Your strategic product delivery partner

UX Consultancy Ltd

Our services

About UX Consultancy

We are a digital product strategy consultancy that combines business value with user insight to design, build and deliver digital products that will improve your business and delight your customers.

What we do

Discovery Sprint

We will create a proposition brief that will identify and test any assumptions you're making about your product, de-risk any blockers and establish the KPIs used to measure the success of the project.

Design Sprint

We will produce a prototype that will enable you to test your product idea directly with customers.

Development Sprint

We will build, test and deploy the product directly to your customers.

Recommendation – Discovery Sprint

What is a Discovery Sprint?

Our 10-day Discovery Sprint helps you identify the business and customer requirements that are fundamental to launching a successful project.

What do we deliver

1. We will document your product strategy as a proposition brief that you can use to attract investment, determine budgets and use as requirements for product design.

2. We will quantify the business value that you expect return through the launch of your product

3. We will document the customer needs that align with your product strategy.

4. We discover the riskiest assumptions you're making about your product and detail the mitigations you'll need to take to be successful.

5. We will define the KPIs that you use to monitor the success of the product with your customers.

Recommendation – Design Sprint

What is a Design Sprint?

Our 15-day Design Sprint allows you to test your product ideas with new/existing customers by creating a 'working' prototype, so you can determine if you can proceed to build or need further iterations.

What do we deliver

Existing Products

1. Stakeholder Alignment: We start with a stakeholder session to establish and align the business and customer needs to create the Sprint goal.

2. User Journey Prioritisation: We will identify and prioritise the user journeys that contribute to achieving the Sprint goal.

3. Product Review: We review the product against the user journeys to identify any User Experience issues.

4. Design Documentation: We will produce a prototype that will allow you to test the concept to secure project funding, understand budget needs, or to hand the project over to the build team.

New Products

1. Stakeholder Alignment: We start with a stakeholder discovery session to establish and align the business and customer needs to create the Sprint goal.

2. User Journey Prioritisation: We will identify and prioritise the user journeys that contribute to achieving the Sprint goal.

3. Design Documentation: We will produce a prototype that will allow you to test the concept to secure project funding, understand budget needs, or to hand the project over to the build team.

**Recommendation –
Development Sprint**

What is a Development Sprint?

Our 40-day Development Sprint ensures our development team can build, test and deploy the product for your customers to use straight away.

The benefits of using our team

1. Our Developers are experts in using modern Web Technologies to rapidly build and deploy high quality digital products.

2. Our Product owners ensure that the business and user needs are at the front of our development team's minds throughout the build process.

3. Our Product owners will ensure that you are kept up to date with the build process through weekly client stand-ups and show and tells.

4. Our User Experience Designers will be on hand to ensure that any technical obstacles can be resolved in a way that won't impact your customer's needs.

Case studies

3Celebrates - Three

3Celebrares is a stand-alone recognition platform that enables employees from the UK and Ireland to send and view staff Thank you cards, birthday cards and milestone cards.

Monthly, the senior leadership team review and nominate cards to receive a special recognition award.

We undertook a series of design and development sprints to define and deliver the mobile responsive website and admin system.

We produced a design specification and delivery backlog that was used by the project and development team to conceptualise and deliver the project on time and within budget.
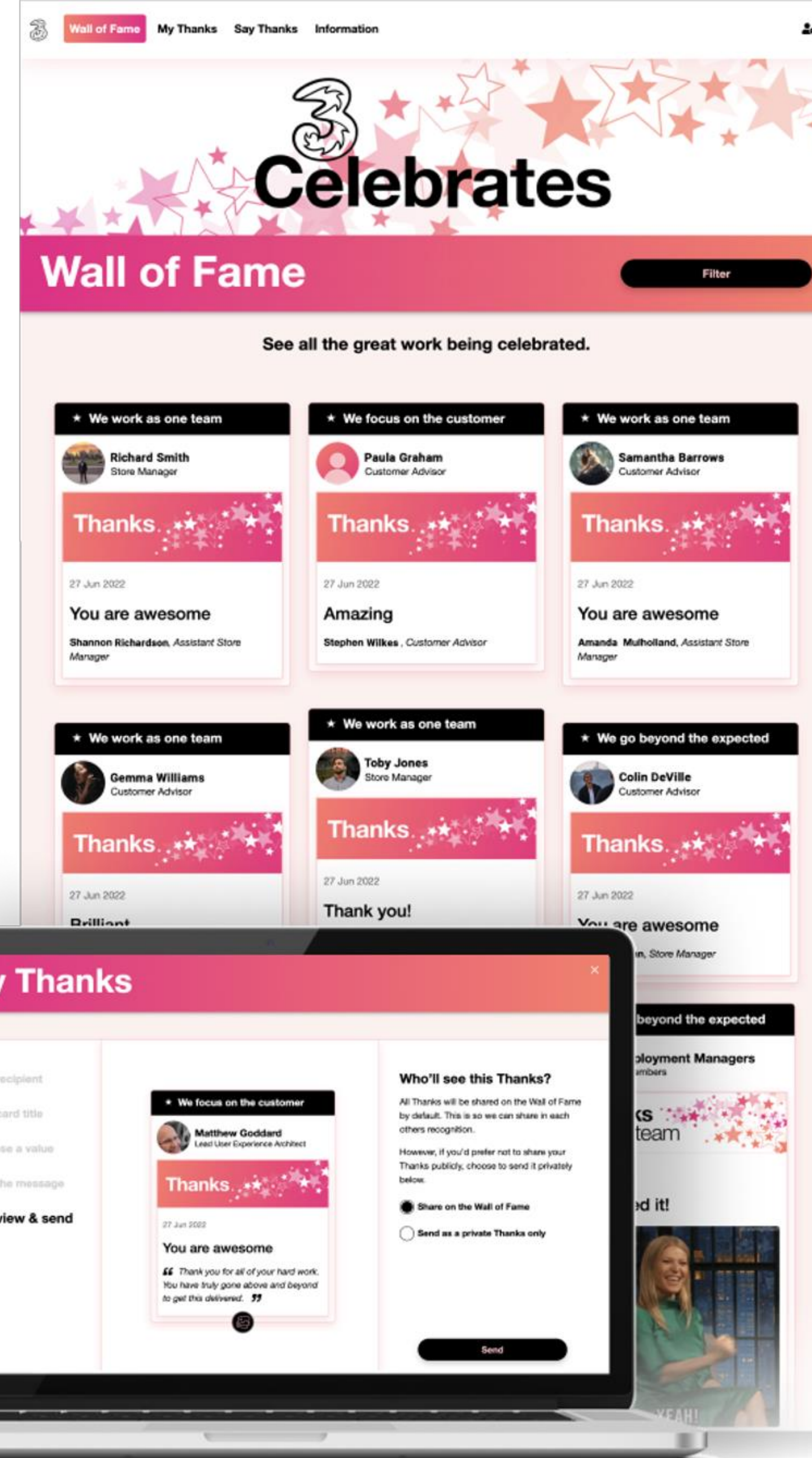
3 Retail App - Three

The 3 Retail App enable Customer Advisors, Store Managers and Regional and Area Managers to access all the tools and information they need to provide exemplary customer service.

We produced a design specification and delivery backlog that was used by the project and development team and delivered the project on time and budget.

Using our lean development process, we built, tested, and delivered the app in monthly release cycles. Ensuring that Three were able to get maximum benefits from the app as soon as possible.
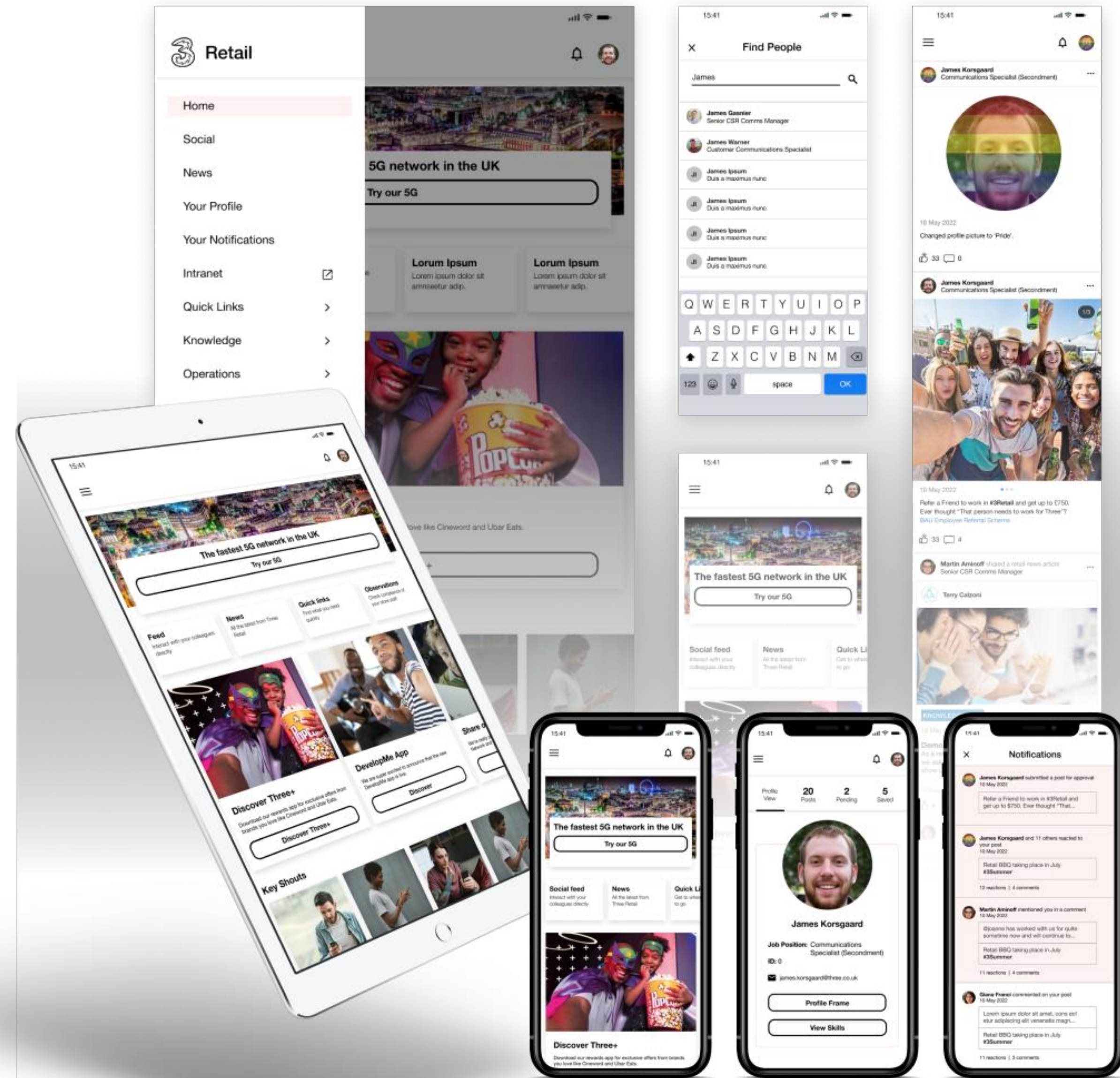
Intranet - Three

Three's intranet is the cornerstone of Three employee communication strategy and as the single point of entry for all employee tools.

We've worked with Three over several years to ensure that they can consistently and reliably communicate with their employees.

Recently we undertook a series of design and development sprints to define and deliver a new and improved user experience which was shortlist for a prestigious Institute of internal comms award for best new or relaunched channel.
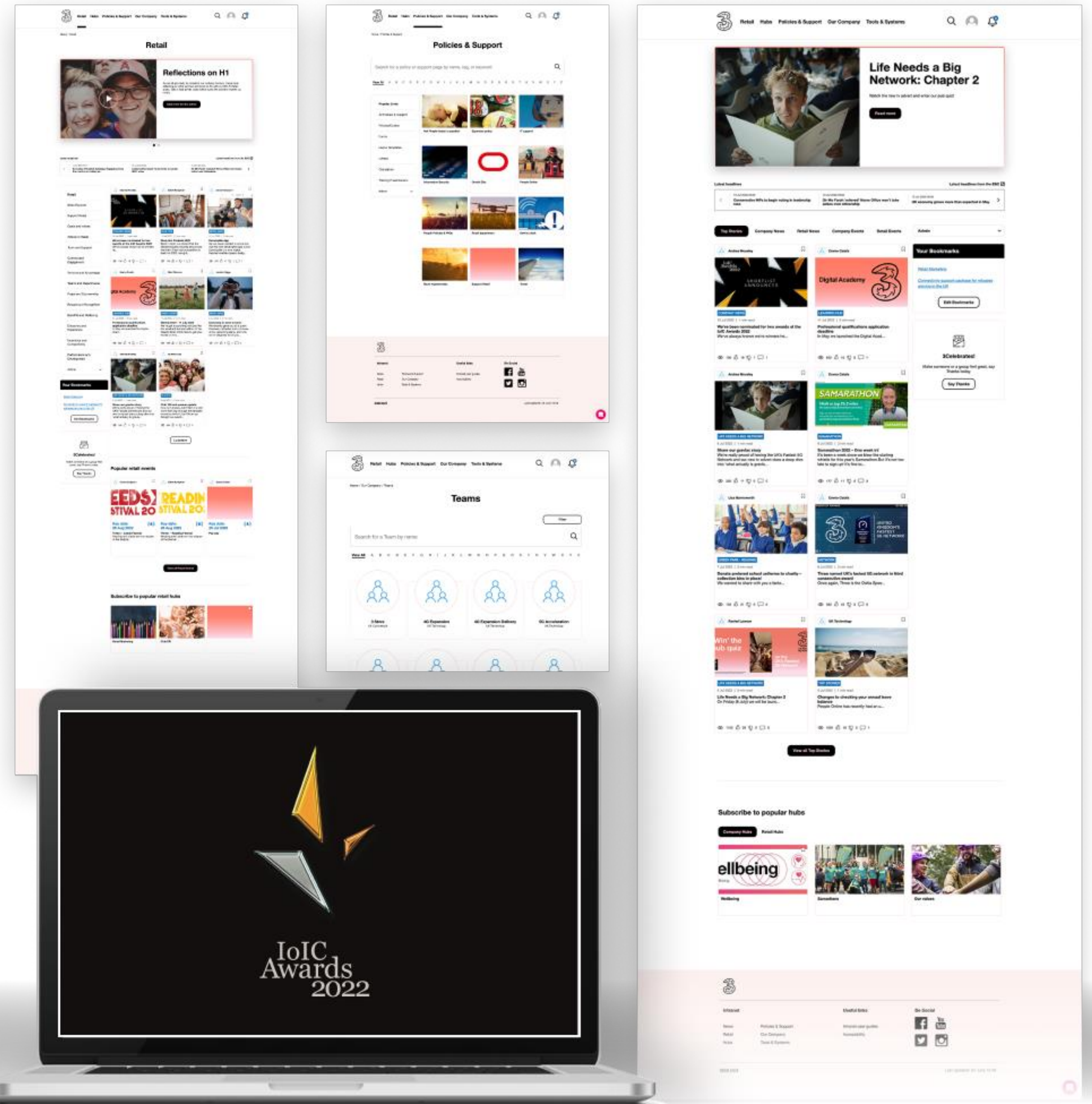
Mailock - Beyond Encryption

Beyond Encryption created Mailock as a web application and outlook plugin to allow FSA-compliant enterprises to encrypt their client emails.

UXC was engaged to review the product to identify and resolve any user experience issues that prevent the users from communicating clearly, effectively, and securely.

We undertook a design sprint to review the admin system, outlook plugin and client web portal. We produced a design specification and delivery backlog that was used by the development team to enhance the product.
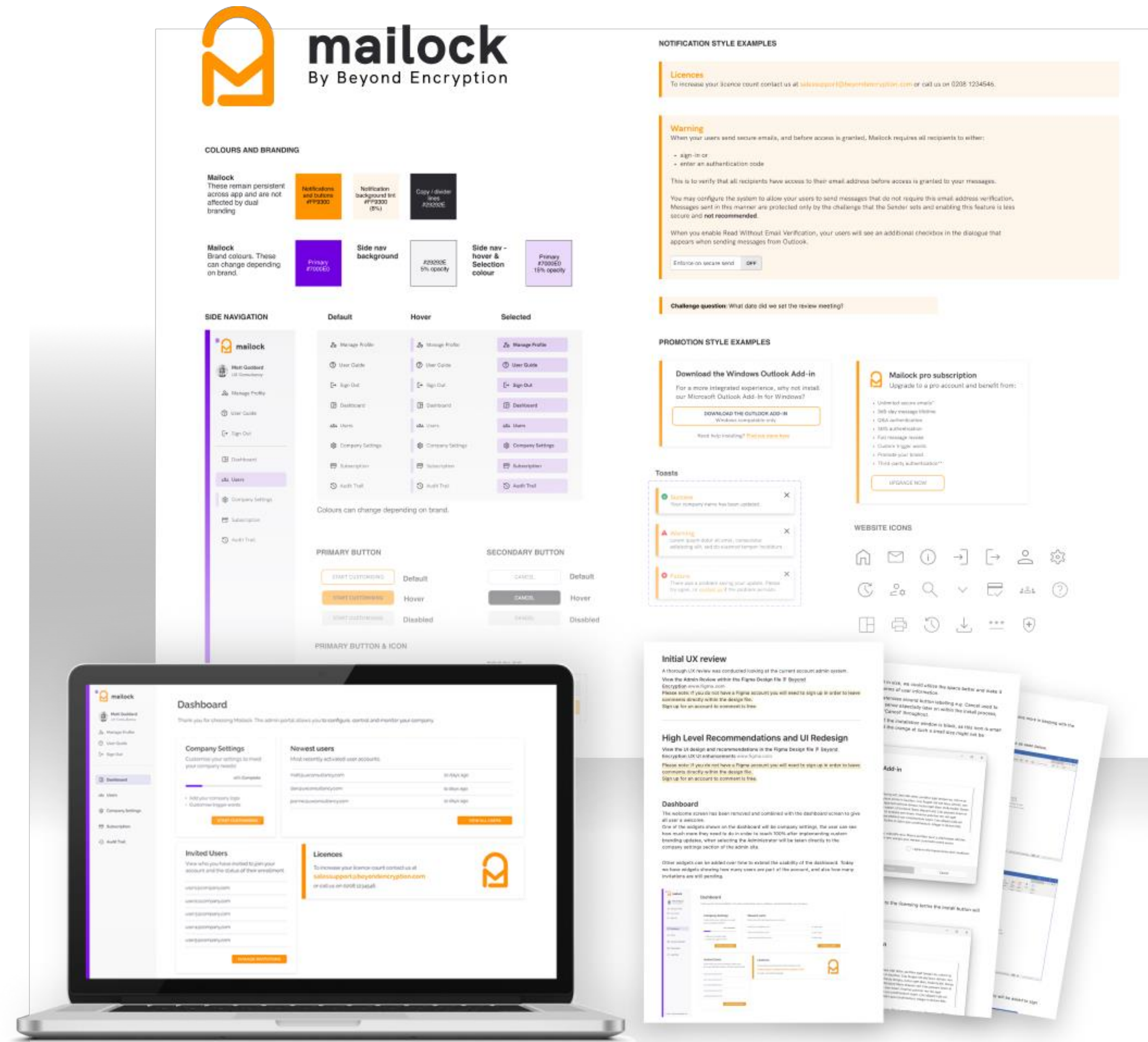
Rapidspike

Rapidspike is a SAAS product which monitors and reports on the health of a website/web application. Multinational corporations use it to ensure their digital assets are performing as expected.

UXC was engaged to review the first-use user journey to ensure that new customers are onboarded appropriately and can easily convert from a trial to full accounts.

We undertook a design sprint, interviewing prospective clients and the sales and support team members. We produced a design specification and delivery backlog used by the development team to enhance the product.
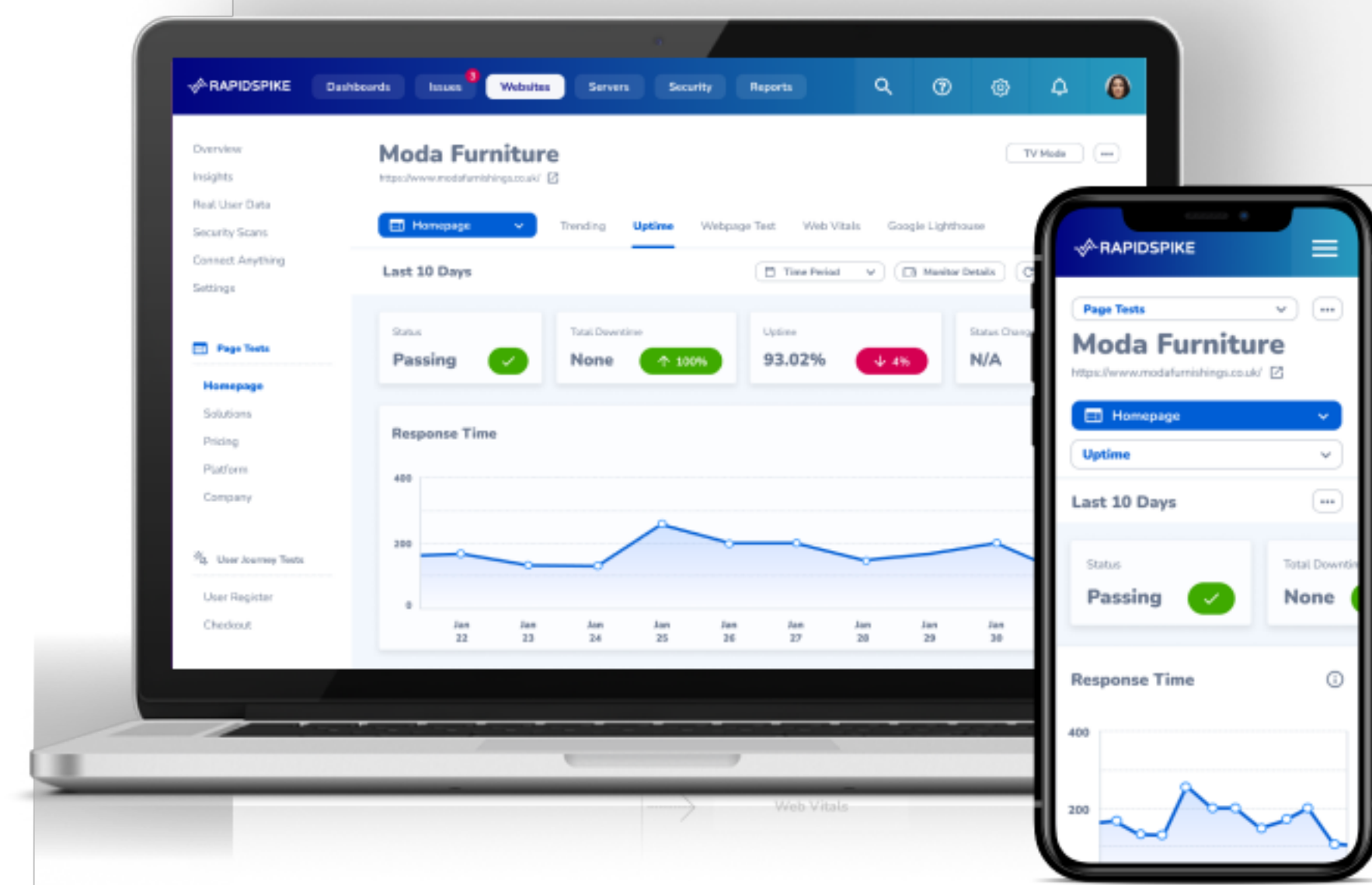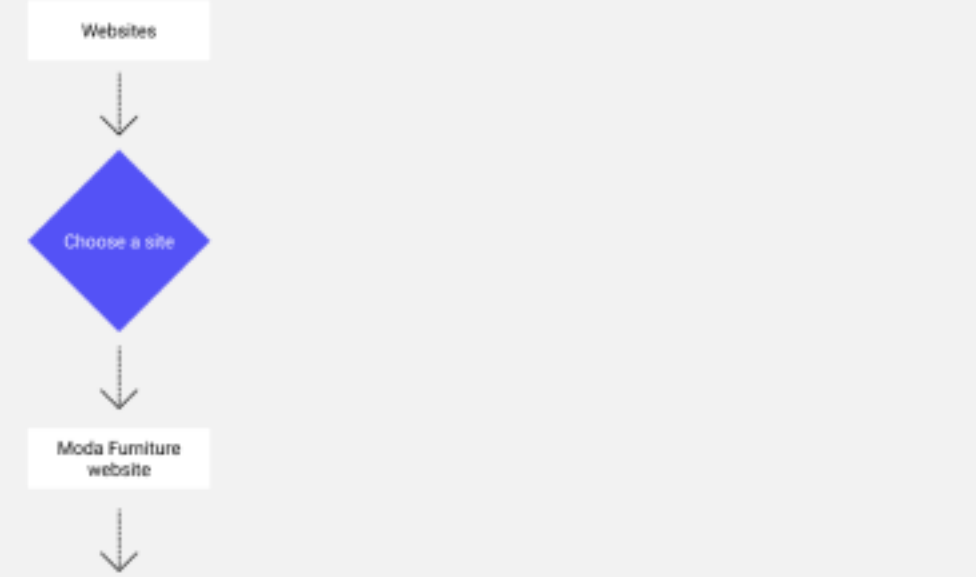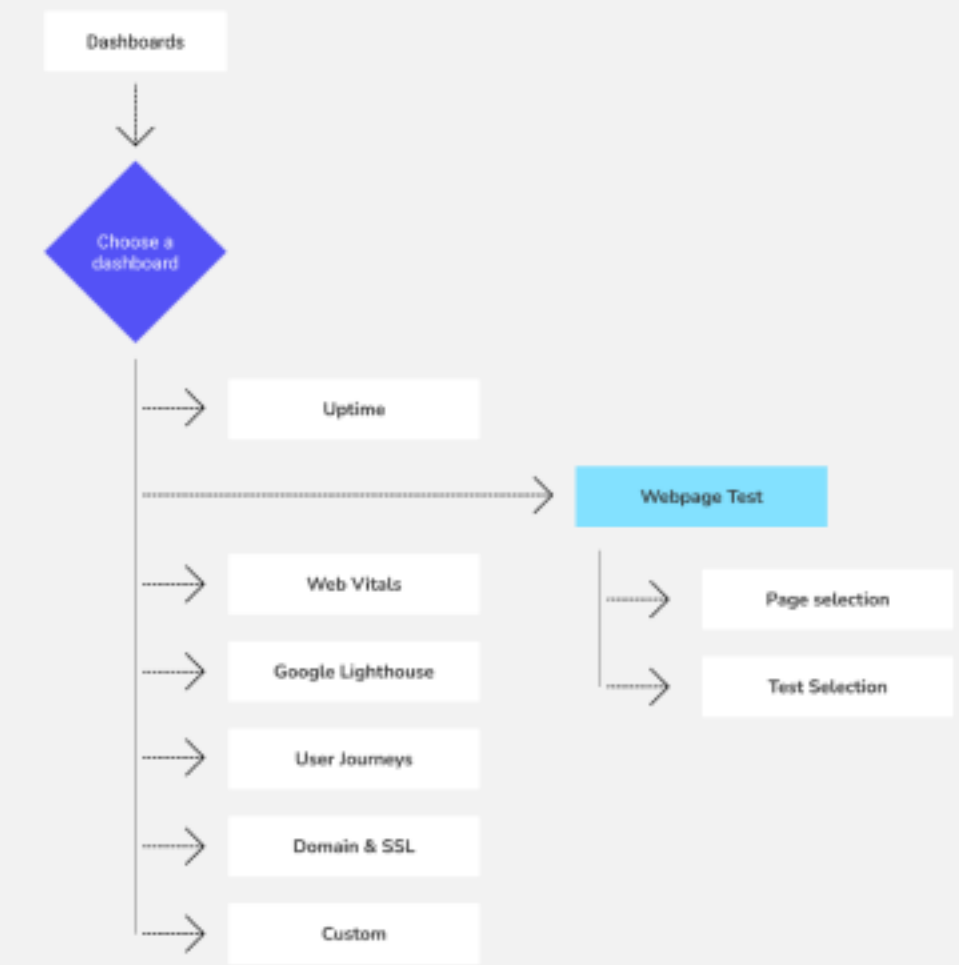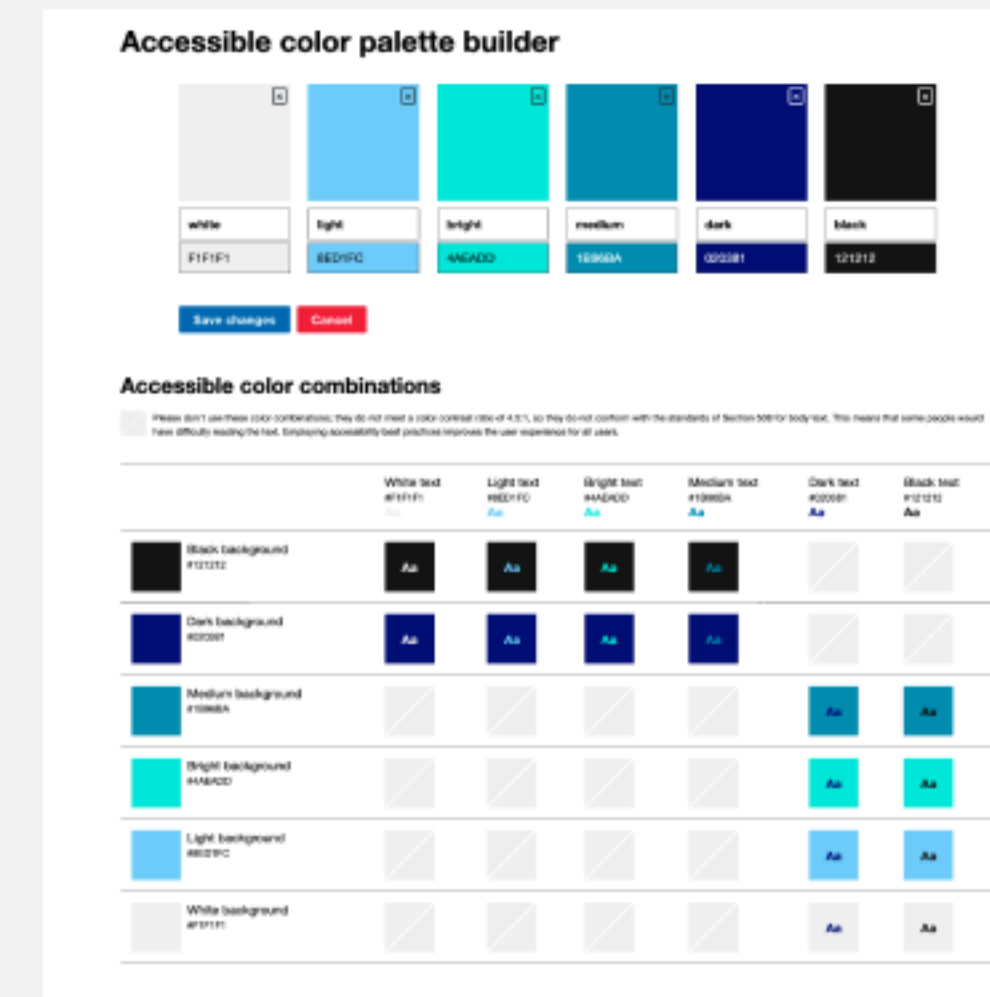
Strata - Accenture

Strata is a mobile native and web app which supports Accenture's executive development programmes delivery.

The apps were designed to lead Executives through their bespoke development plans, and to provide access to learning materials, supportive content and guided learning experiments.

We partnered with Accenture from the conception of the product and have led Discovery, Design and Development Sprints to shape and deliver the product strategy.