



Intranet Usability Testing

Launch your intranet with confidence, increase uptake, and reduce support calls

A usable intranet portal can increase productivity and collaboration, delight users, and minimize support calls. We work with you to conduct intranet usability testing that gives you confidence and direction as you design or re-design your intranet portal.

THIS SERVICE HELPS TO...

Determine if your intranet is easy to use

Uncover how your users find information, navigate, and complete tasks

Learn how users can enjoy the intranet and connect with your organizational culture



WHAT YOU GET

You receive a comprehensive intranet usability testing report. It validates your intranet portal's performance in the hands of real users, and includes:

- ✓ A full analysis of the quantitative and qualitative test data
- ✓ The root causes of each usability issue found
- ✓ Practical, prioritized design recommendations to improve the intranet user experience



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HOW WE DO IT

1

We consult with your business stakeholders to understand needs and test goals for the intranet usability testing study.

2

We develop the test protocol, recruit participants, and conduct the usability test sessions. This includes individual test sessions where we observe the user completing relevant tasks.

3

We also analyze the test results and make them clear, actionable, and easy to communicate to others.

Testing facilities: Fully equipped for in-person and remote usability testing.



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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