

# Centers of Excellence

...for sustained usability efforts

## Introduction

For over 20 years Human Factors International (HFI) has been called upon by corporations worldwide to provide high-level expertise in the development of User Interface Structures and User Interface Standards. With an on-time, on-budget rate of 98%, we have solved highly complex usability problems on a project-by-project basis.

However, we have also seen a rising demand for sustained usability support to work in cooperation with a company's developers and design staff to implement long-term design projects. Companies would like to have on-demand access to the level of expertise HFI offers, but often cannot budget for this amount of professional service.

## Your personal usability team

HFI's Centers of Excellence (CE) are designed for companies that require access to a team of usability experts, including graphics and prototyping support, over a sustained period. The CE team uses the same, proven, field-tested methodology (The Schaffer Weinschenk Method™) that HFI developed to reach your design goals with confidence and timeliness. The CE provides the needed follow-through support by yearly increments to complete the detailed design of your ongoing projects, but at a lower overall cost.

Each CE is comprised of HFI-trained off-shore staffing to provide an experienced, cost-effective team. You can also bring in US-based HFI consulting and specialized services when needed. The CE works together and grows with your company, and scales with your needs.

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## Capabilities

HFI's Centers of Excellence offer a complete set of user-centered design services. Depending on your specific requirements, you can choose the services you need, including:

- › Expert Reviews
- › Remote Usability Testing
- › User Interface Structures
- › Graphic Treatment Design
- › Icon Development
- › Prototyping
- › Standards Development
- › Detailed Design
- › Graphic Libraries
- › Functional Specifications
- › Basic Site Coding

## Benefits

- › Instantly provides your company with a usability team
- › Team leader is a Certified Usability Analyst
- › Team members can include usability specialists, professional graphic artists, and HTML coders
- › Very cost-effective for sustained project effort
- › All deliverables go through an ISO certified quality assurance process
- › Secure Extranet is provided for project communication, project management, and transmission of deliverables

