Future Processing

# **Future Processing** - our services

Check our service portfolio and **let's work together** to deliver your solutions from vision to reality.

www.future-processing.com

Future Processing

# Technology **Audit**

Identify areas of improvement and ensure your technology infrastructure supports your business goals.

www.future-processing.com

## What you get:

- An alignment workshop – **we identify key areas** that support business continuity to determine which aspects fuel your business value and which imperfections could be accepted
- **An in-depth technical investigation/technology audit** of the previously identified key areas
- A professional technical **report listing our recommendations and realistic actions** to be taken to improve your technology environment
- **An accessible business report**, translating technical jargon into layman terms, highlighting business risks and providing you with the necessary information to make well-informed decisions

## As a result, you can:

- Review the state of your:
  - system architecture and code quality
  - development process, and quality assurance
  - non-functional requirements fulfilment (quality attributes),
  - Security, DevOps and other services
- Prioritise technology investments based on identified needs
- Assess the validity and effectiveness of your current tech solutions or IT systems
- Stay up-to-date with industry trends and best practices of software development ensuring smooth handovers and reducing informational waste
- Address specific recommendations and a list of actions that can be taken to improve your technology environment, operational efficiency and productivity
- Save money and resources by eliminating redundant or sub-optimal processes and technology investments
- Easily reference the technological state of your organisation to its business context

## Benefits for your business:

- Insights are **useful and informative** with priorities clearly stated
- The outputs of the audit are presented **both in technical language and in layman terms**
- Audit findings are **adjusted to your risk management strategy**, providing you with actionable and reliable scenarios for the future
- Pinpoint accuracy of audit results due to our project governance processes, making full use of partial results sharing and the ability to **adjust course on the fly if something unexpected occurs**
- **Direct access** to auditors and follow-up information - easy **to deepen topics of interest and adapt the course during the audit process**

## You should know:

- Our auditors are seasoned practitioners with years of expertise in creating and auditing technology solutions for multiple industries. With experience from past errors under their belts, they can now advise our clients on how to avoid major pitfalls
- The report you get is tailor-made to your needs and your business reality. Instead of just getting raw tech data, you'll get filtered information grouped by the level of relevance. The only thing left for you to do is to make business decisions
- Although our auditors are familiar with all newest technologies, we do know it's sometimes more viable to stay with old solutions, because they are just good enough. Our recommendations will allow you to get the best value for your money when making changes
- You're in control of how findings are being communicated and distributed: confidentiality is our top priority

Future Processing

# **Accessibility Audit** and Guidelines

Improve your digital product's usability, ensure it is accessible to all users, and demonstrate your commitment to social inclusivity.

www.future-processing.com

# **Accessibility Audit** and Guidelines

### What you get:

- An accessibility audit – our **UX expert assesses the compliance of the interface** with the WCAG guidelines, tests the paths a user takes in the application, checks the ability to navigate comfortably through the website using keyboard, typically the tab key, and the ability to use the product with screen readers
- Accessibility guidelines based on your chosen WCAG level and **tailored to project requirements** for the use of both **designers and developers** during the implementation phase

### As a result, you can:

- Make sure your product is accessible to a wide range of users regardless of their skills and limitations
- Reach a broader audience, increase customer engagement, satisfaction and loyalty
- Ensure regulatory compliance, e.g., the Americans with Disabilities Act (ADA) in the USA
- Improve product usability for all users

## Benefits for your business:

- Issues that hinder or prevent a disabled person from using your service **are identified** - you get a list of enhancements and fixes needed to improve your product
- Compliance with the WCAG standard to ensure that the **product is accessible** to people with different types of disabilities
- Improving accessibility also means **improving usability** - clear information on the extent to which the product is usable and able to meet functional requirements
- Barriers to accessibility are identified with **a list of enhancements and fixes** needed to improve your product
- Accessibility-improving initiatives prove your **commitment to inclusion**

## You should know:

- Accessibility audits with recommendations (including accessibility guidelines) are done on existing digital products. For an emerging digital product, we can create accessibility guidelines
- Investing in accessibility in the early project stages is much cheaper than adapting an existing project to accessibility requirements. Even the basic use of semantic codes at the lowest WCAG-A level means that, in the event of requirements at higher levels, there is no need to refactor the frontend

**FAIL**

Contrast Checker:

**Normal Text:**

WCAG AA: Fail

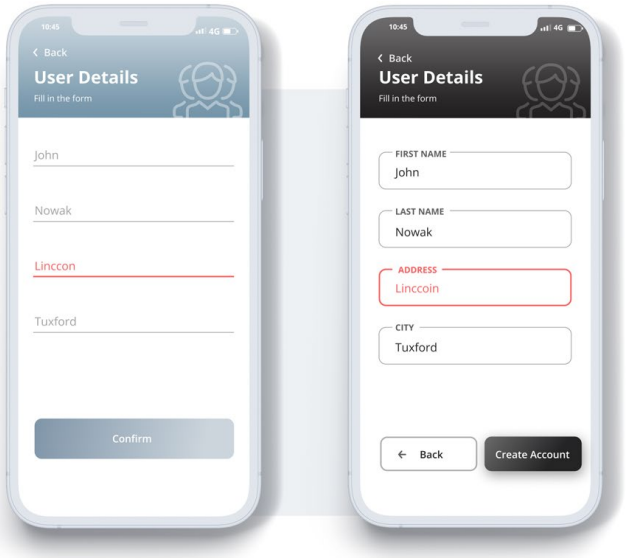
WCAG AAA: Fail

#FFFFFF #7D93A7

Contrat Ratio: **3.18**:1

#FFFFFF #CCD5DD

Contrat Ratio: **1.48**:1




**PASS**

Contrast Checker:

**Normal Text:**

WCAG AA: Pass

WCAG AAA: Pass

#FFFFFF #6D6C6D

Contrat Ratio: **5.22**:1

#FFFFFF #252425

Contrat Ratio: **15.46**:1

an estimated

**16%**

of the world's population live with some form of disability

**Source:** https://www.who.int/news-room/fact-sheets/detail/disability-and-health

## AUDITS

1. Choosing required level of accessibility
2. Selecting supported operating systems, browsers and devices
3. Clarifying the scope of the audit based on main user paths
4. Carrying out the audit
5. Preparing documentation and design guidelines

## GUIDELINES

1. Determining the level of accessibility
2. Selecting operating systems, devices and browsers for which the guidelines are to be prepared
3. Preparing appropriate guidelines adapted to project specification

Future Processing

# User **Interface Design**

Get an interface which allows users to interact with your digital product intuitively and efficiently.

www.future-processing.com

## What you get:

Depending on your needs

- An **UI Design** that represents the appearance of user interface in the form of designed views/screens of a given application or product
- A **semi-interactive prototype** imitating a ready-made system and allowing users to click through main user paths
- A **style guide, or visual guidelines** document describing how individual elements of the interface should look like in order to be on-brand and maintain visual coherence
- A **design system** with principles, tools and processes improving the design, construction and development of digital products
- A **mood board** that allows us to present the so-called "**look & feel**" of the application, even before we start designing specific screens, in order to select a given style and visual character of the product we will be working on

## As a result, you can:

- Maintain visual consistency
- Test the look of a product
- Enhance user experience
- Make development phase cheaper
- Improve chances of securing funding waste

## Benefits for your business:

- **Modern and clear user interface** for your new digital product or improved usability and user experience of an existing digital product
- The look and feel of a real product before it has been developed **making the development phase cheaper**
- A **clear picture for stakeholders** and developers of what the finalised product will look like, with visuals which can be used for other purposes, e.g. PR or marketing
- UI designs **help dev team keep in line** with the product's envisaged look and **make their work more efficient**

## You should know:

- We are your interactive/marketing agency and developers in one – we can create the CI and then develop and maintain your product
- We say 'no' to silos. Unlike with traditional agencies, our UX designers work in close collaboration with developers and BAs
- The participation of a UX designer brings savings, especially in combination with, for example, usability tests on a prototype. It is much cheaper to improve a screen design after getting user feedback than to make changes in the code of a developed product

**WHAT OUR CLIENT SAYS:**

The real value, from my perspective, was not that Future Processing solved the problem but that they contributed a vital input to the end solution we achieved together. Future Processing provided UI/UX and iOS expertise. These are skills we don't have, or frankly even need, when we work with them. I was particularly pleased with the off-line data management capabilities of the App that they delivered. These are a huge benefit to the user and, as an outcome, very much reflect the collaborative and synergistic nature of working with Future Processing.

**Stephen Lambert**

Head of Business Systems , Thomas Miller

**47**

various projects that our UX Designers participated in (2022)

**Check our portfolio:**
https://www.behance.net/FutureProcessing

## NEW PRODUCT

1. Mood boards
2. Low fidelity designs
3. High fidelity designs
4. A clickable prototype*

## EXISTING PRODUCT

1. Style guide and design system
2. Low fidelity designs
3. High fidelity designs
4. A clickable prototype*

* An **optional but recommended activity**, especially if you want to experience the live product before the actual development and verify it with potential users, or during development.

Future Processing

# User Experience **Tests**

Verify the design of a digital product by testing it on mock-ups or interactive prototypes of future products or an existing system.

### What do you get:

- A comprehensive User Experience (UX) test of **any stage of your product**, done online or offline, depending on the needs
- An initial **usability audit of your application** conducted when creating UX test scenarios
- **Help with finding and recruiting appropriate users** for testing, if required

### As a result, you can:

- Predict product reception among end users
- Check the acceptance of the visual side of your product by users
- Investigate the effectiveness of the main flow covering business objectives of the app
- Verify the usability of the product before implementation
- Find bugs that may hinder conversion

## Benefits for your business:

- **A better understanding of the user's working context**, how the product is/will be used, what emotions and reactions it generates and what obstacles they encounter when using a particular service
- Conclusions drawn from usability tests have a real impact on conversion; at the same time **changes implemented before the development phase are relatively cheapest**
- Testing the interface highlights potential cognitive errors created during the design phase and allows to check the extent to which **the final product will correspond to the needs of real users**
- **Practical optimisation tips** for each ecosystem at a relatively low cost
- **Lower onboarding costs** for future system users

## You should know:

- Although the exact ROI can be difficult to calculate, investing in usability before development often brings value in more than one area – e.g., in increased or more efficient use of the product, higher user satisfaction, boosted conversion and product sales, decreased development costs and reduced maintenance work
- The reduction of errors also means an increase in workflow which in turn impacts employee productivity. Intuitive systems also mean little to no onboarding, so training costs are also minimised

**WHAT OUR CLIENT SAYS:**

Being able to present a prototype to our customers at different stages, and then being able to show a working/functional prototype allowed us to confirm with customers that the product was fit for purpose – as well as being able to make early sales opportunities. (...)

We would highly recommend this approach, and especially the team we worked closely with as they helped and challenged us in the early stages of the process to ensure that we fully thought through the project, and helped to identify key functionality.

**Sarah Owers**
Business Manager, Allocate Software

more than

**100**

**user experience tests**
conducted since 2020

**Check our portfolio:** https://www.behance.net/FutureProcessing

Future Processing

# Workshops

Workshops help to deal with almost every challenge you encounter in your product development process by confronting multiple perspectives to work out a solution using speedy visual methods.

## What you get:

- **A thorough examination of your needs and challenges** done by our experienced specialists
- A jointly prepared agenda with **an experienced workshop facilitator** who will be able to propose the most effective techniques depending on your needs
- **A professional workshop moderation** using curated techniques to achieve the previously set goals
- A workshop conducted at our headquarters, your premises or online - we have extensive experience in each of these options and will gladly **adapt to your needs**
- Strong support in **solving a business case** with specialists in all necessary fields

## As a result, you can:

- Minimise the risk of the 6 most common causes of IT project failure:
  - inaccurate requirements and estimates
  - uncommitted project sponsors
  - changing project objectives
  - unexpected risks
  - dependency-related delays
- Ensure that your decisions are data-driven and reliable
- Develop the first proposals for solutions and improvements during a workshop
- Discover specific business requirements, both external and internal constraints and dependencies
- Set priorities and create a roadmap of the next steps on the road to success

## Benefits for your business:

- You secure a common **understanding of main business objectives of all stakeholders** and potential users' needs
- You get an effective set of relevant information from different perspectives that allow **the use of knowledge of all parties involved**
- You **can save valuable time** thanks to the acceleration of the decision-making process regarding the product
- Any **ambiguities and missing elements will be quickly discovered** using our effective visual working methods
- You receive **precise and individual measures of success** for a given business case

## You should know:

- A workshop allows you to look at an idea from different perspectives and to involve specialists from different fields as required: Business Analysts, UX Designers, Solutions Architects, but also Security Experts, CloudOps, DevOps, Data Solutions Specialists, and more
- By building a common understanding of our clients' goals and issues during a workshop, we can plan the next steps together and base them on the clients' broad domain knowledge as well as our experience in designing and building digital products

**3 simple steps** to get your perfect workshops:

1. Tell us about your **challenge.**
2. Together with us **plan workshops, select tools** and **techniques.**
3. We will **moderate** and **facilitate** your workshop!

**65**

BA and UX Specialists on board

**4,200**

hours of workshops conducted

## EXEMPLARY WORKSHOPS

| | | | | |
|---|---|---|---|---|
| Requirements gathering workshop | Discovery workshop | Technical workshop | IT strategy workshop | Design sprint workshop |

## EXEMPLARY WORKSHOP TECHNIQUES

| | | | | | |
|---|---|---|---|---|---|
| Business Model Canvas | Feature Canvas | Proto-Personas | Service Blueprint | User Story Mapping | Customer Journey Map |

Future Processing

# UX **Consultancy**

Experienced UX/Product Designers will leverage their extensive knowledge while selecting optimal methods and proposing the best solutions to respond to the most pressing challenges of your business.

www.future-processing.com

# UX **Consultancy**

**What you get:**

- Access to an expert's opinion and **the right recommendations for your business**
- **A proposition of a strategy** adapted to the capabilities of your organisation, taking into account the main objectives of your product or service and prepared in close cooperation with all stakeholders
- The work methods to leverage which are **adapted to your organisation's needs** and that take advantage of the finances, time, and resources available to your business
- **Real support** in the Digital Transformation of your organisation

**As a result, you can:**

- Streamline the usability of a product or application
- Increase the chances of achieving your business goals by responding to the needs of the end-users of your solution
- Improve your organisation's maturity and experience of working on the usability of a digital product
- Enhance the attractiveness of your product

## Benefits for your business:

- The **right strategy** for working on product usability tailored to the capabilities and needs of the business
- **Expert recommendations** that support the achievement of your business goals
- The access to the **specialist knowledge** and a **partnership approach** focused on your objectives and a broad view of the business context
- The **support for the development team** working on the implementation of your solution
- The creation of your digital products **using user- or customer-centric standards** (User Centric Design, Customer Centric Design)

## You should know:

- Our consultants have worked in the projects of various types, and they can use and adapt their knowledge to most business needs regardless of the domain
- The wide range of experience enables our specialists to carry out consultancy work at different stages of the product development - from the early stages of an idea, through strategy and research, to shaping the real vision for a solution and its implementation
- Our methodology includes Customer and User Centric Design Approach, Strategy Workshops, audits and recommendations, processes and strategy tailored to your business needs and opportunities
- We work using Value Proposition Design, the industry standards, e.g., Nielsen's Heuristics, Product and Feature Design Canvas, UX in Agile

**WHAT OUR CLIENT SAYS:**

The Future Processing team is highly knowledgeable and have been making great, positive impact on the products they work on. They also collaborate well with the other UX roles and are making key contributions to important initiatives in our platforms.

What was important to me was their integration with the existing UX team and I'm happy to say that it has been very successful, and it feels seamless. I'm very pleased.

**Rubem Barbosa-Hughes**
Head of User Experience, Cambridge University Press & Assessment

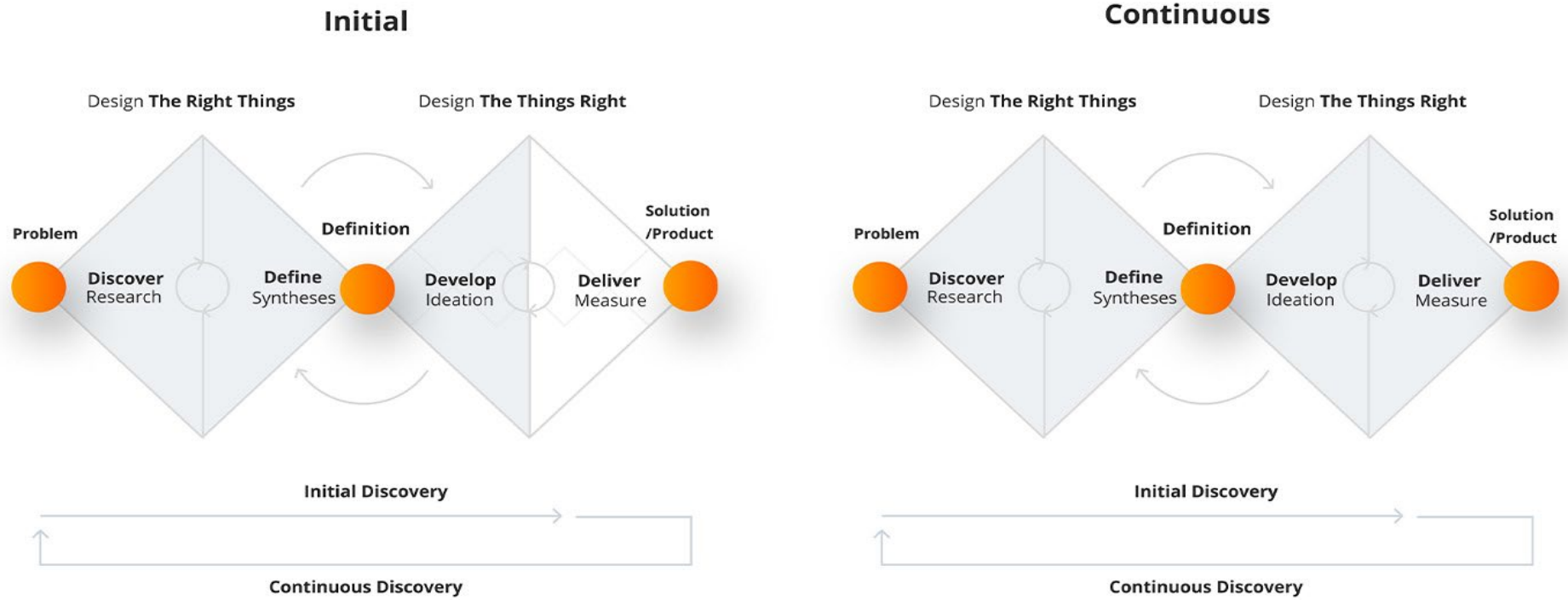
over

# 4,200

hours of workshops conducted and 7 years of UX experience in various projects

## THE WAY WE DO IT –

Initial and Continuous Discovery



Future Processing

# UX **Designer**

A UX Designer will ensure that the project is heading in the right direction, combining both your business requirements and user expectations.

www.future-processing.com

## What you get:

- An extensive knowledge and expertise of a UX Designer, who applies the **methods associated with Product Analysis and User Research** as well as cooperates with the PO/Project Manager and the BA to support your idea and verify the requirements
- **Proposals for solutions** that are technically feasible and tested with the development team, while being tailored to the needs of the business and the users
- An opportunity to **redesign an obsolete solution** while avoiding previous or potential new mistakes and **bringing the product in line with market expectations**
- A prototype which allows you to **validate your concept**, stimulate further discussion among the stakeholders and **facilitate possible changes** and amendments to the solution

## As a result, you can:

- Adapt your product or service to the actual needs of the users - a UX Designer in a project makes sure that the solution is tailored to its users' needs
- Test your product and support the decision-making processes about the direction of the product development with hard data
- Exclude a number of factors that may cause your potential users to look for a solution elsewhere
- Achieve your business goals easier, because performing specific business-related tasks becomes simple and smooth for the end-users of your solution

## Benefits for your business:

- **Increasing the product's chances of achieving market success** by adapting it to the real needs of its end-users
- **Designing the product which is based on research data** rather than hunches and assumptions
- **Making improvements is cheaper and faster** thanks to the prototypes and mock-ups used for testing and concept evaluation instead of the finished product
- You get **a well-designed interface** that is intuitive and in accordance with the Best Practices in Software Development

## You should know:

- Involving a UX Designer right from the presale stage helps to estimate the project more accurately, identify risky areas or propose some solutions that can positively influence the success of the product from the very beginning
- Thanks to a Discovery phase, a UX Designer will help define and visualise the project's requirements more accurately while also testing the assumptions with the potential users to verify their validity

**WHAT OUR CLIENT SAYS:**

Future Processing helped develop a style guide with a set of UX guidelines for us to apply to all of our projects moving forward. We worked with their UX team directly to develop the style guide. Their team came to the UK for a number of days to understand our business and our software users.

**CTO**
Healthcare Technology Firm

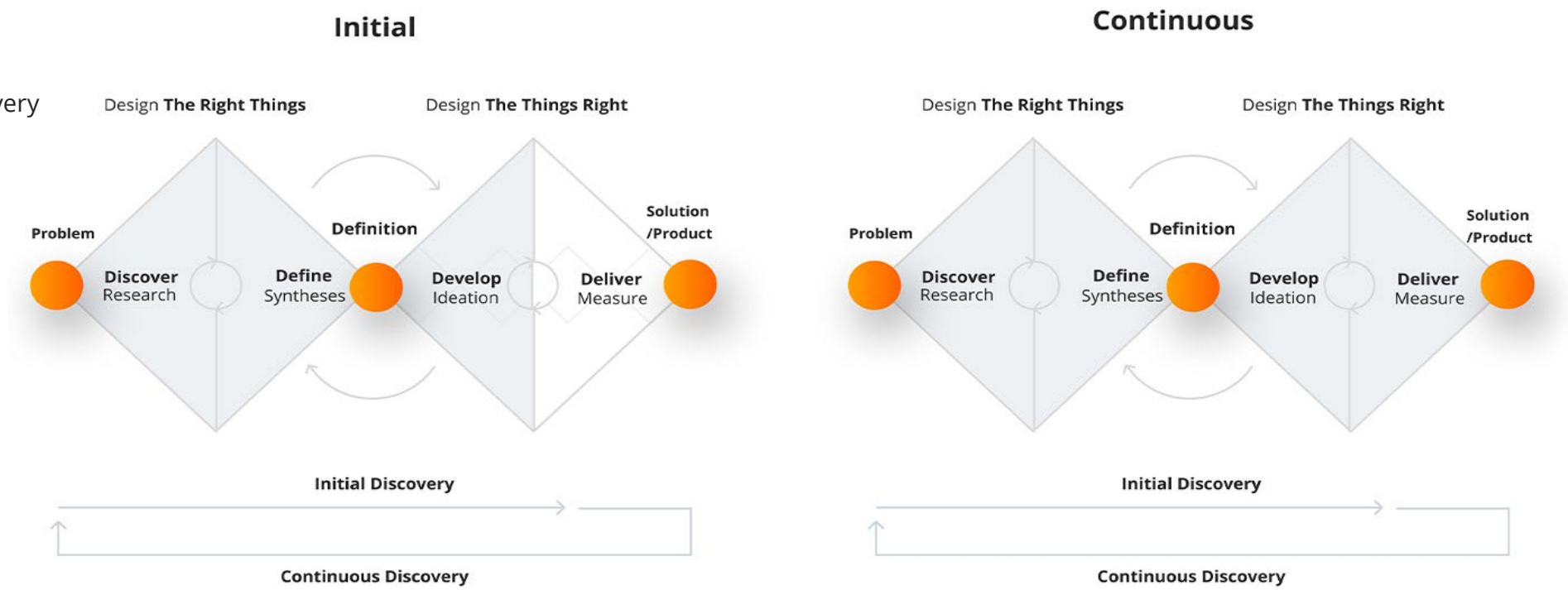
over

# 41,400

hours of UX Designers' work in 47 different projects in 2022

**THE WAY WE DO IT –**

Initial and Continuous Discovery



Future Processing

# Product **Success**

An intensive 3-day strategy workshop resulting in a blueprint of actions to effectively materialise a product or service within a set time and budget.

www.future-processing.com

PRODUCT SUCCESS

## What you get:

A 3-day power workshop that will give you traction and focus whilst developing a new product or service:

- if you have **a vision of what you want to achieve, but you don't know how** to do it
- if you have **a loose concept** of the service or product you want to develop, and **you want to materialise your idea** into a high-level set of specific actions and activities
- **if you have already taken some steps** towards developing your solution, **but you feel stuck** about what to do next

## As a result, you can:

- Use the blueprint to plan out the specific actions recommended by our experts after the workshop
- Secure appropriate resources before moving on to the implementation phase
- Identify the product's key features and their value proposal and unify them so that the people who create and implement the solution are able to understand everything easily
- Act swiftly and effectively by having a high-level action plan connecting your business goals with technical reality

## You should know:

- A quick and visible result of the workshop in just a week – our experts turn your concept from a vivid idea into a specific high-level blueprint of actions to be taken
- You get a solid baseline for verifying the value of your concept
- You get realistic feedback and may learn from mistakes that someone else has already made, as we operate on real-life scenarios and our consulting service is based on our vast experience in software delivery
- You work directly with the people who are responsible for delivering the product or service, so no value is lost in business translation

**Benefits for your business:**

- You know **how** to turn your **vision into reality**
- You know **what** is still **missing to materialise your concept**
- You know **when** you can **expect measurable results**
- You have an idea of **how much** your project **might cost**
- You know **who you need** to secure the successful delivery of the product, meaning what **competencies and right partners**

## TIMELINE

1. An initial intro call
2. A strategic interview with stakeholders
3. The workshop design
4. The workshop design synchronisation
5. The execution of the workshop
6. The handover of materials and follow up actions

Future Processing

# UX **Audit**

Our experts evaluate your existing application or a prototype in terms of usability and UX in order to identify any usability issues, enhance user engagement and conversion rates and optimise the processes in your product.

www.future-processing.com

## What you get:

- A report with **recommendations** and priorities for potential changes that will **make your product up-to-date with the latest trends and customer expectations**
- Extensive **knowledge about any problems the end-users might have**
- **Information on the usability flaws** in the application that **affect conversion, sales**, and **the attractiveness** of the product
- Possible **solutions** to the identified problems **that will help retain your customers** and increase their satisfaction
- **Direct contact with an UX expert** who will help you plan out the next steps after the audit

## As a result, you can:

- Improve the usability of the product and identify the key areas that need further analysis
- Pinpoint the factors responsible for your clients' retention and leverage them accordingly
- Find out what the reasons for lower customer conversion might be and how to eliminate them
- Save time and money thanks to the reduction of the design errors and achieve your business goals faster
- Improve the quality of your products or services, which will increase your competitiveness and customer satisfaction, translating into financial and reputational benefits
- Plan out your product's future UX strategy based on the audit

## Benefits for your business:

- The improvements in user experience directly and positively affect the probability of **achieving your business goals faster**
- The higher user satisfaction means that the **customers will be more engaged and loyal to your product** as well as to your brand
- The improved conversion rate and customer retention ultimately **increases your profits**
- Your **overall costs are lower** thanks to the product being error-free and more intuitive for your end-users
- Better UX and customer satisfaction attract more demanding clients and **increase the competitiveness of your business**

## You should know:

- If you choose a UX audit with usability tests, you will get reports on the end-users behaviour, including their habits, preferences, and expectations
- The UX Audit delivers a detailed analysis and description of the key issues that end-users face as well as specific suggestions and recommendations for improvements to make the product more usable, intuitive, and valuable for the users
- We act according to the best quality standards and use different methods that best answer to your needs, including: heuristic analysis, cognitive walkthrough, usability testing, analytical data analysis
- You can get prototypes and user interface projects prepared in a chosen tool, e.g.: Sketch, Figma, and Adobe XD

## WHAT OUR CLIENT SAYS:

The real value, from my perspective, was not that Future Processing solved the problem but that they contributed a vital input to the end solution we achieved together. (...) provided UI/UX and iOS expertise. (...) I was particularly pleased with the off-line data management capabilities of the App that they delivered. These are a huge benefit to the user and, as an outcome, very much reflect the collaborative and synergistic nature of working with Future Processing.

**Stephen Lambert**
Head of Business Systems, Thomas Miller

## TIMELINE

1 **STEP 1** Planning

2 **STEP 2** Research

3 **STEP 3** Report Development

The UX audit methodology usually involves three stages described below:

### Planning

- Defining the objectives of the audit
- Selecting the best research methods (e.g., heuristic evaluation, cognitive walkthrough)
- Choosing the appropriate tools
- Choosing key areas to analyse
- Understanding the target group of end-users

### Research:

- Collecting data about users and their behaviour on the website or application [OPTIONAL]
- Analysing the existing interface and comparing it to the best UX practices

### Report development:

- Summarising the findings
- Proposing a detailed action plan with recommendations and priorities on how to improve the user experience

Future Processing

# Product **Analytics**

Track and analyse your users' engagement and behaviour data with custom dashboards, leveraging our highly skilled Business Analysts and UX Designers' extensive expertise.

www.future-processing.com

# Product **Analytics**

### For Fintech

Do you know how effective your customer acquisition activities are? Which part of your offer do customers trust and how does it bring profits to your company? Maybe your churn rate is bigger than you expected?

### For Legaltech

Do you know what are your customers' needs? What profits can you expect on monthly, weekly, yearly basis? How to convince your clients to use new technology?

### For Insurtech

Do you know how many customers choose your offer over competition? Which services do they use the most and how does it bring profits to your company? Maybe you want to assess the efficiency of your internal processes?

**Product analytics** will help identify the answers and together with our experts you will define the strategy for increasing your ROI and ensuring your customers' trust.

## What you get:

- Assistance with **prioritising the activities** related to your product's development and deciding which of your many ideas and opportunities are the best for your business
- The proper **context for your product's success** and allocating the time and budget you have
- Our expertise in **leveraging massive amount of complex data to analyse and benefit from**
- **Higher product efficiency** and better user experience after identifying bottlenecks and paths for optimisation

## As a result, you can:

- Ensure that your product is aligned with your business strategy, is competitive, profitable, and meets the budget assumptions
- Secure your product's success thanks to making data-driven decisions
- Meet the needs of your end-users and ensure their satisfaction with the product
- Motivate your team members and see the positive results of their activities

## Benefits for your business:

- You can make use of our **comprehensive approach** – from strategy to implementation
- The Product Analytics Service **supports your product's growth** and ensures it is developed in accordance with your needs
- You will **easily see the losses and gains of your investment** and will be able to make data-driven decisions accordingly
- Knowledge gained about your product's users' behaviour will help **verify the product success**, its competitiveness and how well it follows the trends
- Having a well-designed dashboard improves the collaboration between the stakeholders and **removes the ambiguity of gathered information**
- The Product Workshop and Data Audit's deliverables provide **clear insight of what data you have versus what your business really needs**

Below you can see an example of a flexible Product Analytics process, which we always tailor to the client's business needs.

The specific stages may vary based on the actual requirements of the product.

## TIMELINE

| STEP 1 | STEP 2 | STEP 3 (OPTIONAL) | STEP 4 | STEP 5 |
|---|---|---|---|---|
| **Strategy Workshop** | **Product Metrics Design Workshops** | **Data audit** – depends on data size | **Data Engineering**<br><br>**Data Visualisation** | **Expertise & Consultancy** |

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# Product **Analytics**

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- Motivate your team members and see the positive results of their activities

Do you know how effective your customer acquisition activities are? Which part of your offer do customers trust and how does it bring profits to your company? Maybe your churn rate is bigger than you expected? Which services do they use the most and how does it bring profits to your company?

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The specific stages may vary based on the actual requirements of the product.

## TIMELINE

| STEP 1 | STEP 2 | STEP 3 (OPTIONAL) | STEP 4 | STEP 5 |
|---|---|---|---|---|
| **Strategy Workshop** | **Product Metrics Design Workshops** | **Data audit** – depends on data size | **Data Engineering**<br>**Data Visualisation** | **Expertise & Consultancy** |

Future Processing

# Business Analyst in a **Development Project**

Receive business and system analysis as a development team's complementary competence.

www.future-processing.com

BUSINESS ANALYST IN A **DEVELOPMENT PROJECT**

## What you get:

- **Analysis of needs and problems** using various methods and tools, including facilitated workshops
- Discovering the real **needs and problems** to make sure that they **will be covered by proposed solution**
- **Modelling of business processes**
- **Solution co-designed** by Business Analyst, User Experience Designer and technical people
- **Backlog management** (requirements engineering) and support in prioritising requirements
- **Domain knowledge widely propagated inside the team**

## As a result, you can:

- Ensure that the team works on the appropriate requirements at the right time
- Be sure that the entire team understands your business context and goals
- Receive support in decision-making process by getting explanation of technical limitations, impact of changes or new requirements on the entire ecosystem
- Benefit from efficient management of changes in requirements resulting from changes in law, priorities, and your business situation
- Deliver a final product to the user that responds to real needs and well-defined problems

## Benefits for your business:

- You have **business objectives defined and fully understood** by all stakeholders
- You get **requirements defined** in relation to the goals and needs
- You can be sure that **priorities are defined and managed** throughout the project, facilitating work planning process
- You get well-defined and managed requirements (using domain language throughout the software development process) and **constant help by translating requirements into technical language**
- **You make the right decisions regarding the** manufactured **product** as Business Analyst provide you with knowledge about technical limitations in an understandable language

## You should know:

- A large team of BA and UX specialists work together to support the wide exchange of knowledge and experience
- Focus put on Continuous Discovery, current priorities and needs
- BA actively uses wide range of requirements acquisition techniques, e.g., productive workshops based on design thinking
- BA builds domain knowledge and ensures the entire team understands your business perspective

## WHAT OUR CLIENT SAYS:

I am most impressed by the professionalism and the quality of the team. They took the time to absorb and understand our business and technology landscape, which made them contribute quickly as a partner. People in every role bring their A-game.

**Director of Engineering,**
Insurance Company

over

**40** Business Analysts on board

**4,200** hours of workshops conducted

## THE WAY WE DO IT

| | |
|---|---|
| **Continuous Discovery** | **Design Thinking** |
| **Facilitated Workshops** | **Product Analytics** |

Future Processing

# Business Analyst **Consultancy**

Get support of an experienced Business Analyst who, due to extensive knowledge and the ability to discover needs, will respond to your most urgent business challenges.

www.future-processing.com

## What you get:

- **Support in answering business challenges** and in a decision-making process
- **Strategy proposition and action plan** created in collaboration with stakeholders
- **Selection of the optimal methods** to use in the project to achieve goals
- **Description of the current state** of the product in the context of business goals
- **Evaluation of the value proposition** and optimisation of the product development

## As a result, you can:

- Improve your business strategy or monetisation of the product or application
- Increase the chances of achieving business goals by responding to the market
- Choose the optimal methods to work on the product, strategy, roadmap or priorities
- Pay more attention to the financial, time and resource aspect of your goals
- Gain assessment and optimisation of business processes
- Build an understanding of the business context within organisation
- Make better decisions due to detailed analyses and realistic goals
- Verify your business with the market

## Benefits for your business:

- You have **business objectives defined and fully understood** by all stakeholders
- You get **requirements defined** in relation to the goals and needs
- You can be sure that **priorities are defined and managed** throughout the project, facilitating work planning process
- You get **well-defined and managed requirements** (using domain language throughout the software development process) and constant help by translating requirements into technical language
- You make the right decisions regarding the manufactured product as **Business Analyst provide you with knowledge about technical limitations in an understandable language**

## You should know:

- BA consultancy lets you get a broader view on business context and market environment
- Optimal methods to achieve your goal include possibilities and business needs at a given stage
- Consultants with experience in various types of projects use their knowledge and adapt it to business needs, regardless of the domain
- We choose partnership approach, focused on the business success of our client
- Wide range of activities our specialists have allows them to carry out consulting work at various stages of product development (from idea through strategy and research, to the final vision and implementation)
- Workshop methods of work, facilitation skills that create space for discussion in the organization and support drawing appropriate conclusions

## WHAT OUR CLIENT SAYS:

All actions related were conducted in a timely and upright manner characterized by appropriate quality and acuteness. The company possesses professional resources in terms of highly qualified specialists in the fields of business process analysis and user needs research.

**Thomas Felber**
Chief Technology Officer, Smart Valor AG

over

**40** Business Analysts on board

**4,200** hours of workshops conducted

## THE WAY WE DO IT

| | | | | |
|---|---|---|---|---|
| **Customer and User Centric Design Approach** | **Strategic Workshops** | **Audits and recommendations** | **Process and strategy tailored to business needs and capabilities** | **Facilitation of meetings and work process** |

## TECH & TOOLS

| | | | | |
|---|---|---|---|---|
| **Value Proposition Design** | **Business Model Canvas** | **Story Mapping, Service Blueprint** | **Product and Feature Design Canvas** | **Agile and SCRUM aligned** |

Future Processing

# Continuous **Discovery**

Discover an iterative approach to product development to find effective problem solutions based on authentic data from users and the industry.

www.future-processing.com

# Continuous **Discovery**

**What you get:**

- **Optimal strategy planning** and solution development (from idea, through technical verification, to implementation)
- Recommendations of the best **solutions based on actual data**, not just ideas or assumptions
- Discovering the **authentic users' needs**
- Solution development **based on users' needs**
- **Adjustment** of the final product
- Implementation **costs optimisation** and reduction of the possible changes in the future

**As a result, you can:**

- Achieve intended goals, whether working on a solution for the internal needs of the business or a commercial product
- Stay focused on the proper understanding of the essence of the problem the whole time
- Make sure we are designing and delivering a product that matches users' authentic needs and expectations
- Become able to significantly increase the chances of success thanks to the use of Continuous Discovery

## Benefits for your business:

- You get the **solution proposition verified by technical experts** in response to business goals
- **You can rely on the knowledge and not assumptions** when making decisions about product development
- You **may verify hypotheses and match the solution to real needs** and possibilities
- **You stay up to date** with changes in the market and the expectations of users or end customers
- You **enjoy better prioritization of the product roadmap**
- You **can test** the proposed solution **before spending money on its implementation**

## You should know:

- A team of experts (Business Analysts, User Experience Designers, Product Designers, Consultants) joins forces to bring the best outcome possible
- Technical specialists (in the areas of Security, Data Solutions, Machine Learning, DevOps, CloudOps) make sure the proposed solutions are verified, in line with the tech trends and ready to be implemented
- We have our own set of good practices in designing digital solutions thanks to 23 years of experience and dozens of successful discovery projects
- Our experts are members of the Interaction Design Foundation

**WHAT OUR CLIENT SAYS:**

The collaboration has led to a digital transformation of our existing processes. The team delivered continuous and seamless product innovation and delivered it with short time to market. Future Processing were operationally agile, allowing us to rapidly scale the team up and down and adjust its competences to changing requirements.

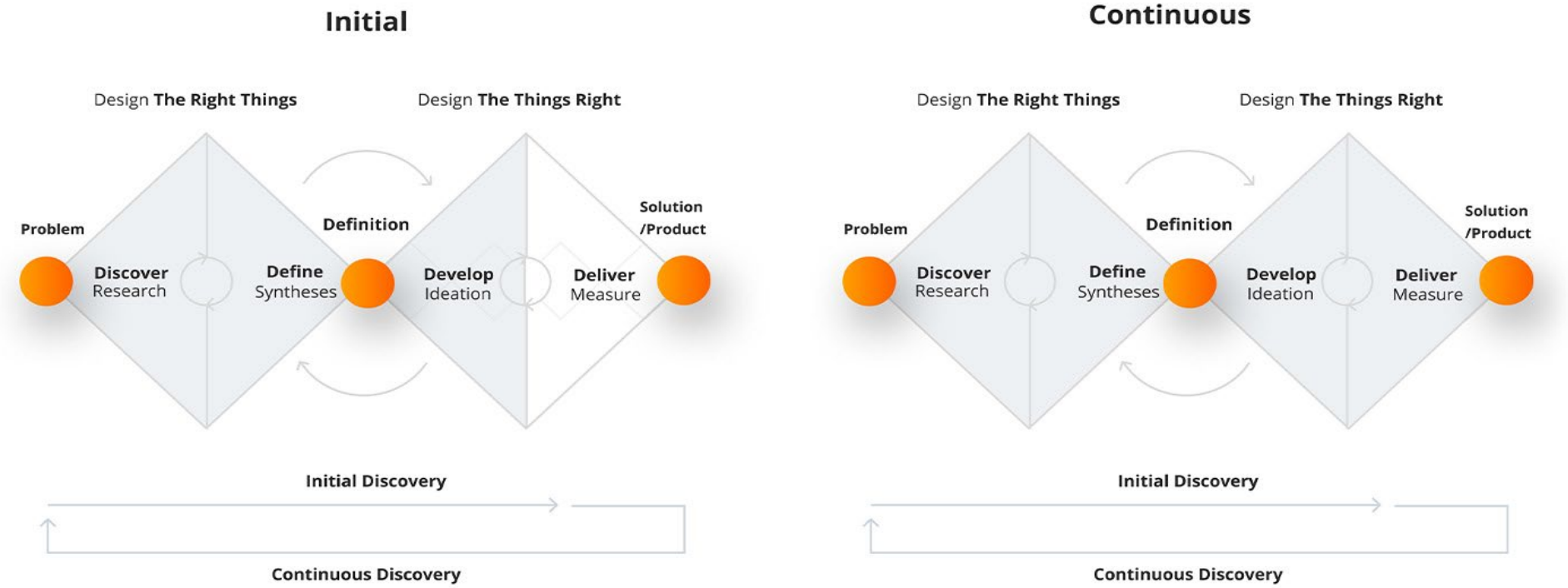
**Maurice Suter**
Head of Digital Operations, Temporary Staffing Company

over

**60** Business Analysts and UX Designers on board

**4,200** hours of workshops conducted

**THE WAY WE DO IT –**
Initial & Continuous Discovery



Future Processing

# Specification & **Documentation**

Get a detailed description of the essential elements of your solution and increase the chances of project success.

www.future-processing.com

# Specification & **Documentation**

**What you get:**

- **Description of the solution**: its goals, architecture and the key elements
- Set of all **functional and non-functional requirements** of the designed system
- If needed, also a **description of a business model** (actors, rules, business processes)
- **Glossary** of technical and industry terms with the system's architecture technical description
- Specification created at **various levels of detail**, depending on the client's individual needs and project phase

**As a result, you can:**

- Start your development works right away as all the essential information are available. Verify whether the proposed solution will let you achieve business goals
- Ensure the solution will be in line with the users' expectations
- Receive the project information presented in a properly selected form and at the right level of detail
- Receive a project specification tailored to the users' individual needs, which increases the chance of project success

### WHAT OUR CLIENT SAYS:

We've engaged Future Processing team as a long-term development partner going forward. We're highly satisfied with their communication, documentation, and overall responsiveness.

**CTO**
Demica

### WHAT OUR CLIENT SAYS:

Future Processing has delivered well-documented, high-quality, user-friendly software that has little technical debt and will be easy to maintain and add further functionality to.

**Mike Poole**

IT Business Systems Manager, Steamship Mutual

## THE WAY WE DO IT

We recommend creating a **product register to describe functional requirements** in the form of:

| USER STORIES | USE CASES | VISUAL FORMS |
|---|---|---|
| Stories describing each functionality in one sentence. | Examples of uses to include and implement in the project. | Charts, tables, diagrams, examples, data sets, process flow and more. |

## TECH & TOOLS

| | | | | |
|---|---|---|---|---|
| **Enterprise Architect** | **Confluence** | **Draw.io** | **Jira** | **Azure DevOps** |

## Benefits for your business:

- You get valuable **input for the next phases** of your project and a **benchmark for further analysis**, development and testing
- You can **facilitate planning and controlling** the course of the project
- You **estimate the time and cost of the development** phase with higher accuracy
- You have documentation that translates into the **speed and quality of product creation**
- You avoid unnecessary errors and **reduce the numbers of changes**
- You get a **clear vision of the solution** as a valuable asset for marketing purposes

## You should know:

- We approach projects individually and take into account the volatility of customers' needs as well as the advancement of competitive solutions
- Specification's content depends on the stage of solution advancement (whether it's part of the existing system, needs to be created from scratch or enters the development phase)
- We describe the key functionalities that should be implemented first to bring value to the customer in the shortest possible time
- As the development progresses, we regularly repeat collecting requirements, analysing and documenting
- Thanks to iterative approach to business requirements, we can gradually specify them and confirm their validity in relation to the main business goal

Future Processing

# Rapid to market

Fast-track your idea into an AI/ML product and launch it to the market within a year!

www.future-processing.com

**What you get:**

- A complete, end-to-end framework to transform your idea into a market launch
- A Discovery Phase to frame your idea into an implementable solution
- A Market Fit Phase to adjust your idea to market needs
- An MVP Phase that just works and focuses on core value points
- Built-in processes and safeguards to optimise risks, delivering high customer value

**As a result, you can:**

- Focus on expanding your business while the rest is taken care of by us
- Ensure a cohesive and unified user experience and good market adoption
- Streamline your design and development processes
- Pivot directions and react to market needs swiftly along the way
- Grow your business safely knowing we have covered scalability and compliance elements

**Benefits for your business:**

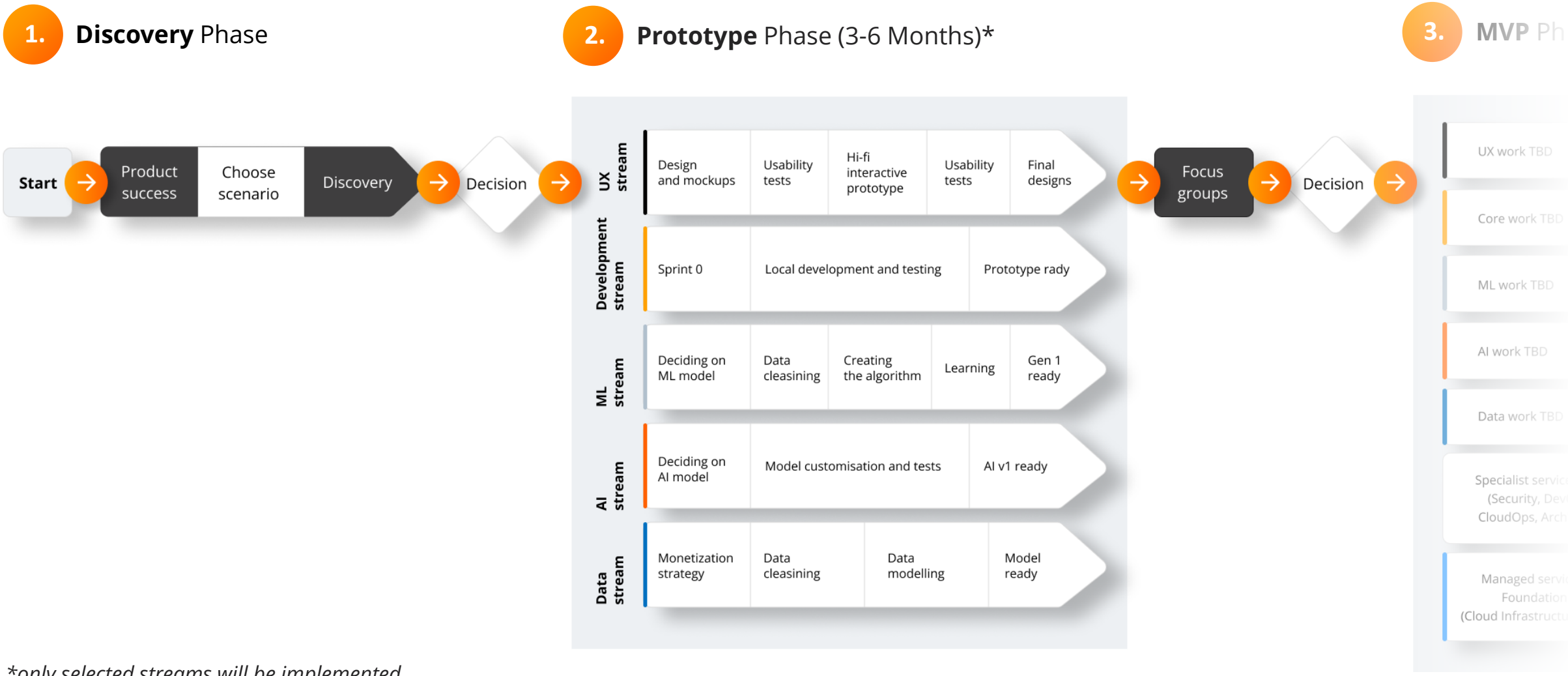
- Launch to market faster, cheaper and with more impact
- Stay in control and adapt scope as necessary using our agile framework
- Adjust the amount of engagement to your level of resources: we can take the complete end-to-end ownership while you steer the direction or form a blended team with our talent pool to fill competencies missing on your end
- Clean, objective-driven roadmap and progress milestones make it easier for you to deal with investors, internal stakeholders, prospects and early adopters

**You should know:**

- This framework has been created with one goal in mind: Go-To-Market as efficiently and quickly as possible with a product or service that has a chance to succeed and a well-defined UVP
- The competency-driven approach allows for better flexibility in scaling the team up and down

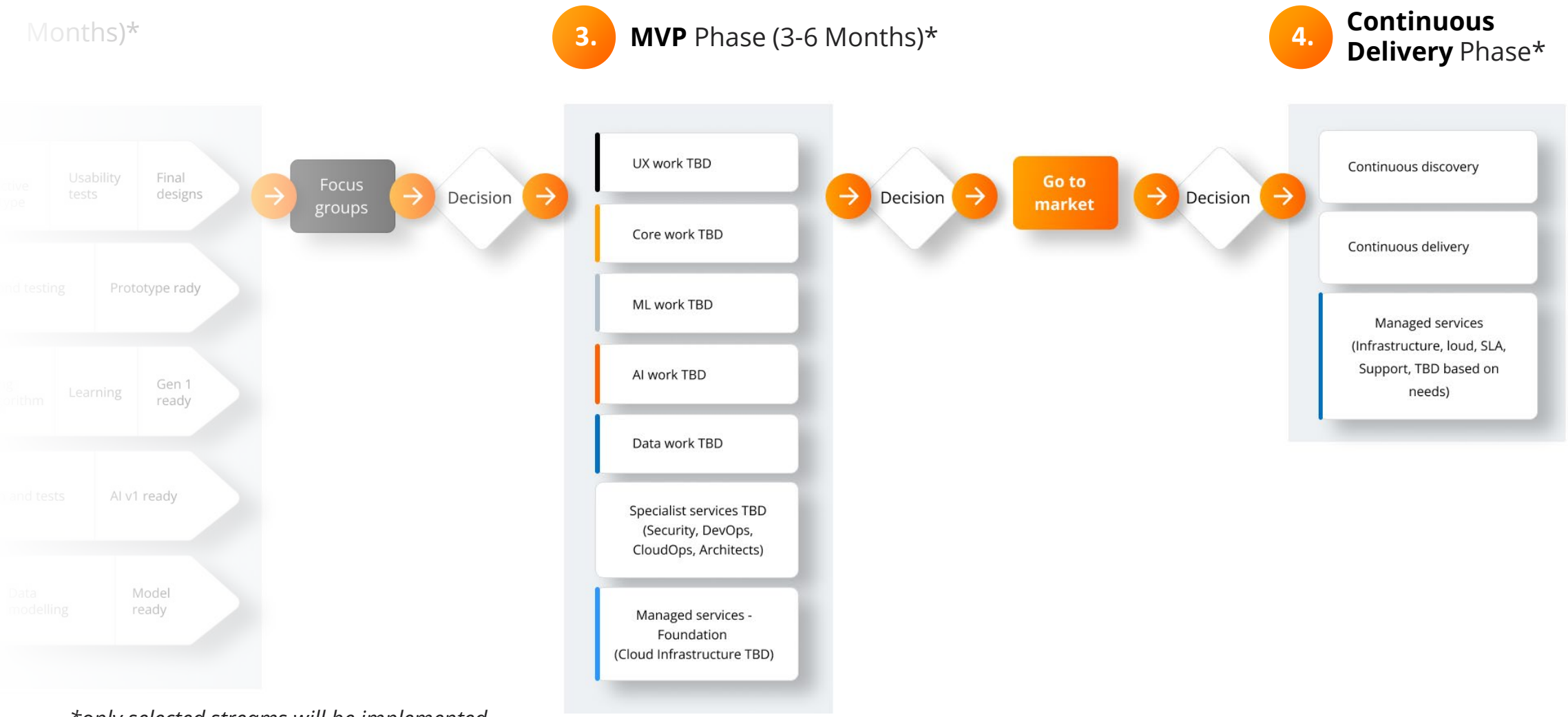
**Even 3x faster** than traditionally from an idea to Go-To-Market

# **Rapid-To-Market Framework Timeline** Part 1




*only selected streams will be implemented*

# **Rapid-To-Market Framework Timeline** Part 2




**only selected streams will be implemented*

Future Processing

# **Digital Product** Discovery

Define and refine your concept for a digital product to ensure it answers user and business needs.

www.future-processing.com

**What you get:**

- **Dedicated approach** to find a solution to your challenge or refine your concept – with input from technology, users, market
- **In-depth research** to define users, market needs, technical feasibility and the source of the problem to solve
- **Knowledge and data** to make decisions about the shape of the product, solving the right problem
- **Designed concept** of the solution and **product description**
- **Research reports** with **Conclusions and Recomendations**

**As a result, you can:**

- increase the probability of product-market fit with the exploration of strategic, business, user, and technical aspects of your concept
- set the priorities right and make informed decisions about the features of your digital product
- truly understand the expectations of your business, market, and users

**Benefits for your business:**

- you not only build the product right, but most importantly, build the right product
- you pick data-driven decision making over assumption-based choices
- you spend money wisely – thinking a product through and verifying tech choices at the very beginning saves you money during development
- you gain from having a good plan in place with appropriate steps and activities matched to your time and budget constraints

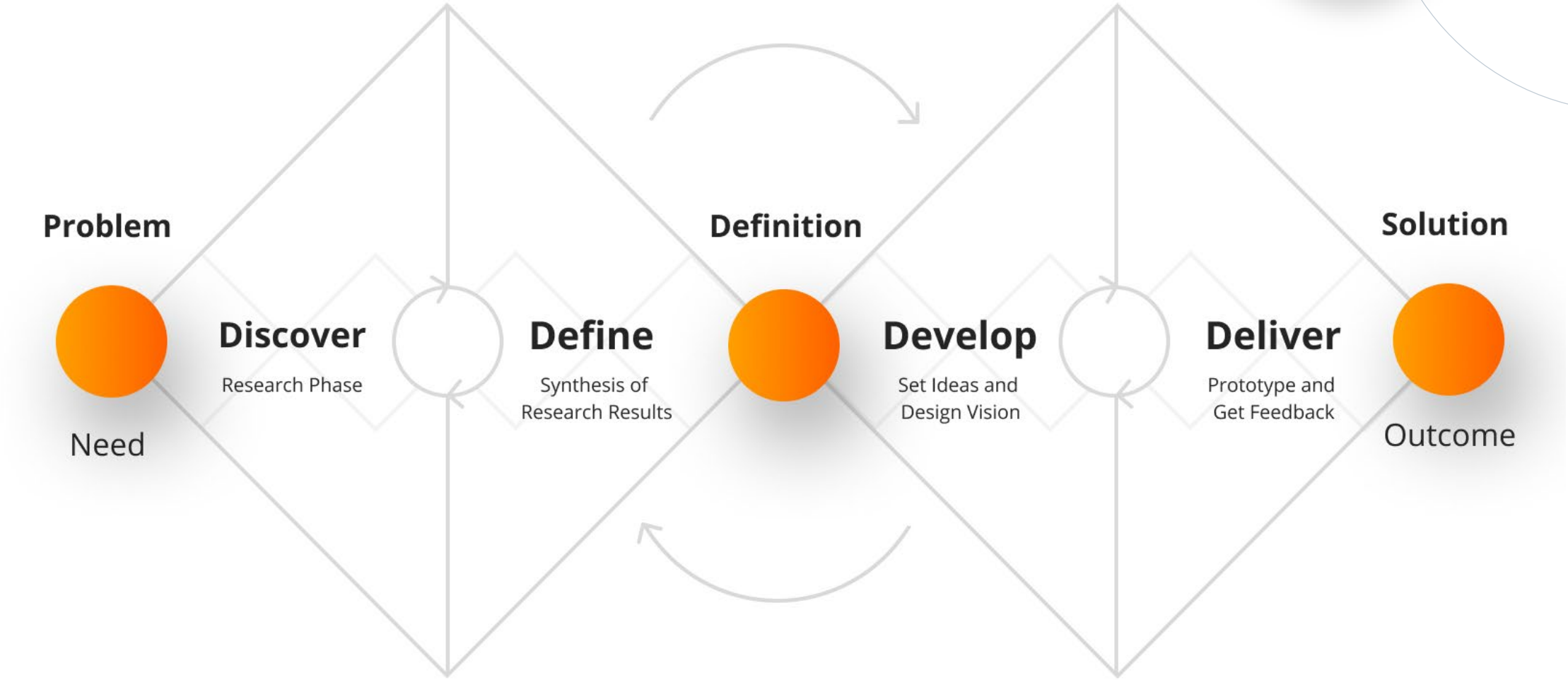
**You should know:**

- The service is worth considering not only when you have an idea for solving your challenge, but also when you have a goal to accomplish but aren't sure how to address it.
- It's beneficial for companies of all sizes with marketable product ideas or those seeking  process improvements.
- The service covers technical discovery aspects like exploring Cloud solutions, data-driven approaches using Data Solutions, and tackling security challenges.

**20**

Large and medium-sized Digital Product Discovery projects conducted in 2022

**Process:**


Problem
Need
Discover
Research Phase
Define
Synthesis of
Research Results
Definition
Develop
Set Ideas and
Design Vision
Deliver
Prototype and
Get Feedback
Solution
Outcome