



Co-Design

Go beyond co-design
and create exceptional
customer experiences

Getting customers and users involved in the design of your product or service is critical to achieving a great experience. In our participatory design process, we'll co-design your next product or service experience through collaborative workshops and teaming.

THIS SERVICE HELPS TO...

Collaboratively design to
create great experiences

Engage your customers
early in the experience
design process

Learn directly from your
customers about their
experiences and needs



WHAT YOU GET

Guided by the Experience Thinking™ framework, you'll deliver what customers want and need. This approach delivers:

- ✓ Dynamic, insightful, collaborative workshops and customer designs
- ✓ Richly visualized data about your customers, their journeys, and experiences
- ✓ A customer experience strategy and product or service design that is on target



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HOW WE DO IT

- 1** We start with understanding the service design goals and business intent.
- 2** We conduct collaborative workshops with your business stakeholders and customers to understand the experience and drive design excellence in your organisation.

- 3** We involve your business stakeholders and customers throughout the process placing the customer's voice and needs at the centre of the design process.
- 4** Through our immersive sessions, we leverage the best aspects of co-design, collaboration, and participatory design.



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!

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