

User-centred capability

Lot 3: Cloud Support

Features

- UX design of software to decrease training and support costs
- Collaborating with designers and developers to create intuitive, user-friendly software
- Conducting user research and testing that is user-friendly and intuitive
- Development of wireframes and task flows based on user needs
- Our methodology at the core of agile transformation project delivery
- Interface and workflow enhancement UX of main and defined pages
- Enhanced product description of all services whether on-prem or cloud
- Discovery workshops to define business goals of stakeholders
- Focuses on users need to ensure interface built on requirements
- Reassures business strategies with the designs of the information structure

Benefits

- UX design of software to decrease training and support costs
- Better understanding product specifications and user psychology of UX design
- Increased customer satisfaction with reduced development time and total cost
- Reduced software training requirements, reduce maintenance costs and productivity increases
- Usability testing and feedback gathering to develop wireframes around customers
- Find creative ways to solve UX problems (e.g. usability, findability)
- Communicate design ideas and prototypes to developers with UI Designers
- Enhanced assistance of defining competitor products and industry trends rapidly
- Create personas through user research and define the interaction model
- UX design attracts end users and which increases better engagement

About Hand & Millar

Hand & Millar Management Consulting is a dynamic and energetic enterprise committed to delivering high-quality management consulting services across both public and private sectors. With a strong foundation in integrity, loyalty, and partnership, we are dedicated to helping clients achieve their strategic goals through tailored solutions and expert guidance.

By ensuring we put our clients' needs at the heart of everything we do, our experienced and empathetic consultants provide proportionate, tailored and implementable project delivery capabilities into client teams to help their organisation succeed.

Our purpose

Our purpose is to create the best possible future for the individuals, teams and organisations we work with through the broad range of services that we offer public sector organisations.

Hand and Millar Management Consulting believes in doing things differently by seeing things differently. We tailor our approach and methodologies to meet the specific needs of each client, ensuring practical, results-driven solutions that foster long-term success.

Our core values

We care passionately about delivering value into the public sector. This is because we are consumers of many public sector services ourselves, but also because that is where we have come from. Our Partners have both worked within the Civil Service, as have many of our employees and associates. Our 3 core values reflect this dedication and experience:

Listening as Leadership: We make space for voices to be heard, perspectives to be shared, and meaning to be discovered.

Trust through Empathy: We seek first to understand not just what's said, but what's felt. We approach every challenge with a genuine desire to uncover what matters most to people.

Presence with Purpose: We're fully engaged with our clients and each other. Whether in a moment of challenge or clarity, we remain attentive and guided by the "why."

Our G-Cloud 15 services

Acceptance management	Portfolio management
Agile coaching	Portfolio management office
Agile IT transformation delivery	Programme assurance
Architecture as a service	Programme governance
Benefits management	Programme management
Business case management	Programme management office (PMO)
Business change management	Project assurance
Business readiness management	Project evaluation and learning from experience (LFE)
Cloud transformation	Project governance
Cost management and cost engineering	Project management
Cyber risk management	Project management office
Data management	Requirements management
Digital transformation	Risk management and risk assurance
Executive coaching and mentoring	Security assurance coordination
Exit and transition management	Service management
Live service risk management	Strategy development
Planning and scheduling	Transformation recovery and acceleration
Portfolio assurance	User-centred capability (end user computing and UX)
Portfolio governance	