



“Solutions that Empower your Workforce”

Organization: Enterprise IT – Public Sector
Project: Business Analyst UI/UX Mentoring
Technologies: Agile, UX Techniques, UI Controls, Prototyping

With a mentoring investment of \$19,500 the organization saved approximately \$197,172 by not outsourcing. Visit our blog: <http://thesagegrpmentoring.com/> to see ROI Data

Background and Project

- A large organization approached The Sage Group with the request to provide customized User Interface mentoring for its business analysts.
- The analysts required mentoring to enable them to concisely provide requirements and design planning to the development team for mobile and web app initiatives.
- Hands-on experience was required.

Planning

- The Sage Group proposed a comprehensive and innovative solution to mentor on all aspects of creating effective user interfaces.
- The approach considers the user’s view (UX), the analyst’s perspective (requirements gathering and business process needs), and technology capabilities (user interfaces).
- The mentoring also includes hands-on experience with UX, requirements gathering, and UI techniques along with prototyping.

Proposed Solution (Project Currently in Contract Negotiations)

The Sage Group developed an innovative mentoring process with a mix of user experience, Agile and plan driven requirements gathering and UI design by using prototyping tools. Providing analysts with comprehensive UX, requirements gathering and UI techniques and capabilities will assist them to plan correctly in less iterations. Hands-on labs in these topics will provide them with actual experience to better prepare them to confidently analyze UX and UI needs. This mentoring approach will provide planning efficiencies and cost savings as prepared requirements and prototyped designs are provided to IT for development.

UX Cost Savings and Return on Investment

Management entered the following data in the calculation.

		Insource	Outsource
1	Primary Resources	2	2
2	Project timeline (months)	3	3
3	Average Hours per Week	40	40
4	Resource Cost Rate	\$60	\$200
5	Mentoring Costs (insource)	\$19,500	\$0
6	Support Resource Costs	\$48,960	\$163,200
7	Labor Burden Costs (insource)	\$31,968	\$0
8	Maintenance/Assurance (outsource 1 year)	\$0	\$0
	Total Costs	\$158,028	\$355,200
	Cost Savings using insourced team	\$197,172	