

User Research and Experience

Service Category: Set Up and Migration, Cloud Support Services

About Our Service

Our user researchers design and carry out research that develops deep understanding of the needs of the people that use government services. Adopting an iterative approach, they incorporate user feedback into every stage of the process, validating ideas and allowing teams to build better services at lower cost and risk.



Service Features

Research planning
to identify likely
users, personas, and
understand needs

Data collection via
structured
workshops,
interviews and
surveys

Data analysis to
reveal user
problems,
frustrations and
experience

Communicate
insights via
structured user
stories

Approach aligned to
Agile delivery

Flexible and holistic
'systems thinking'
approach

Regular usability
testing throughout
project lifecycle

Supports all phases
of the government
digital service
standards

Design and solution
option and
evaluation analysis

Establish and
implement an
overall research
strategy

Service Benefits

Well-crafted
research plan with
clear research
objectives

Translation of
insights into
actionable
recommendations

Design ideas and
policy needs
presented as user
stories

Validation that
delivered capability
meets policy intent

Reduction of
capability gaps to
strengthen whole
system resilience

Maximisation of
whole system
performance

Improves delivery
by management of
capability
assumptions and
risks

Delivery of digital
tools aligned with
accessibility
standards

Services that are
rigorously tested to
better meet user
needs

Detailed Service Definition

User research is a fundamental practice for supporting delivery of a successful cloud-based service, system or product. Frazer-Nash plans, designs and carries out research activities with users that help teams to develop a deep understanding of the people who use government services.

Our user researchers work iteratively, often aligning with Agile methodology to get feedback quickly, validating ideas and improving designs, allowing teams to design and build better services more quickly and at lower cost and risk. Our systems thinking approach allows us to apply our user experience services at any point in the change life-cycle, either for introducing brand new cloud-based services or improving the performance of existing ones.

Detailed Service Definition (continued)

The typical activities that we undertake in an engagement include:

- User and stakeholder engagement - developing a deep understanding of the people that use government services and their needs to rapidly inform design iterations.
- Customer collaboration - planning and preparing for information capture with stakeholders; undertaking information / requirements capture and facilitating stakeholder collaboration.
- Data analysis - using human factors and psychology professionals to reveal insights on user experience, resulting in actionable recommendations.
- Creating user stories - translation of user experience recommendations into epics, features and user stories for the design team.
- Usability testing - regular testing of ideas and prototype designs allows for a service that better meets user needs.

Detailed Service Definition (continued)

When undertaking the activities above, we can tailor our services to either the Waterfall or Agile development method, utilising the concepts of user research, epics, user stories and sprints to inform the development of our business analysis products. Our method is compatible with all phases of the Agile project model (discovery, alpha, beta, live and retirement).

We produce customer-tailored user need and capability definition documentation, including:

- User requirements catalogues / documents – defines the capability / need required from the user's point of view.
- System requirements catalogues / documents – defines what the solution will do to meet all or part of the user's needs detailed in the user requirements document.

We have a wide and deep experience providing business analysis support in projects of varied scale in many different sectors, including government, defence, aerospace, nuclear, power and transport. Importantly, for technology-based solutions, such as those utilising the cloud, agility is required in the development and continued maintenance of the requirements to reflect the rapid evolution of technology.

Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001 and Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

Next Steps

To discuss your requirements in more detail or request an order for services, please contact ccs@fnc.co.uk

