
txp
Technology
X People

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G-CLOUD 15 SERVICE DEFINITION

Interaction Design

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INTERACTION DESIGN

The primary aim of our Interaction Design service offering is to create user centred designs that prioritise accessibility, simplicity, clarity and user needs. Our interaction designers will focus on creating easy to use services for all. Their efforts will help in delivering the following:

- Accessibility design with inclusivity in mind
- User centred design: prioritising needs and preferences of the users
- Seamless interactions between users and digital services
- Ease of accomplishing tasks
- Collaborative working focus, working alongside user researchers, content designers and other delivery partners

With significant experience of designing government services/products, our Interaction Designers will work in alignment with branding standards as well as UK GDS-based standards.

Service Coverage:

- Low and High-fidelity designs
- Rapid prototyping
- Parallel and iterative testing
- Iterative approach to prototype design
- Responsive interface design
- Use of HTML and CSS
- Mobile, Tablet Web support
- Support for various channels
- Understanding of GDS
- Agile framework understanding
- Cross-collaboration mindset
- Paper-based prototyping and whiteboarding
- Prototype mock-ups (low-high fidelity)

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FEATURES & BENEFITS

Features

- Highly experienced UX/UI designers
- Produce UI design standards
- Design-led user experience
- High and Low fidelity wireframing
- Multi-platform designs
- Experience of working within the GDS framework and Gov.uk prototype kit
- Intuitive interactions
- Consistency of interactions and responsiveness of interfaces
- Error handling and recovery mechanism design for users
- Accessibility of all interactions
- Progressive disclosure and feedback mechanism design

Benefits

- Optimised User Interface based on user research and organisational needs
- Improvement in customer/end user satisfaction
- User Experience design aligned to best practice
- GDS standards are aligned to delivery
- Promotes a culture of inclusivity and recognition of user needs
- Increased user engagement by designing engaging interactions that drive interaction
- Collaboration with multi-disciplinary teams fostering a holistic approach to design and development
- Consistency of interactions, patterns, and transitions
- Agile and adaptive way of working
- Intuitive designs that work for users with accessibility and neurodiversity needs

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



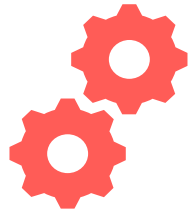
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

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