Multi-tier proactive support to eliminate experience disruptions

servion^t

Currently serving
10 billion
customer interactions

Servion enables business transformation for enterprises in the area of Customer Experience Management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omni-channel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 4 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms.

For more information, visit us at www.servion.com I marketing@servion.com

UX and Accessibility

Our UX and Accessibility services is powered by a legacy of cross-domain knowledge and integrated design thinking. We assist in creating product experiences that leave a lasting impression in the minds of customers.

What we offer

Digital channel assessment and omnichannel readiness

We work with you to evaluate and finalize your cross-channel capabilities and enable cohesive product experiences for customers.

- Empower readiness by making impactful digital transformation investments
- Use audience segmentation insights to measure omnichannel alignment
- Define an organizational culture of digital governance

Localization and language optimization

We deliver localization and translation services to address targeted user groups with accuracy, security and scalability.

- Offer memorable product experiences, no matter the language, culture or location
- Establish your presence in a new market segment with customized multilingual content
- Maintain consistency in messaging globally

Dynamic user interfaces

We offer process-driven and result-oriented user interfaces to improve every facet of user-product interaction.

- Bring design to life cognitively with deep-slice prototypes
- Map out interface flow, navigation and functionality
- Allow users to smartly create their own preferred experiences

Assistive technology compatibility testing

We test your product experiences for their compatibility with assistive technology to make sure that no user gets left behind.

- Determine the text matrix of assistive technology
- Check for accessibility vulnerability and take corrective measures
- Achieve overall accessibility for achieving compliance

Responsive service and visual design

We give you the power to enable greater customer outreach and engagement through responsive user-centric designs.

- Adopt a user-centric approach based on behavioral patterns to drive design decisions
- Get the right blend of data science, user accessibility, and visual aesthetics
- Create unified and purposeful product journeys for customers

Why choose us

1 Deploy Sprint-To-Design model to boost speed of development

2 Access quick wireframes to simulate interaction scenarios and create the right task flows

3 Leverage user research and usability testing for advanced UX evaluation

4 Get actionable insights with tangible UX recommendations and insights

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