

SERVICE FEATURES

- ✓ Follows Desing Thinking Methodology
- ✓ User research: interviews, surveys, focus groups
- ✓ User journey maps, user personas, wireframes
- ✓ User needs, problem statement definition
- ✓ Collaborative, user-centered design and usability testing processes
- ✓ Iterative development

SERVICE BENEFITS

- ✓ Aligned to GDS service design principles and standards
- ✓ Aligned to 2018 Accessibility Regulations
- ✓ Alignment with user needs and expectations
- ✓ User research is conducted in our comfortable office environment
- ✓ Better user experience leads to increased user adoption
- ✓ Skills and knowledge transfer

OVERVIEW

Finyx’s User Experience Services help you ensure the current or proposed cloud services are aesthetically pleasing, functional and easy to navigate. Our offering is aligned to GOV UK Service Manual and 2018 Accessibility Regulation.

SERVICE OVERVIEW

Finyx’s User Experience Services span all stages of Design Thinking Methodology, from initial understanding of user needs to building prototypes, supported by continuous collaboration and usability testing. This approach ensures that user needs remain central throughout the design process and addresses accessibility requirements, resulting in a product / service that genuinely meets user needs and provides inclusive experience.

On conclusion of the engagement, Finyx compile a findings report with actionable improvements for the client to take forward.

CHARGING MODEL

Finyx offer a variety of charging mechanisms to suit the client’s situation:

- Unit Price / Time & Materials
- Fixed Price
- Performance

GOVERNANCE

Will vary by engagement but likely to included regular management reviews and deliverable reviews throughout the course of the engagement.

ABOUT US



INSIGHT

Through many years of developing solutions for our clients we know “what good feels like” and we have the insight to assist them in getting there.

EXPERIENCE

Finyx has a broad range of capabilities and can assist with all aspects of IT Transformation; from defining the strategy and roadmap, through describing and procuring required solutions, to providing a project office and overseeing service migrations.

EXECUTION

Finyx are active in both the Public and Private sectors; we have a history of building long-standing client relationships and returning to support them on further engagements.