

PROACT

G-Cloud 15

Proact User Experience
Assessment

Document control

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Company	Proact IT UK		
Address	Proact IT UK Grayson House, Venture Way, Chesterfield, Derbyshire, S41 8NE		
Telephone	01246 266 300		
Primary contact	bids@proact.oc.uk	Role	N/A

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Proact User Experience Assessment

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Description

Ensuring your employees are having a good experience allowing them to be productive can be a complex question to answer. The Proact DEEA service helps organisations conduct detailed assessments of their digital work environments, identifying strengths and areas for improvement to boost employee productivity, satisfaction, and overall digital engagement.

Key Features:

- Customizable surveys to collect employee feedback on various digital tools and platforms they use.
- Assessment of the performance of and impact of technology touchpoints to a customer's workflow
- Guided walkthroughs of dashboards that provide insights into survey data, highlighting key areas of satisfaction and concern.
- Allows organisations to compare their digital employee experience against industry standards
- Tailored report of recommendations on where and how to improve digital tools and workflows.

Benefits:

- Enhance Employee Satisfaction by driving improvements and identifying gaps in the digital tools employees use.
- Drive Organisational change based on data driven insights. Allowing a keen understanding how the digital environment supports the workforce.
- Drive ROI insights by allowing organisations to under how technology is used and ensure buying decisions are aligned with user needs

Pricing

Pricing is charged based on Proact's day rates as detailed in the rate card below.

Professional Services Day Rates

Level	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	N/A	N/A	£600	£600	N/A	N/A
2. Assist	N/A	N/A	£600	£600	N/A	N/A
3. Apply	N/A	N/A	£850	£850	£850	£850
4. Enable	£1,000	£1,000	£1,000	£1,000	£1,000	£1,000
5. Ensure, advise	£1,350	£1,350	£1,350	£1,350	£1,350	£1,350
6. Initiate, influence	£1,750	£1,750	£1,750	£1,750	£1,750	£1,750
7. Set strategy, inspire, mobilise	£2,000	£2,000	£2,000	£2,000	£2,000	£2,000

Pricing excludes VAT.

Pricing is for resource only and full day rates include travel and expenses within the UK, work outside the UK will be quoted separately to include travel and expenses costs.

Standard working hours are 09:00 to 17:30, Monday to Friday excluding UK public holidays – Uplift for out of hours: Evenings, Weekends and Bank Holidays x2.

Services are subject to scope of works definition – Some specific skills or to meet urgent timescales may require 3rd parties and may incur a higher cost, which will be quoted on a case-by-case basis.

The following table provides an overview of the deliverables provided against the day rate levels detailed above:

Level	Title	Description
3	Field Engineer	• Installation of pre-configured devices and associated connections. • Conducts basic hardware operational tests, troubleshoots malfunctions and replaces faulty hardware components, where applicable
4/5	Professional Services Engineer	• Experienced Technical Expert in their area of specialism • Defines the installation procedures and order of work • Installation of hardware and software • Conducts testing and recoding of results • Completes health checks and documents recommendations • Carries out fault diagnosis • Customer handover
6	Technical Architect	• Technical Lead providing expert technical knowledge in their area of specialism • Experienced in capturing requirements and translating into multi technology / multi-vendor designs • Capable of extrapolating the impact of Data Protection and Disaster recovery into architecture
7	Enterprise Architect	• Ability to design to business goals and systems requirements • Capable of running large multi-national programmes • Assistance in the development of IT Strategy, Policies and Governance • Able to write detailed Business Cases

