



www.decilliondigital.com | pmo@decilliondigital.com | +44 (0) 744 829 0935

A stylized laptop is shown on the right side of the slide. The screen displays the following text in a bold, sans-serif font:

SERVICE DEFINITION
CLOUD USER RESEARCH (UX DESIGN)
SERVICES

INTRODUCTION

Decillion crafts digital products and services with a user-centric approach. Our team of User Experience consultants collaborates closely with clients to study and chart user journeys, uncovering key insights for the development of highly effective services. Decillion offers a comprehensive suite of capabilities, guiding projects from initial wireframes through to interactive prototypes and the final product delivery. Our process encompasses everything from preliminary discovery research to design, testing, and continuous enhancement. At Decillion, we adhere to GDS principles including user needs analysis, requirements gathering, journey mapping, prototyping, and user testing, ensuring innovation and superior end-to-end service design.

SERVICE FEATURES

- Extensive User Experience Research Techniques
- Customized UX Strategy Development
- Deep Stakeholder and User Empathy Analysis
- Advanced UX/UI Design and Wireframing
- Agile Framework Implementation and Project Lifecycle Management
- Comprehensive User Research Tools and Methods
- Strategic Insights and Content Optimization
- Competitive Landscape and Digital Branding Analysis
- UX Design Thinking and Collaborative Workshops
- Expertise in Government Digital Standards Compliance



SERVICE BENEFITS

- Adherence to Government Digital Service (GDS) standards ensures accessibility and usability for all users.
- Valuable insights from user experience research drive impactful and effective user-centric public services.
- Flexible and adaptable UX resources and techniques cater to any project's size and scope.
- Comprehensive UX research guides efficient design choices and identifies opportunities for improvement.
- Seamless, responsive, and integrated UX design methodology enhances service simplicity.
- Evidence-based practical recommendations derived from detailed quantitative and qualitative analysis.
- Continuous service enhancements through iterative user testing and research, increasing user satisfaction.
- Enhanced online presence and customer satisfaction through an optimized user interface.
- Incremental improvements and best practice adoption lead to enhanced development functions.
- Visualization of UX findings through Persona and User Journey maps aids in understanding user behaviors, complemented by knowledge transfer and mentoring for client staff.



UNDERSTANDING USER NEEDS

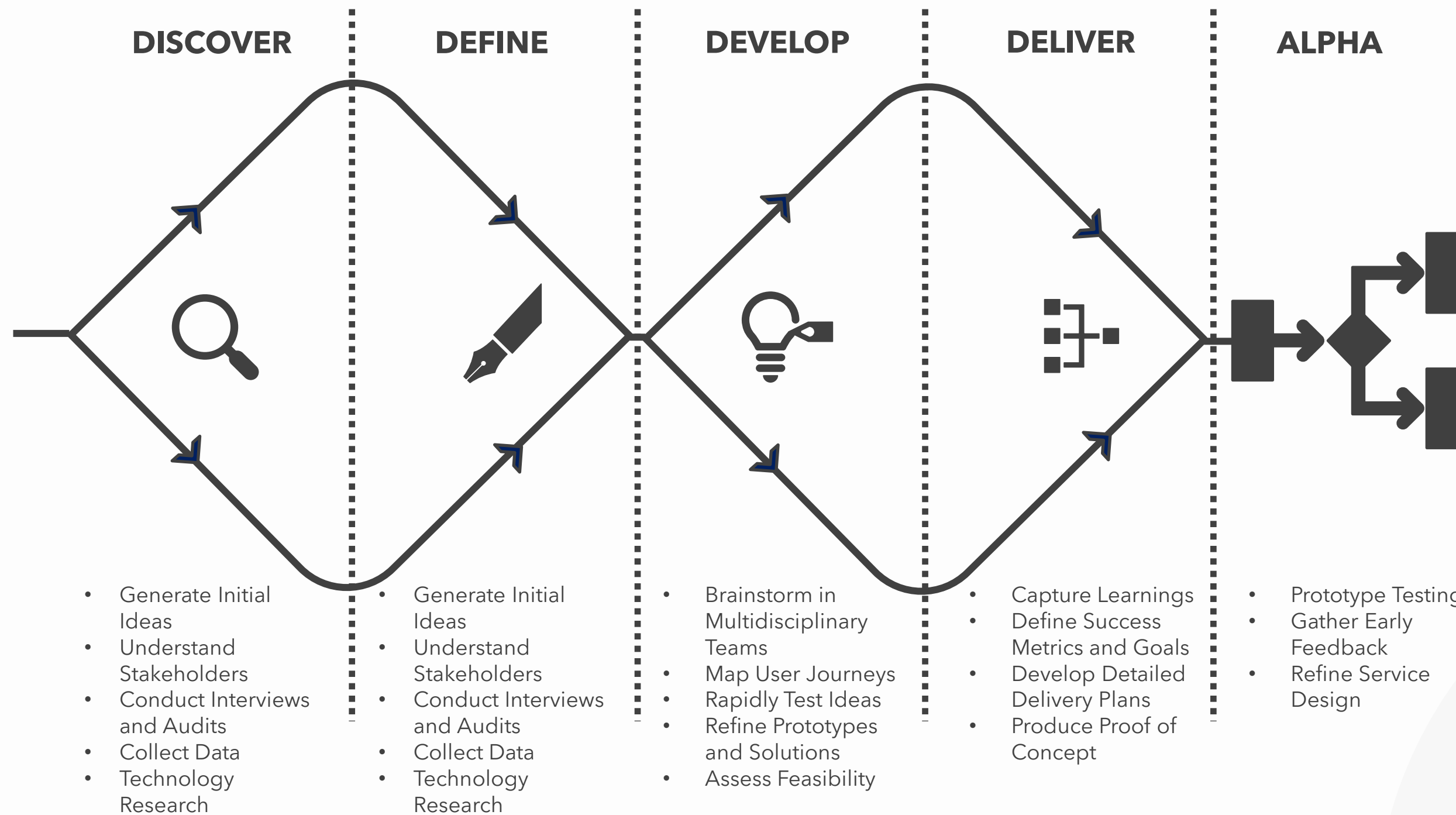
APPROACH TO USER RESEARCH

Our approach to user research prioritizes minimizing risk and enhancing the user experience by employing a diverse array of research tools and methodologies. This strategy ensures a comprehensive understanding of different user types, their motivations, and needs, while actively involving the entire team in the process.

- Comprehensive UX Research Techniques
- Tailored Research Approaches
- Stakeholder Engagement and Empathy Mapping
- Innovative Design and Prototyping
- Agile and Digital Strategy Implementation
- Advanced User Research Methods
- Insight Integration and Content Strategy
- Competitive and Technology Analysis
- Interactive Workshops and Training
- Government and Regulatory Expertise

APPROACH TO USER RESEARCH (Continued)

Our Double Diamond framework outlines a structured approach to design by researching user needs, determining relevant metrics, and exploring both technological and policy constraints.



APPROACH TO DESIGN

- **Needs Assessment:** We start by thoroughly assessing the client's business processes, identifying their industry-specific needs, workflow challenges, and desired outcomes from Microsoft Dynamics to tailor our approach.
- **Solution Architecture:** We design a solution architecture that matches the client's business structure and workflows, incorporating the appropriate Dynamics modules such as Dynamics 365 for Finance, Operations, Sales, or Customer Service. Integration with existing systems is ensured for seamless functionality.
- **Customization and Configuration:** The Dynamics environment is customized and configured to directly address the client's unique needs. This includes developing tailored workflows, forms, and reports to enhance operational efficiency and productivity.
- **User Experience Design:** User interfaces are designed to be intuitive and easy to navigate, reducing the learning curve and boosting user adoption rates by making the system accessible and straightforward.
- **Testing and Validation:** Comprehensive testing and validation processes are implemented to ensure that the system performs reliably and meets all specified requirements, including performance, user acceptance testing (UAT), and security checks.
- **Training and Support:** We provide extensive training to ensure all users are proficient in utilizing the Dynamics solution. Continuous support and maintenance are available to swiftly resolve any issues and roll out necessary updates and enhancements.
- **Continuous Improvement:** A mindset of continuous improvement is adopted to keep the solution current and effective. Regular updates and refinements are made based on user feedback and evolving business needs, ensuring the Dynamics implementation delivers sustained value.

ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

