

XPUability™: Testing the fundamentals for usable technology

XPUability uses our best practice user interface design methodology, XPDesign™, to reverse engineer existing user interfaces to identify the fundamental causes behind usability issues.

XPUability reduces interface change requests down to a single cycle and creates a scalable architecture and design for future growth. Feedback from our expert industrial psychologists and your end users gives compelling solutions with clear justification for improvement.

XPUability™

- ◀ Identifies the fundamental usability issues that will improve performance
- ◀ Cuts user interface change requests down to a single cycle
- ◀ Accelerates redevelopment with user interface design blueprints

Use XPUability™ when

- ◀ You've conducted your own usability testing and you're not sure why the problems are occurring to make the right design changes
- ◀ You keep making changes to the user interface, but the end users still can't use it
- ◀ You have an existing application that is causing problems and you need to establish a program of work to get the user interface right
- ◀ You've built a proof-of-concept prototype to gain management support and need to verify if the user interface will improve performance and user acceptance
- ◀ You need to ensure scalability and growth for the future so you don't have to keep changing the user interface and upset your users
- ◀ You have a hundreds of change requests for the user interface and need to know where to start and what will make the biggest impact
- ◀ You've been making changes to the application for years and need to reduce the changes to one more cycle and get it right
- ◀ You need to get ahead of your competitors and provide a world class experience to attract and retain customers

We digitally record our usability testing sessions and track all user activities (e.g. the screen, camera video and audio, page changes, window activity, mouse clicks, keyboard strokes and onscreen text). You get clear quantitative results, as well as the ability to remotely observe the sessions and add comments on your observations. You can also remotely view the sessions, live, over the internet.

XPUability also includes high level eye tracking with XPEyetrack™ to precisely measure the visual effectiveness of your designs. Our recommendations include descriptions of user behaviour and causality behind usability problems, providing justification for design decisions.



XPUsability™ deliverables

- ◀ Detailed quick wins for immediate performance gains
- ◀ Detailed recommendations to improve application performance and scalability including:
 - High level workflows (approximately 2 — 4)
 - High level user interface design blueprints (approximately 3 — 5)
 - Specific usability and interface design improvements for the current interfaces
- ◀ A roadmap for ongoing design and development to improve long term value and benefits
- ◀ XPEyetrack on key screens to determine the visual effectiveness
- ◀ Current usability performance levels, with expected performance gains after implementing the recommendations
- ◀ A debrief to hand over the recommendations

Your development team can quickly and easily implement the recommendations without interpretation.

Certified Usable™: Your guarantee of usable technology

Certified Usable takes usability testing to a new level. Whether you're selling technology or using it to service staff or customers, Certified Usable is your guarantee that end users can use it quickly and easily, without error and with satisfaction.

For vendors, Certified Usable allows you to genuinely make the claim that your technology is user friendly. Your customers are assured that it will do what they want and be easy to use, out of the box.

For purchasers, Certified Usable gives you peace of mind that the technology you're buying will be usable for your staff or customers. If it isn't Certified Usable, find one that is, or ask the vendor to get certification before you buy.



Our services

- ◀ Certified Usable™: your guarantee of usable technology
- ◀ Expert / heuristic evaluation
- ◀ Cognitive walkthroughs
- ◀ Paper prototype testing
- ◀ Usability testing
- ◀ Eye tracking with XPEyetrack™
- ◀ Accessibility testing with XPAccessibility™
- ◀ Return on investment testing
- ◀ Competitive evaluation
- ◀ Time and motion testing
- ◀ Onsite observations and testing

For more information, please contact PTG Global on
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