



User Centred Policy Design and Testing

User Centred Policy Design and Testing - Overview

User Centred Policy Design and Testing integrates user-centred design specialists directly into policy and delivery teams, ensuring that policy intent and desired outcomes are achieved in practice. Through detailed user research, analysis, and alpha-style prototyping, the service validates change, tests deliverability, and embeds user needs into every stage of policy and service design.

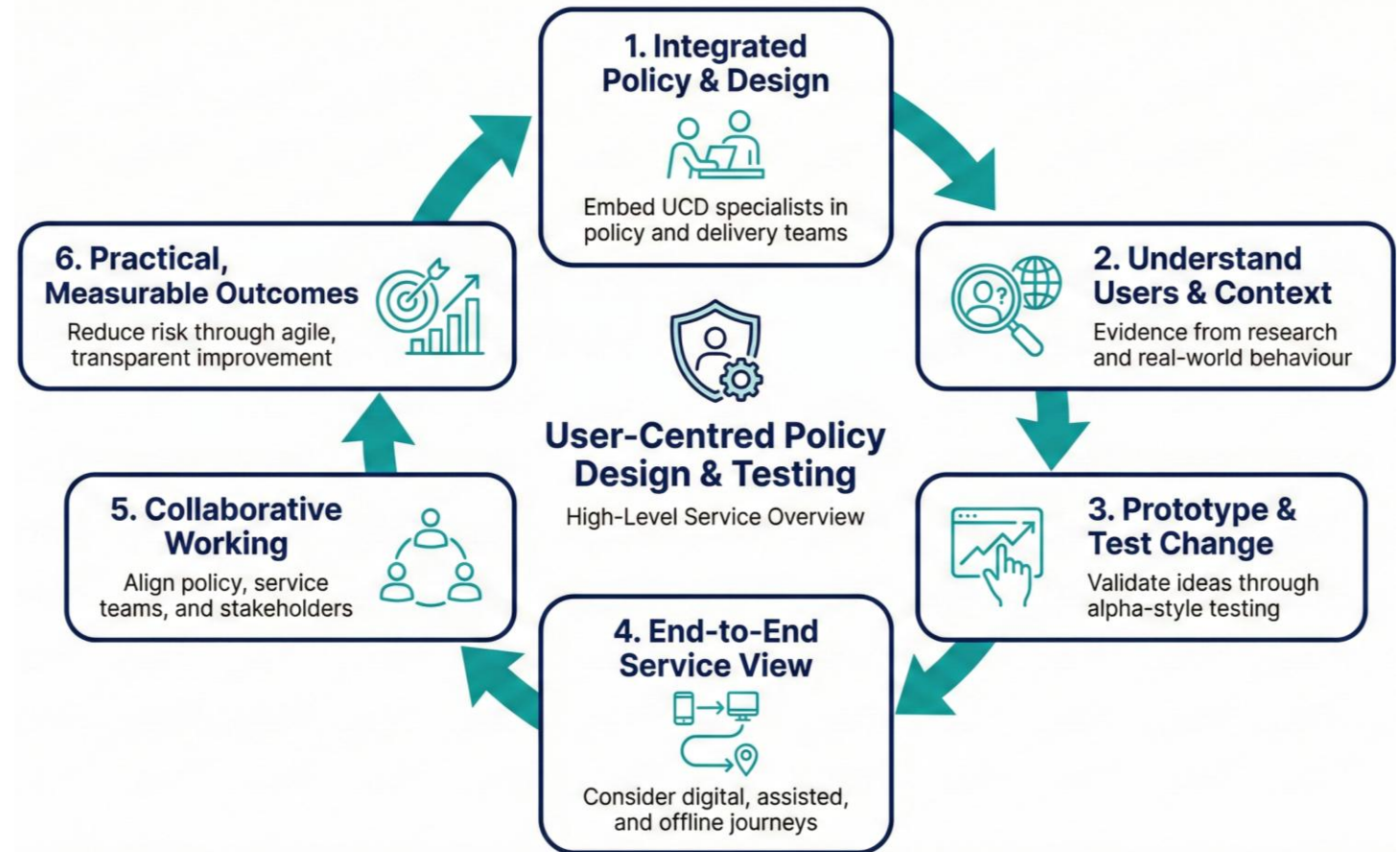
Our approach brings policy professionals, service teams and digital specialists together early in policy development.

By involving service design from the start, we identify where policy intent may not translate into deliverable services, allowing issues to be resolved before they become costly problems downstream.

We focus on:

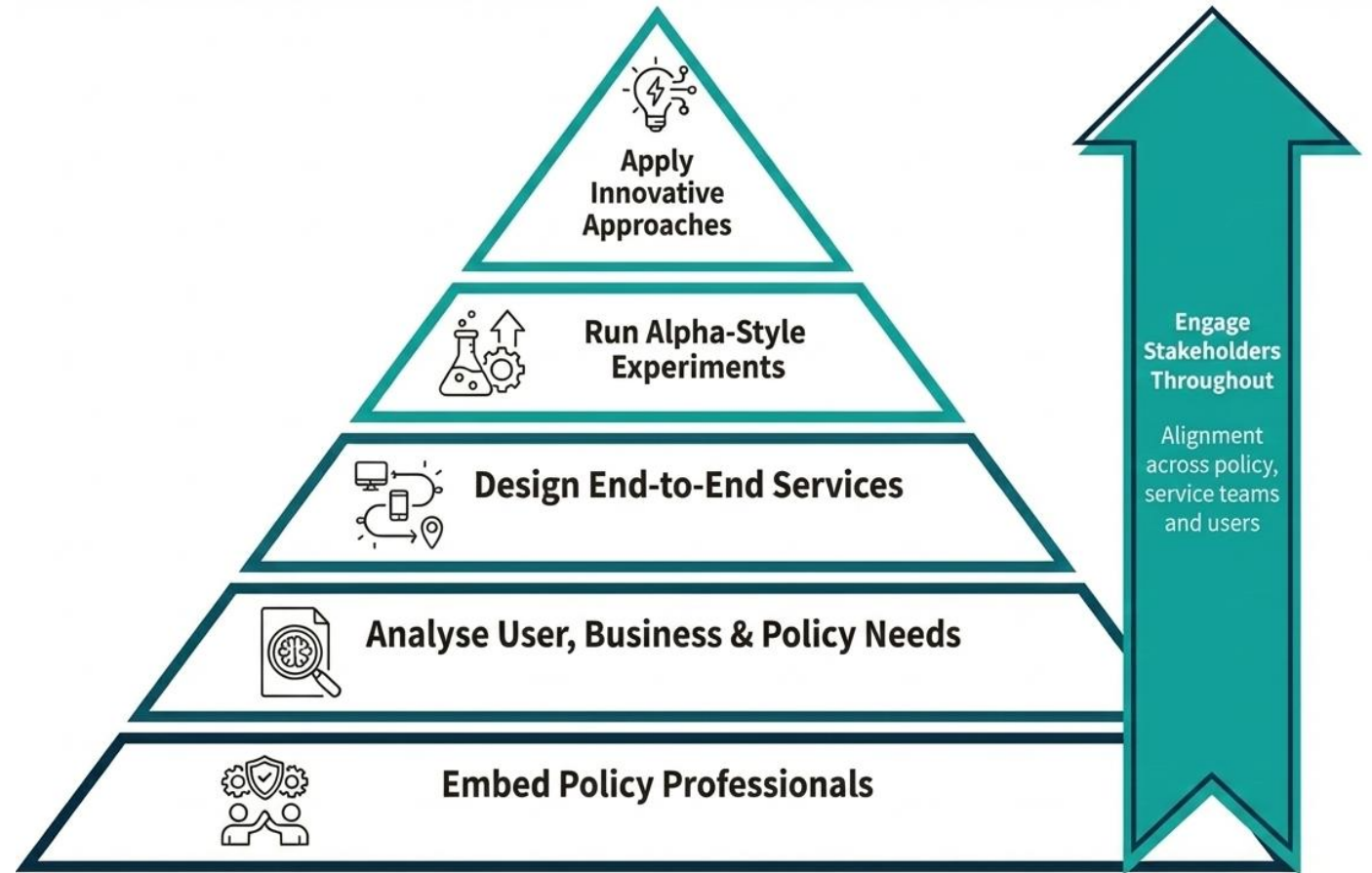
- End-to-end service design across digital, assisted digital and offline channels
- Testing policy feasibility through prototypes and user research
- Building capability through agile methods and continuous improvement

This reduces risk, ensures policies can be implemented successfully, and creates better outcomes for users.



User Centred Policy Design and Testing– Our Approach

- **Embedding policy and digital professionals** together for hands-on, early collaboration
- **Conduct user research** to understand behaviours and validate impact
- **Analyse user, business, and policy needs** in detail
- **Run alpha-style experiments and prototypes** to test
- **Design end-to-end services** for digital, assisted digital and offline channels
- **Engage stakeholders** throughout the design process
- **Apply innovative approaches** to solve complex problems



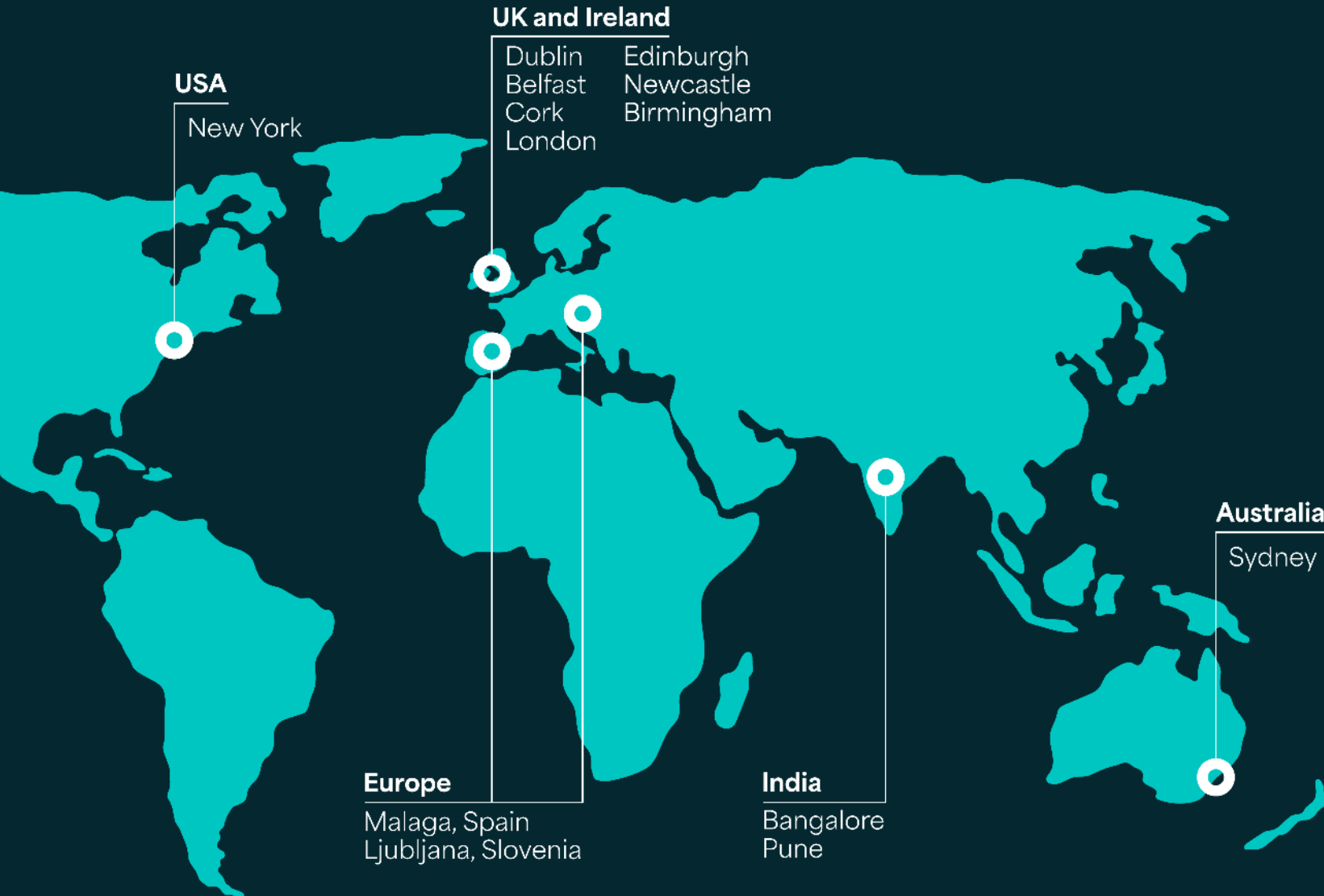
User Centred Policy Design and Testing – Benefits and Deliverables

- **Policies that meet user needs and drive uptake**
 - Policies are designed around real user behaviours and requirements, increasing adoption and satisfaction.
- **Alignment of policy intent with business objectives**
 - Ensures that every policy delivers on its intended outcomes and supports organisational goals.
- **Increased collaboration and value through user-centred practices**
 - Policy and service teams work together, embedding user-centred design for greater impact and efficiency.
- **Continuous improvement and capability building**
 - Ongoing feedback, measurement, and learning strengthen teams and improve policy effectiveness over time.
- **Agile, transparent and risk-reducing ways of working**
 - Flexible, open approaches enable rapid decision-making, reduce delivery risks, and foster trust among stakeholders.

About Version 1



Version 1 at a glance



29 years of experience

13 global locations

6 strategic technology partners



13 years as a great place to work



Industry best practice



€364M+ revenue 2024

82% employee engagement score (Q2 2025)

85% customer satisfaction score (Q2 2025)

The Version 1 difference

The core values at the heart of Version 1's success.



**Honesty and
integrity**



**Personal
commitment**



No ego



Customer first



Excellence



Drive

Looking forward: Our ESG targets, goals & achievements

A-

score for Carbon Disclosure Project reflecting our sustainability practices (Industry average is a C)

680+

Volunteering hours delivered by employees globally

80%

key suppliers with sustainability targets by 2025, we are committed to reducing environmental impacts across our supply chain through responsible sourcing and partnerships

217

Version 1 Impact Investors supporting our global Community First programme which aligns to the UN Sustainability Development Goals

Bronze

Ecovadis rating reflecting our ESG maturity across our strategic focus areas

930

Women in Tech members

Our four strategic ESG pillars:



**Environment
sustainability**



**Ethical
Practices**



**Responsible
Procurement**



**Social
Impact**



As a participant of the United Nations Global Compact, Version 1 is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption

Our services portfolio



Application Modernisation and Integration

Accelerating the modernisation of applications embracing sustainable engineering and AI-assisted development.

Legacy systems modernisation

Continuous modernisation

Next Gen Apps

Integrated Apps

Portfolio modernisation



Experience Design and Development

Designing, shaping and building products and solutions that deliver fantastic people and societal experiences.

Digital strategy and innovation

Product management and roadmaps

Behavioural research, analysis and journey mapping

Creative design and UX services

Product development and AI accelerated engineering

Envisioning and innovation workshops



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People, Customer and Enterprise Performance Management (EPM).

Reshaping finance for the future

Elevating HR and people operations

Enhancing supply chain management

Amplifying customer touchpoints

Realising value with Data insights and AI



Data x AI

Becoming an intelligent, data driven organisation needs quality data x AI to make better decisions and processes.

Data strategy and architecture

Data engineering

Data analytics and visualisation

Data modernisation

Data governance

AI co-creation services



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation.

Industry specific cloud

Readiness and enablement

Migration and transformation

Operate and optimise

Specialist services



ASPIRE Managed Services

Reduce time, cost and risk by leveraging our VLA approach to run and optimise traditional and Cloud services to improve business agility and accelerate innovation.

Cloud and infrastructure management and optimisation

Oracle SaaS management and optimisation

Data and AI managed services

EBS, Peoplesoft and JDE managed service

Application management and optimisation

Digital workplace services

Our global technology partners

- Named **AWS Collaboration Partner of the Year 2024**
- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **Microsoft Ireland Partner of the Year 2023 Winner - Social Impact**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**
- Named **AWS Collaboration Partner of the Year - EMEA 2023**
- Named **AWS Migration Partner of the Year - EMEA 2022**
- Named **OutSystems Partner of the Year 2021**

Microsoft Partner

Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier
Consulting
Partner

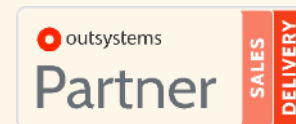
An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.

ORACLE | Partner

With 28+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider - One of Europe's most distinguished Oracle Cloud partners.



As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.



As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Our Public Sector Customers



centrica

cie-uk



CCRC
Criminal Cases Review Commission



An Roinn Dlí agus Cirt
agus Comhionannais
Department of Justice
and Equality



An Roinn Iompair,
Turasóireachta agus Spóirt
Department of Transport,
Tourism and Sport



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Thank you

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com