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remote usability testing

Cloud Based Services

G-Cloud 15



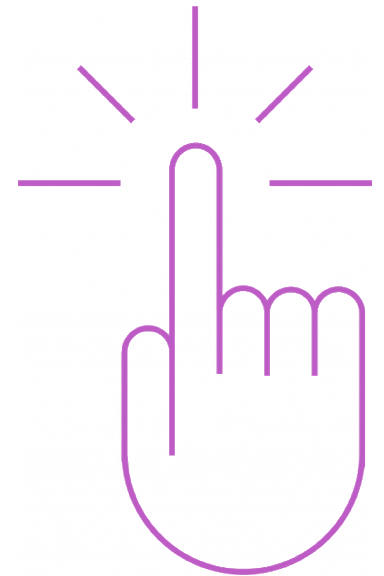
Remote Usability Testing

When is it right for you?

There's no wrong time to conduct Remote Usability Testing. The question should be: what is it you want to capture?

Testing your app or website with your users will allow you to highlight what works and doesn't work so well, enabling you to capture costly changes before development, or plan for your redesign.

Choosing between in-person or remote testing comes down to budget, time, and geographical coverage.



Remote Usability Testing

Features and benefits

Test participants as they interact with your product or experience in their natural environment. We conduct all aspects of the Remote Usability Testing, from recruiting participants and moderating the tests, to analysing the data presented back in our detailed report. Remote testing can be moderated or unmoderated.

Features

- Respondents can participate in sessions from their homes, work, anywhere
- Usability testing across all platforms and devices
- Detailed recruitment screener for recruiting of the right participants
- Test plan outlining objectives, recruitment, approach, test script, deliverables
- Test sessions include pre-test and post-test interviews
- Identification and severity ratings of usability issues
- Detailed report of findings supported by recommendations
- Recordings, highlight clips and presentation of the results
- Agile project management and sprint testing

Benefits

- First-hand insight into potential pain points and improvements
- Access to a larger geographical spread of respondents
- Reduces costs usually incurred from travel and facility hire
- Tried and tested user testing methodology
- Clear and actionable recommendations for fixing user experience issues
- Qualitative and quantitative feedback that helps improve your interactive experience
- Public sector specialists with two decades of industry-leading experience

Who are we

We're an award winning, full-service, digital solutions agency, covering all aspects of development and delivery.

With over 20 years experience in the digital world, we have experience across every sector and clients across the globe.

Our locations

Although we have physical offices, **we can work from anywhere!** We've got clients in the UK, US, Europe and many more...

Our team

We have an amazingly talented team of developers, designers, software engineers, accessibility experts and UX specialists



Our services

We believe good design is based on user needs

We have delivered and hosted over 1,000 websites and online systems and have built up a profound understanding of websites and platform requirements. We work with our clients to understand their goals and objectives, developing a collaborative approach to deliver creative solutions that meet business and user needs.

Some of the ways we can help



Digital Strategy

- Branding
- Digital strategy
- Content planning



User Experience

- User Research
- Service Design
- Accessibility
- Prototyping & Wireframing



Design

- Responsive Web Design
- Interactive content
- Mobile Applications
- Rich media campaigns



Development

- Web and application development
- Content Management Systems (CMS)
- Systems development
- Systems integration



Hosting

- Managed hosting
- Dedicated server management
- Security & Networks



Support

- Service Level Agreements
- Support team and help-desk

Our user centred design approach

GCloud services we provide



Discover & Strategise

Understand both business objectives and user needs by empathising with your users, and bring alignment to the design process

- Discovery
- Surveys
- Interviews
- Focus groups
- Diary studies
- Ethnography
- Stakeholder workshops
- Personas
- Empathy maps
- User Journey Maps



Design & Test

Innovate and design based on user and business requirements, but be sure to test your designs at all stages of development

- Co-design workshops
- Content delivery
- Usability testing
- Accessibility testing
- Information architecture
- Expert review
- Heuristic review
- Accessibility audit
- Wireframes / prototypes



Optimise & Iterate

Track how well your service offering is doing and continue to iterate to provide the best experience to your users

- Competitor review
- Benchmarking
- Conversion rate optimization
- Iterative testing
- Service Design
- Digital strategy



Development

Building your website, app or software with accessibility in mind to ensure inclusivity at every stage

- Front-end development
- Back-end development
- Responsive / mobile first
- Web and Application development
- Content Management Systems (CMS)
- Systems development & integration



Hosting & Support

Offering support from our dedicated team across all aspects with hosting on our own dedicated servers

- Managed hosting
- Dedicated server management
- Security & Networks
- Service Level Agreements
- Support team and help-desk

Our clients

Some of our wonderful clients include...



Our accreditations

We strive to deliver the best service to our clients



In recognition of our Quality Management System the NQA has awarded CIVIC ISO9001 accreditation for project delivery and online marketing.



The ISO27001 acknowledges CIVIC's best practices across digital and web-based communications and, in particular, recognises our quality assurance and Information Security Management System (ISMS).



The Cyber Essentials Scheme (CES) is a set of measures that all organisations should implement to protect against basic cyber threats on the internet.



Lets chat

Got a question? Need some advice? We're here to help.

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