

Scrumconnect G-Cloud 14 Service description

Cloud **User Research** (UX Design) Services



At Scrumconnect, we deliver user-centric digital solutions that transform public services.

Our team of expert consultants excels in full lifecycle development, turning complex challenges into actionable results that drive real impact.



Our mission is to make digital services and products easy to use for our clients and their customers, creating great user experiences for everyone.

Where we excel

Product and design

Ideation & User Research

Digital Strategy

Product Design & Development

User Experience Design

Service Design

Content Design

Minimal Viable Product (MVP)

Design, Development & Launch

Ways of Working

Agile Coaching

Agile Transformation

Communities of Practice

Technology and data

Software Delivery

Hands-on Team Optimisation and

Education

DevOps/Cloud: Migration Products /

Services to the cloud

Data Engineering

Machine Learning

Agile Engineering / XP Best

Practices

Legacy Code Modernisation



What we do

Cloud User Research (UX Design) Services harness the power of cloud computing to provide comprehensive and real-time insights into user behavior, ensuring designs meet user expectations effectively. These services facilitate cross-platform usability testing and interactive prototyping, allowing for swift iterations and enhanced collaborative processes. Utilizing predictive analytics and machine learning, potential user experience issues can be anticipated and mitigated before they occur. Additionally, global user research capabilities enable the gathering of diverse user data, enriching the understanding of varied user bases. This robust offering leverages cloud technology to streamline UX design processes, reduce costs, and improve product accessibility on a global scale

Service Features:

- Real-Time User Behavior Tracking: Monitor and analyze user interactions in real-time using cloud technologies to adapt quickly to user needs and preferences
- Cross-Platform Usability Testing: Ensure consistent user experiences across all devices and platforms with comprehensive cloud-based usability testing tools.
- Interactive Prototyping: Create and iterate on interactive prototypes efficiently within the cloud, enabling rapid feedback and collaboration
- Predictive User Experience Models: Utilize machine learning algorithms in the cloud to forecast user behaviors and identify potential UX issues before they impact the user.
- Global User Research: Access and analyze user data from diverse demographics worldwide using cloud-based tools, enhancing the breadth and depth of UX insights.



What we do

Service Benefits:

- **Enhanced User Experience:** Provide insights into user behavior and preferences meet customer satisfaction and engagement
- **Data-Driven Decisions:** Leveraging cloud-based analytics tools, these services for communication decisions are guided by empirical user reality rather than assumptions.
- **Scalability and Flexibility:** Cloud services easily to accommodate varying project site infrastructure changes
- **Cost Efficiency:** By utilizing cloud infrastructures, businesses can reduce data storage and computational resources
- **Rapid Prototyping and Testing:** Cloud platforms facilitate iterations and feedback loops and enable product improvements

Service Delivery:

- **Continuous Integration and Deployment:** Utilise cloud environments for seamless integration and agile responses to user feedback.
- **Remote Collaboration Tools:** Leverage cloud-based collaboration tools that work both in real-time, and stakeholders to enhancing project alignment
- **User Testing and Analytics Platforms:** Utilize sophisticated cloud-user testing and analytics platforms and analyze user behavior that stratifies project decisions
- **Customizable Service Packages:** Offer modular data and customizable UX design services and optimal resource utilization.



DATA PARTNERS

We work alongside you to harness the full potential of your data ensuring it drives meaningful outcomes and business success.

Data Engineering

Data Operations

Data Science and AI

Data Analytics and Insights



DESIGN PARTNERS

We understand the unique challenges you face in delivering exceptional design and research. We've been there and done it and delivered positive impact.

Service Design

Interaction / UX Design

User Research

Content Design

Design Strategy

Design Leadership



TECHNOLOGY PARTNERS

We partner with you to harness the latest technologies ensuring your systems are efficient, scalable and future-proof.

Software engineering

Cloud and architecture

Service management

Legacy code modernisation

Automation

Artificial intelligence



STRATEGY PARTNERS

We collaborate with you to create and implement strategies that ensure sustainable growth and competitive advantage.

Product strategy

Data strategy

Technology strategy

UCD strategy

Digital strategy



Why us?

Track record

Experienced delivery partner for private and public sector clients.

UK Govt trusted partner

We've been working in the UK Public Sector for 10 years.

Cross-sector delivery experience

DWP, MoJ, HMPO, DfE, GDS, SITA, Cora, Bank of England and ASOS.

Value for money

Clear vision for improvement, TCO benefits, competitive rates & experienced team.

Hand picked team

10+ years experience of picking bespoke digital teams to meet customer demands.

Delivery mindset

Delivered 40+ projects over Discovery, Alpha, Beta and Live.

Quality

Meeting user needs as default.

Standards

Adherence to GDS and Industry SDLC and Designs, tech community participation. Certified to Cyber Essentials Plus, ISO 9001/27001.

**Delivering over 20% of
the top 75 UK
citizen-facing public
services and a number
of private sector
customer facing
programmes.**



68 user-centred digital
services across 14
major clients.

350 people currently
deployed on client
projects.

50m UK citizens user
our solutions.

Our Digital Transformation for the UK Public Sector

Transforming pension experiences at the Department for Work and Pensions

Scrumconnect transformed pension experiences with our award-winning Get Your State Pension service for DWP. Serving 12 million UK citizens, we achieved an 80% digital adoption rate and over 95% satisfaction, managing £101 billion annually. Welcome to the new era of pension management.

Building the Ministry of Justice exemplar service

Scrumconnect pioneered one of the Ministry of Justice's earliest exemplar services, spearheading the adoption of a cloud-first approach and modernizing their organizational structure. Based in Manchester magistrates' court, our team developed a product aimed at minimizing unnecessary visits, driving efficiency and effectiveness.

Digital Transformation of HM Prison and Probation Service

Scrumconnect consultants are at the forefront of addressing major challenges within prisons and probation systems. With issues spanning across the board, timely access to pertinent data can be lifesaving for prison officers. Our consultants are dedicated to developing cutting-edge products and services tailored for a modern prison system, ensuring efficiency and effectiveness at every step.

Our Digital Transformation for the Private Sector

Expanding capacity and capabilities with speed at Cora

Cora aimed to expand its IT capacity for delivering more features to customers efficiently. Scrumconnect assembled a team of 30 FTEs, enabling experienced staff to focus on client engagement, yielding a 10x return on investment. Let's explore further opportunities to deepen our partnership.

eCommerce programme for international airline

We managed the development of three distinct E-Commerce solutions for a global airline undergoing extensive integration. Our responsibilities included overseeing site development, maintaining release schedules, sprint and release planning, and complete stakeholder management. We provided thorough reporting on deliverables and outcomes throughout the process.

Revolutionising the Bank of England's Cloud Migration: From Days to Minutes

In a groundbreaking initiative, Scrumconnect facilitated the seamless transition of the Bank of England to the cloud, slashing analysis time from 20 days to a mere 30 minutes. Our approach, which included secure landing zones, application on-boarding mechanisms, containerization, and extensive training, has not only streamlined operations but also laid the foundation for a resilient, forward-thinking cloud strategy.

We're guided by our values at all times

Collaboration

We believe that we are stronger as a team than as individuals. We create and solve problems together.

Early Value Creation

We find the quickest route from idea to product because that is where our business value is. Customers rely on us to impact their business and we always deliver.

Learning

The future belongs to those that can adapt fast. We do this by continuously learning, sharing and growing as individuals and as teams.

Integrity

Teamwork requires trust with everyone that we work with. We can always be relied upon to behave with the highest standards.

Commitment

No matter what, we always give our 100% to achieving our goals. Our focus and motivation is always the highest.

Any questions? Please contact:

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