



Intranet User Research

Get to deeply know your portal users and how they use your intranet

Creating user-centred intranet portals is simpler when you understand who the users are and how they behave. We work with you to conduct portal user research that uncovers specific insights into your intranet portal users – be they employees or partners.

THIS SERVICE HELPS TO...

Understand your intranet portal users and their goals

Uncover when your employees use the intranet portal, and what their experiences are

Assess what information your employees expect to find and where they seek to find it



WHAT YOU GET

You obtain specific insights into your portal users and their specific experiences. You get:

- ✓ A visualization that captures the intranet portal user research findings in an engaging form that can be shared throughout your organization
- ✓ Clarity on who your intranet users are, how they think, and what they need to complete tasks & achieve their goals as employees and project team members
- ✓ Validation of assumptions about users; clarity on their tasks; and new insights into opportunities to surprise and delight them



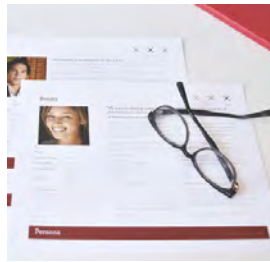
Intranet User Research

HOW WE DO IT

1 We begin with discovery workshops to capture the knowledge your stakeholders and staff already have about your intranet users.

2 We conduct user research to gather both qualitative and quantitative data. This may include interviews, survey research, ethnographic research, focus groups, card sorting, web analytics, and others.

3 We present the intranet portal user research findings in a visual format that brings your users and employees to life and informs design and development.



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!

+1.416.855.3367 (CAN)

+1.929.989.3367 (US)

+44 (0)1223 853907 (UK)

contact@akendi.com