



RESEARCH AND DISCOVERY

User research

A combination of qualitative and quantitative research was conducted wherein we sent out a survey to power users and met with key diplomats from donor-heavy missions for one-on-one interviews.

Key insights

1. United States Mission — “We appreciate how organic and up-to-date the Gateway, this needs to be highlighted more.”
2. Australia Mission— “We want a redesign of the charts. Some of the charts and graphs used are not readable or irrelevant.”
3. Netherlands Mission — “The Gateway needs to put more focus on the pooled funds. We just want to get into the funds and monitor the cash flow.”
4. Italy Mission — “The user interface is very dated. While we use the platform primarily on desktop, it is hard to access the page on mobile.”