

Crown
Commercial
Service
Supplier

The logo for nine23 features a white Wi-Fi symbol above the word "nine23" in a bold, lowercase sans-serif font. The background of the entire slide is a dark, abstract composition with a network of white lines and dots, a blurred image of a laptop keyboard, and a glowing blue padlock icon on the right side.

nine23

The High Assurance MSP

**User Experience (UX) Development
and Support Services**
SERVICE DEFINITION

nine23.co.uk

Service Definition

User-centered design for IBM ALM and enterprise asset management platforms. We deliver intuitive interfaces, workflow optimisation, and accessibility compliance above Official standards for Defence, Government, and critical infrastructure.

Services include user research, prototyping, responsive design, mobile optimisation, and usability testing—delivered by SC+ cleared designers with flexible SFIA-aligned pricing ensuring operational efficiency and user adoption.

Service Features

- **User Research & Analysis** – Contextual inquiry, stakeholder interviews, and workflow analysis for deep user understanding.
- **Information Architecture** – Logical structure design ensuring intuitive navigation and efficient information retrieval.
- **Wireframing & Prototyping** – Interactive mockups validating design concepts before full development investment begins.
- **Responsive Design** – Multi-device interfaces optimised for desktop, tablet, and mobile field operations.
- **Accessibility Compliance** – WCAG 2.1 AA standards ensuring inclusive access for all users.
- **Design Systems** – Reusable component libraries ensuring consistency, efficiency, and maintainable interface standards.
- **User Journey Mapping** – End-to-end workflow visualisation identifying pain points and optimisation opportunities clearly.
- **Usability Testing** – Iterative validation with real users ensuring interfaces meet operational requirements.
- **Visual Design** – Brand-aligned interface styling balancing aesthetics with functional clarity and usability.
- **Style Guide Documentation** – Comprehensive design standards enabling consistent implementation and future scalability sustainably.

Service Benefits

- **Accelerated User Adoption** – Intuitive interfaces reduce resistance, ensuring faster system acceptance organisationally.
- **Reduced Training Overhead** – Well-designed workflows minimise training, allowing teams to become productive quickly.
- **Enhanced Data Quality** – Intelligent forms prevent costly errors, ensuring asset data integrity throughout.

- **Mobile Field Enablement** – Context-aware design delivers critical asset information to field teams anywhere.
- **Operational Intelligence** – AI-enhanced dashboards surface actionable insights, accelerating response times and decisions.
- **Compliance Assurance** – Guided workflows embed regulatory requirements, ensuring consistent standards without manual oversight.
- **Process Efficiency** – Streamlined journeys eliminate unnecessary clicks, dramatically reducing task completion times.
- **Improved Accuracy** – Smart interfaces capture complete, validated information eliminating downstream reconciliation efforts.
- **Higher User Satisfaction** – Positive experiences create engaged champions, reducing turnover and building advocacy.
- **Measurable Productivity Gains** – Enhanced usability delivers quantifiable efficiency improvements, cost reduction, and ROI.

What Nine23 Do & Why

Nine23 is a veteran-owned **UK Sovereign, High-Assurance Managed Service Provider (MSP)** delivering cyber secure, resilient digital services for mission-critical operations.

Our service offerings include:

- InfoSec Advisory and Assurance
- Private/Hybrid Cloud
- Secure Collaboration
- Interoperability

Our solutions are built to meet the most stringent regulatory compliance requirements and are fully aligned with NCSC/DSIT guidance and Secure by Design principles. We enable individuals and organisations to operate with confidence, security and compliance.

Who Nine23 Work With

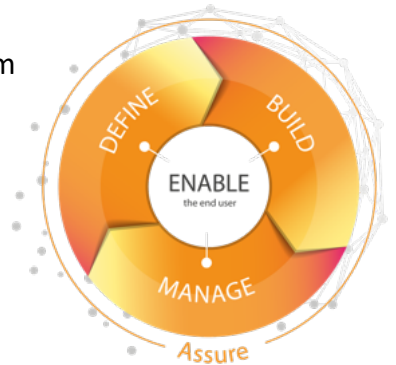
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at above OFFICIAL**. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without ever compromising on security.

We have demonstrated significant achievements in difficult to break into sectors and have a stellar list of clients which demonstrates our credibility.

How Nine23 Work

Our Model

Our operating model builds security, usability, and compliance in from day one, so your technology, people, and processes work seamlessly together. As cyber threats evolve, so do we – keeping your users secure, empowered, and productive through continuous improvement, user-focused design, and UK sovereign solutions that meet national security standards.



Define - Your Problem

We understand information security and assurance as a business enabler, not a constraint. Our experts will conduct a comprehensive discovery phase to assess current capabilities and risks, define key security objectives, compliance standards, and end-user requirements, and develop a clear roadmap that enables digital transformation with high assurance at its core.

Build - Your Solution

We combine the best technology from the best vendors to create an environment that enables individuals to work together effectively and securely. Leveraging trust, innovation, and a depth of sector experience to provide collaboration and interoperability.

Manage - Your Service

We deliver high assurance and resilient managed services that enable seamless interoperability for teams to access the data and applications they need to work collaboratively. Our managed services include:

- 24/7 monitoring, proactive risk management, and compliance assurance
- Threat detection, response, and continuous security improvements
- A transparent Service Level Agreement (SLA) ensuring clear accountability

Why Choose Nine23?

Enabling the end user is the heart of everything we do, empowering them to work with the same simplicity and usability they expect at home, without ever compromising on security. We are **trusted, proven experts with a strong track record** of delivering nationally accredited, user-focused solutions in complex and highly regulated environments.

We deliver high assurance solutions **accredited for use at OFFICIAL (including SENSITIVE and other caveats) through to SECRET**, meeting the most stringent cyber security

requirements. As a fully UK-owned and operated company, with all staff, infrastructure, and data located in the UK, we provide genuine **100% UK data sovereignty**.

Above all, we are **refreshingly honest**. Building long-term relationships through transparency and integrity, with no jargon or hidden risks, just secure solutions that deliver real operational value.

