



Design Ops Consulting

Create a mature design team focused on delivering exceptional experiences

The experience that your design team delivers to customers evolves over time. Through our consulting and change management program in digital design ops, we help your organization optimize its research and UX design operations, processes, and culture toward delivering exceptional experiences. Again and again.

THIS SERVICE HELPS TO...

Ensure teams reach excellence in design and research operations

Create effective UX design ops processes, systems, and metrics

Embrace a culture of experience thinkers and doers



WHAT YOU GET

Benefit from our Experience Thinking framework that ensures the right strategic and tactical support. You get:

- ✓ Clear improvements of your design ops with measurable benchmarks for comparison
- ✓ Powerful communication of the experience design processes, and a roadmap for change
- ✓ A comprehensive, big-picture view of the design ops in your organization
- ✓ A true partner – we're with you from understanding and planning through the optimization process



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HOW WE DO IT

1

We work with key stakeholders to understand the organizational strategy and vision, as well as the goals of the UX design ops optimizations.

2

We audit the current fabric of experiences and journeys that various audiences have – teams, pods, employees and partners.

3

We audit maturity of current processes, governance, supporting systems and resources involved in creating experiences.

4

We develop a strategic UX roadmap for design ops with measures of success, budgets, training and coaching.

5

We provide ongoing maturity monitoring through tactical consulting projects, yearly reporting, and auditing of the experience delivery.



About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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