

This document contains information about the different teams that we have available for this project and their area of focus and expertise.

**Interactive**

* Based: Global, including 50 in UK
* Area of expertise: design, innovation, user experience, customer experience
* Typical tasks:
  + Designing user interfaces
  + Creating wireframes
  + Designing applications and frontends
  + Marketing campaigns
* Availability: 10 people available for a project

**Technology**

* Based: Global, including 50 in UK
* Area of expertise: software engineering, programming, development, technology architecture, technology implementation
* Typical tasks:
  + Developing minimum viable prototypes (MVP)
  + Developing full stack applications using proprietary and open-source technology
  + Reviewing code and developing software products
  + Integration of technology with legacy software
* Availability: 5 people available for a project

**Customer support**

* Based: India, Sri Lanka
* Area of expertise: Ticket management, customer support, customer call forwarding, escalation management
* Typical tasks:
  + Receiving and handling customer calls
  + Logging complaints and feedback from customers
  + Managing high volumes of customer calls
* Availability: 200 people available for a project

**Strategy**

Based: Europe including 35 in UK

* Area of expertise: innovation, digital transformation, strategy building and execution
* Typical tasks:
  + Working with clients to build long term strategies and relationships
  + Identifying areas within a client to optimise and improve
  + Analysing industry trends to identify opportunities
* Availability: 3 people available for a project

**Operations**

Based: Global

* Area of expertise: implementation, customer support, data analysis, operational efficiency, operations management
* Typical tasks:
  + Managing the implementation of technology within a customer landscape
  + Organising and managing offshore teams
  + Analysing and reporting the operational efficiency of a project
* Availability: 12 people available for a project