

# CASE

Case Study: Financial Services

## Dexian Successfully Supports Legacy Integration to Enhance User Experience

### CLIENT:

A multinational financial services corporation

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### Challenge

The client requested support with integrating a newly acquired payment solutions company into an existing legacy system. The integration process would require dedicated UX designers and UX researchers to ensure a user-centric approach. However, historical challenges faced by a relatively new team with junior experience impacted by high turnover led to stakeholder concerns about the internal team's ability to deliver seamless and efficient integration.

### Solution

Dexian™ provided critical support for this initiative by finding and delivering strong candidates with the experience and expertise required to support the project. Identifying the need for strong advocates for UX that could provide the strategic knowledge of UX best practices, Dexian successfully placed 4 UX designers, 2 UX researchers, and a Design Operations Manager to lead the project and ensure buy-in with key stakeholders.

### Outcome

The 12-month contract included eight placements, distinguishing Dexian from other staffing vendors approached for the project. The Dexian team successfully provided timely counsel and quick delivery of a highly qualified team possessing the skillsets and expertise required to create a strong and thoughtful user experience.

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### PLACEMENTS

8

Consultants

### LENGTH OF CONTRACT

12 Months

### SKILL SETS

- UX Designer
- Senior UX Designer
- UX Researcher
- Senior UX Researcher
- Design Operations Manager
- UX Writer

# STUDY