Instant On
design expertise.

When you have to deliver on
CX/UX in a hurry.

hfi

Great customer experience capabilities are a primary strategic imperative for 97% of organizations. Yet most organizations are struggling to deliver a high quality and coherent experience design. It's not easy because you need well trained CX engineers, and you need a mature practice with managed operations, and tools, and methods, and templates, and standards, and knowledge management (etc.). HFI worked in many ways to help set up mature capabilities for organizations. We have tried many things, but in most cases an instant team is best.
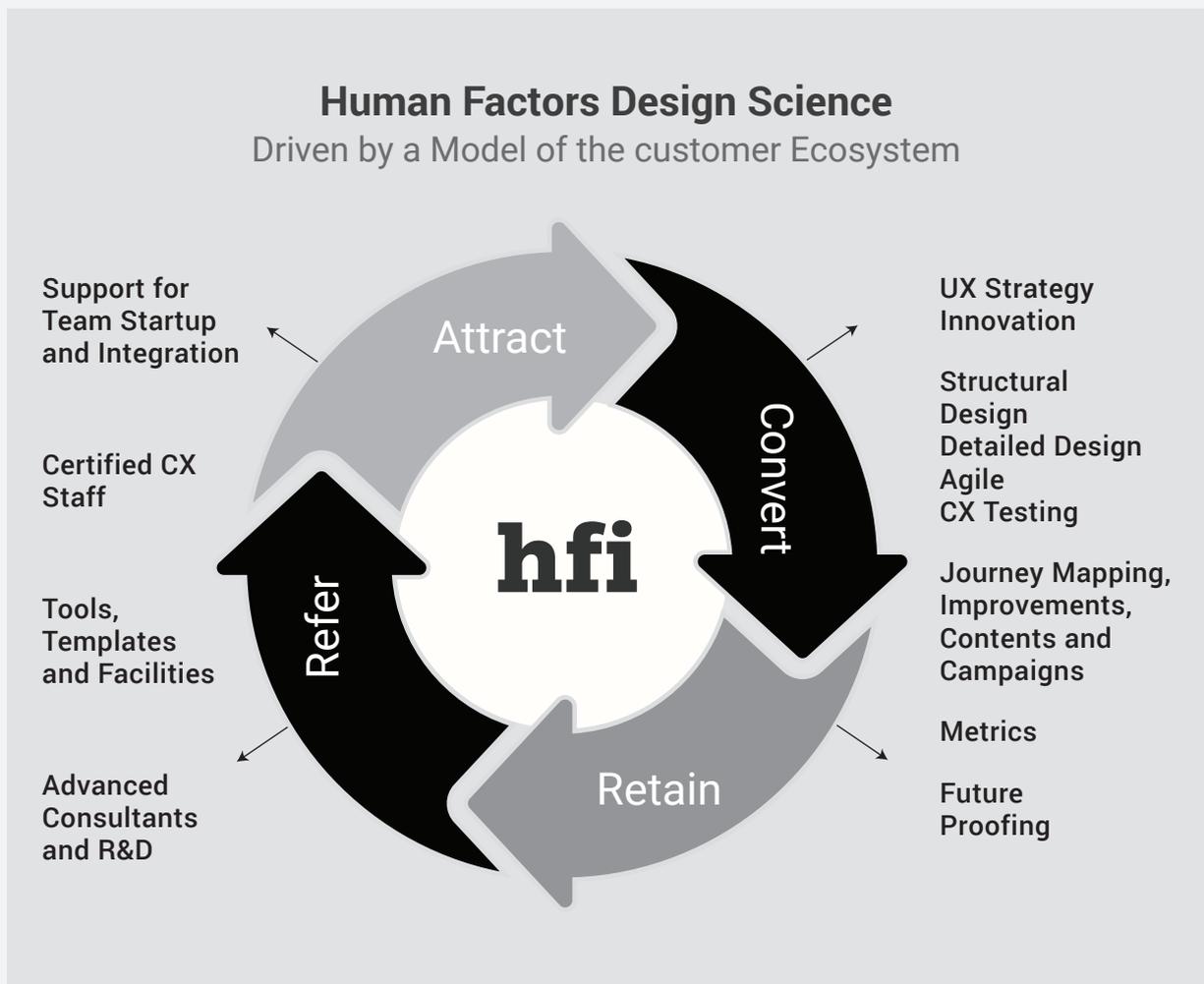
The concept of an 'Instant On' team is to assemble high end expertise in design turnarounds. It eases pressures within and helps internal talent raise their game

- Instant Level IV or Level V CX Teams
- Instant CX Teams Converting to Internal Capabilities
- Roadmaps to Set Up an Internal CX Team
- Resources for Setting Up or Improving an Internal Team
  - Consultative Advisory
  - Showcase Projects
  - Employment Tests
  - Training and Certification
  - Methods
  - Standards / Design System
  - UX Enterprise™ Knowledge Management
- Service to Build, Operate, and then Transfer CX Teams
- Sovereign Programs to move Whole Countries Forward
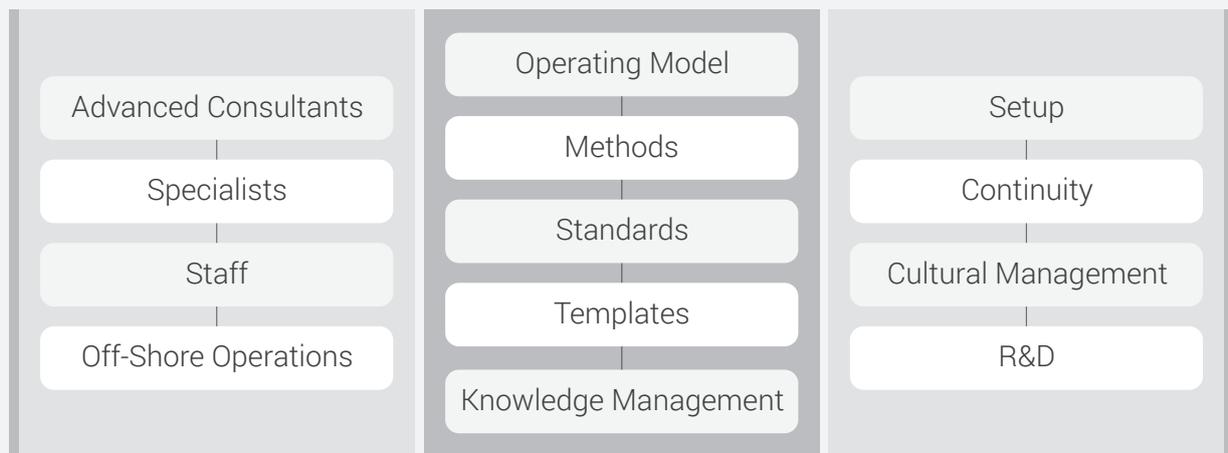
Immediate Level V
CX Teams

Setting up a mature customer experience practice often takes too long and sustaining that practice is nearly impossible for most organizations.

Make your CX/UX a Business Differentiator

Human Factors Design Science
Driven by a Model of the customer Ecosystem

Support for Team Startup and Integration

Certified CX Staff

Tools, Templates and Facilities

Advanced Consultants and R&D

Attract

Convert

Refer

Retain

hfi

UX Strategy Innovation

Structural Design
Detailed Design
Agile
CX Testing

Journey Mapping, Improvements, Contents and Campaigns

Metrics

Future Proofing

INCLUDED WITH YOUR INSTANT CX TEAM

Even hiring a single qualified CX engineers takes development of a job description, recruiting, screens, and onboarding. But there is far more involved in creating an efficient and sustainable CX practice. Your instant team will benefit from cloning the HFI facilities, which have been refined over many decades.

Advanced Consultants	Operating Model	Setup
Specialists	Methods	Continuity
Staff	Standards	Cultural Management
Off-Shore Operations	Templates	R&D
	Knowledge Management	

TYPES OF TEAMS

There is not just one type of CX team. These are just some of the types of teams you might need.

Types of Managed Services Teams

| Generalist UX Practice	Advanced Teams	Feedback and Research	Focused Design	Specialist
	• Design Authority • Omni Channel Strategy • Innovation	• Design Evaluation • Adherence to Standards • Ecosystem Research • Scientific Research • Usability Testing • Metrics • Knowledge Management	• User Centered Design • Agile • BAU • Visual Design • Continuous Improvement • Customer Journey Mapping	• Persuasion Engineering • Cross Cultural • Safety

WHY AN HFI TEAM

HFI is the world's leader in the institutionalization of CX. We have spent over twenty years understanding how to make human centered design scalable. We have also spent over twenty years in perfecting the blending of local proximity with offshore resources.
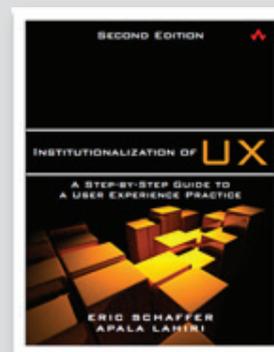
Over 20 Years of **Institutionalization Work**
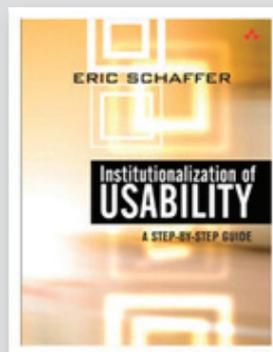
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Talk to us about your organization's needs
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