



All our consultants have delivered large, complex, and difficult projects. We are trusted advisors with the experience and track record to match. We are client focused and conscientious with deep integrity.

We setup transformation programmes to deliver successfully right from the start. We create the best solution for you, and we always deliver on our promises.

Similar projects can have different objectives. We find out what your success looks like, and we use our experience, pragmatism, and flexibility to tailor our approach and style to your specific needs.

# User Experience and User Interface Design (UX and UI)

## Company Overview

At Encordia Consulting, we specialise in making complex transformations a reality. Through a clear approach, we simplify the delivery process and adapt to your particular needs. We understand that large transformation programmes are truly about business change backed by IT automation. We focus on clearly identifying the true business need and translate that into intelligently architected processes and systems that are deliverable, scale effectively, don't cost the earth and above all, meet your business objectives. We believe in right-first-time delivery and put significant energy into architecting the best solution across business process, infrastructure, data and software.

We have off-shore delivery teams that are able to quickly provide proof-of-concepts through to full-scale solutions across the breadth of the digital enterprise. Our teams are experts at smoothly delivering modern-day services using Cloud technology in complex environments.

Over our years of transformation delivery, we have created a series of methods and tools to accelerate and simplify digital front-office and back-office programmes. We have accelerators in the form of tried and tested delivery templates, proven methodologies and approaches which we adapt to your needs, structured health-check and assurance tools for business and technical assurance and migration tooling with templates to simplify and speed up the end-to-end delivery.

We are passionate about delivery and we deliver on our promises.

## User Experience and User Interface Services (UX/UI)

Encordia provides User Experience and User Interface services which drive intuitive design, low barriers to adoption and place the users' needs in line with the business' objectives. Our approach incorporates the latest innovations and best practices alongside user research, workshops, wireframing, prototyping and feedback loops that bring everything together.

### Features

- User centric, operative led design process
- Wireframing and user first reviews
- Clarity of thinking and approach research and workshopping
- Sample usability testing
- Prototyping
- Responsive layout testing and implementation
- Mobile app support
- Leadership and hands-on guidance maximising benefits from agile working.

### Benefits

- Clear case studies of effective implementations
- Experience of working to and passing GDS standards
- Latest best practice first approach
- Use of agile methodology
- Stage gated approach to delivery, with a user first mindset
- People first approach to UX and UI
- Feedback loop and in team handover as part of the service

## Planning

Encordia either partners or leads to understand and shape the agile ways of working into a value-driven organisation. At the start of an engagement, we look to understand your capabilities, product vision, and key drivers so we can best shape our advice. Encordia can help you:

- Apply agile principles and goals aligned to high-level objectives
- Review and advise on value delivered by high quality UX and UI implementation
- Define the guiding principles for agile teams, ensuring a user centric focus for UX/UI providing a framework of common ceremonies
- Structure your IT organisation's work and manage the services across company boundaries.
- We can define the roles and responsibilities required to support existing defined roles.
- Define the gaps and required new capabilities, including scaled with agile

## Setup and migration

Encordia supports clients with business and digital transformations from concept through design, delivery, and migration. Throughout this transformation journey, realising delivery value against the case for change is critical, and we will work closely with you to make the necessary changes to your operating model, ways of working, partner with you to ensure successful delivery and leave a lasting capability to operate and support, and to realise the business case.

We are experienced working with multi-supplier teams, integrating multiple cloud vendors and managing complex transformation programmes. As such, we can assist with the programme setup, embedding appropriate governance by design and creating an approach to enable you to deliver-at-pace, within governance controls in a safe manner.

Encordia will work closely with you to establish an effective case for change, pragmatically evaluate the key options available, determine a suitable and efficient delivery approach and manage the transformation delivery.

## Training

Encordia ensure throughout the engagement that our teams are fully aligned and can ensure a continuous and ongoing knowledge transfer. Throughout our regular working sessions, our iterative approach to UX and UI ensures we share industry best practices and provide an insight into the rationale behind our particular development processes. Through our handover process we identify any gaps and deliver a plan to ensure continual improvement and management of the project going forward.

## Quality assurance and performance testing

Encordia helps both clients who have already initial UX and UI reviews, and those just starting a new project. In order to ensure user experience, we use a mix of testing and design best practices such as usability testing (on-site and off-site), user feedback, surveys (NPS/CES) and other processes such as first click testing.

Specific to UI testing, we use various and current industry-specific tools to benchmark, audit the application, and optimise SEO where appropriate.

We can additionally assist with the development of testing strategies or test management:

- Test strategy and approach – development of an end-to-end testing strategy, including full requirement traceability, appropriate test framework, setup and use of test harnesses, test phasing, test data management, tooling and execution management
- Development of a test harness – determination and setup of tooling and processes required to drive repeatable, production-like, and efficient test execution
- High volume test management with execution performance, bottleneck management and performance tuning
- Test Execution and management – Encordia can lead your team, contractors or other suppliers through the preparation and execution of all test phases, ultimately leading to a successful cutover and go live.

## Our commitment to you

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