

Human

APPLICATIONS

# IT Usability Healthcheck

make IT work for you

Clunky workflow

Too complex

Takes too long

Difficult to learn

Too many steps

## Usability at Work

### Giving you answers not more problems

Human Applications work with you to get to the root of the IT usability problems holding back your workforce and your business.

Our team of experienced usability experts help get the most from your IT systems so you deliver the best products and services to your users or your customers.

Whether it's IT software or hardware problems, our 1-day gap audit will point you in the right direction.

Give us a call to see how we can help you.

### 01 Fresh ideas

We start by understanding the people using the technology to deliver what works for them

### 02 Experience

Our experienced professionals quickly cut through complexity to identify the core problems

### 03 Practical Solutions

We offer practical and pragmatic recommendations to make your IT systems work better for you



# IT Usability Healthcheck

make IT work for you



## Are your users suffering from poor IT Usability?

Do you hear a lot of complaints about your IT systems?

- *"It takes too long to learn to use"*
- *"It's more complex than the old system"*
- *"I work around the system to get the job done"*
- *"Lots of keystrokes and screens to navigate"*
- *"It's a problem when I have a customer waiting on an answer"*
- *"I can't read the information on the screen very easily"*

None of these are unusual. But many point to usability problems that stop you getting the benefits you expected from your investment in IT.

Usability specialists at Human Applications can address the human issues and ensure that your IT systems meet your business needs, with better user acceptance.

## What can I expect?

We will report on how you can improve your IT systems to:

- Best support your business needs and your users
- Identify mismatches between the IT systems and best working practices
- Be efficient - in terms of keystrokes, navigation, response times, etc.
- Provide a consistent and well-designed interaction
- Make them easier to learn
- Reduce costly user errors or health and safety issues

## A perfect introduction: a 1-day Usability Healthcheck

Our experienced consultants conduct a 1-day usability audit of your website, software or product and provide you with a hotspot report.

This one day service can be used to:

- Investigate user complaints about existing IT systems
- Evaluate new or alternative designs
- Include ergonomics best practice for new IT systems

The hotspot report will:

- Tell you why users have difficulties with your IT systems
- Make practical recommendations and priorities for enhancements
- Give you a cost effective way to get expert input into your IT designs

## The Human Applications advantage

We have an impressive client list from industry and commerce and a strong record of repeat business:

- Extensive experience helping IT systems developers deliver business benefits
- Expert in workflow analysis and product/process assessment
- Professional ergonomics specialists
- Independent and impartial advice
- Experienced solution designers

*Contact Jim McKenzie*