function Architecture, that are strategically aligned with the user needs, with accessibility and readability being vital to ensure applications are available for as many users as possible.

2. Detail of Service Delivery

Within this service, we will work with you and users to map user journeys and translate these into wireframes and rapid prototypes. We will undertake user research, UX discovery and usability testing and provide advice and guidance throughout the process on potential options. We will work closely with a wider team of researchers, content designers and developers either from Veracity, from your organisation or third parties. At part of our service we engage you to deliver a sustainable UX strategy, training and mentoring staff to ensure you are in a better place after we have exited, to continue to delivery against the strategy and support the Service Design elements of the portfolio. All work will be aligned to GDS/CDDO principles and standards, where we will develop prototypes using the GDS/CDDO prototyping kit.

One of our managing consultants will be charged with leadership of our team and ownership of our engagement, and will be responsible for ensuring our team is best deployed to deliver the services required.

We will always seek to be flexible with our customers and vary our services where required to help our customers to optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.



VERACITY

A CPL COMPANY

Veracity is a trading name of Veracity OSI UK Limited, a company registered in England and Wales with company number 08395304. Registered Office 9th Floor, Peninsular House, 30 - 36 Monument Street, London EC3R 8LJ