SEP
Customer UAT Testing

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Who we tested with

- 5 Business Owner / Senior Decision Makers @ Taylor McKenzie Lab in Glasgow

What we were trying to find out

We were interested in:

1. How stable SEP was before Beta release
2. Tease out a few areas that we still expect some minor issues
3. Brexit impact

Starting URL: https://se-qa-singleentrypoint.azurewebsites.net

Summary

- The site is fairly stable and most things work quite well
- The only real issue is that people are not expecting the Event Links to send them to another site (usually bgatway.com), and they can become lost.
  This is worse if they have to register for a MyBusinessID, as this is intense enough to break the sent trail.
- The Company/Address lookup now works very well and got good feedback.
- The only minor niggle left is when people select the wrong address and try to use it for a second time. It does not have a reset capability.
- The homepage image was well received
- The grey footer was viewed as a bit clunky but not really a problem
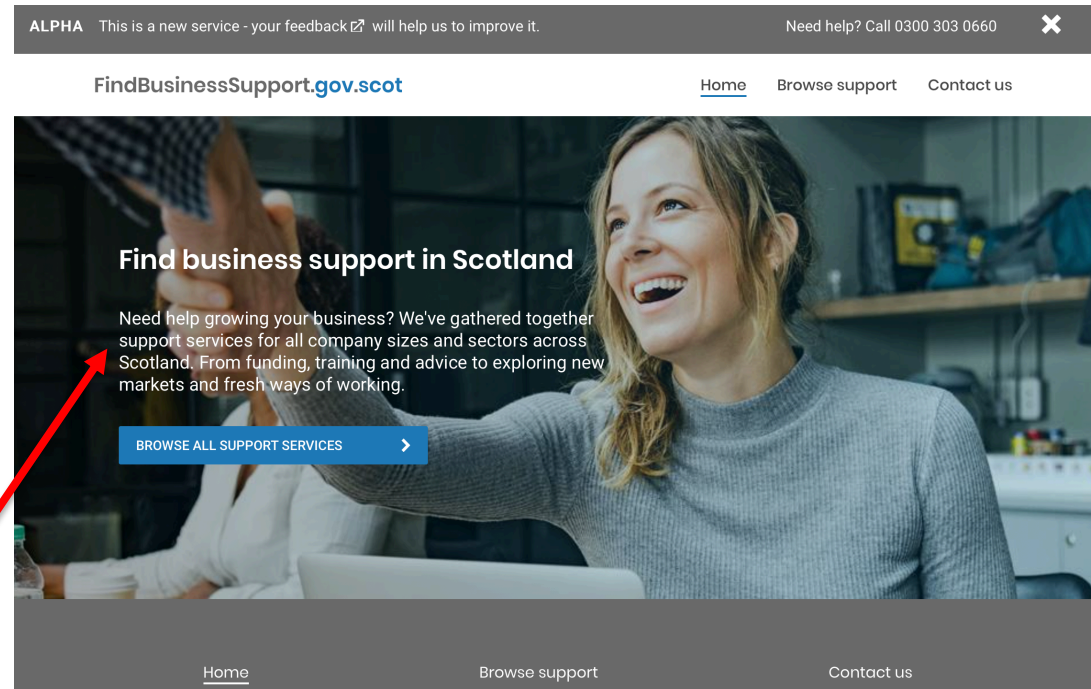
Home Page

The homepage image was well received.

The homepage was generally well received and everyone clicked the Blue CTA button and progressed into the site.

The homepage text was not as well received because of being a bit harder to read and viewed as not "Saying what it Does" clearly enough

There was some uncertainty about the site being just for startups or all companies

Support Listings

The service listing was well received.

It was perceived as being like "GOV.UK" which was good

Search and Filter being separated worked well.

Some people got mildly confused between the filter being OR instead of AND

The CTA was very clear

People were unsure about who delivered each thing

FindBusinessSupport.gov.scot

Home   Browse support   Contact us

Search for business support services in Scotland

Search

E.g. Research, funding etc.

Filter

Types of support

- [ ] Self-help guides
- [ ] Programmes
- [ ] Research and information
- [ ] Consultancy and advice
- [ ] Funding
- [ ] Training

43 support options
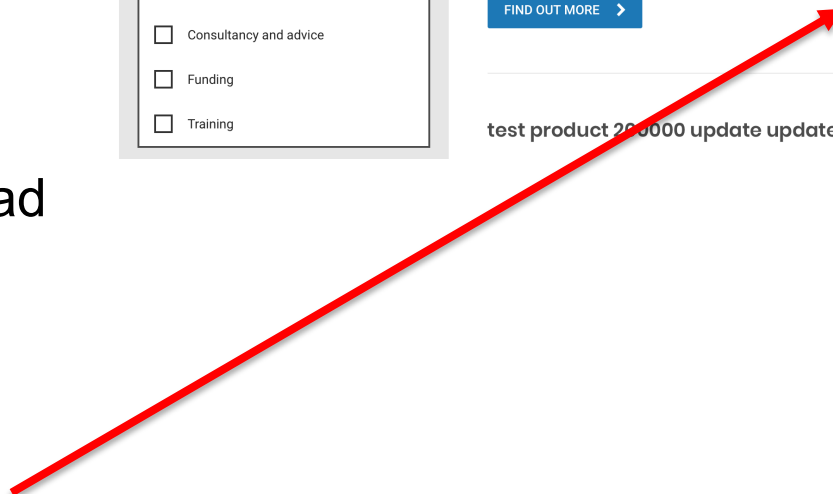
All support   Events   Sort by...

Funding for community asset projects

Funding

Financial support is available for eligible groups for capacity-building events, training, and knowledge exchange, to help them maximise assets and develop more sustainable communities.

FIND OUT MORE ▶

test product 200000 update update

Individual Support Listing

It was perceived as being like
"GOV.UK" which was good

The links at the top were well
received

Cost & Eligibility were lauded for
being near the top. Everyone
commented on them being the first
thing they would look at

The CTA was very clear (Blue
Button at the bottom)
BUT
Some people were not expecting
what looked like a CONTACT
FORM.

FindBusinessSupport.**gov.scot**

Home   Browse support   Contact us

← Back to search results

Funding for community asset projects

Contents

- What does this involve?
- Am I eligible?
- What does this cost?
- Who is this for?
- How long does this take?
- Important information
- Next steps

Support provided by

HIE
Highlands and Islands Enterprise
Iomairt na Gàidhealtachd 's nan Eilean

What does this involve?

Community groups can get financial support for:

- knowledge exchange visits with another group, either as a host or visitor, for the purpose of exchanging know-how and experience to benefit their community

Community groups as well as intermediaries can get financial support for:

Submit an Enquiry

The brevity of the form was well received

The address lookup was also well received

Some people tried to use the company/address lookup a 2nd time and couldn't

FindBusinessSupport.gov.scot   Home   Browse support   Contact us

Submit an enquiry: Funding for community asset projects

Simply enter your information in the fields below and one of our helpful team will be in touch within 2 business days. If you want to talk to someone, you can give us a call on 0300 303 0660. Our lines are open from 8.30am to 5.30pm, Monday to Friday.

Mandatory fields are marked with an *

Has your business started trading? *
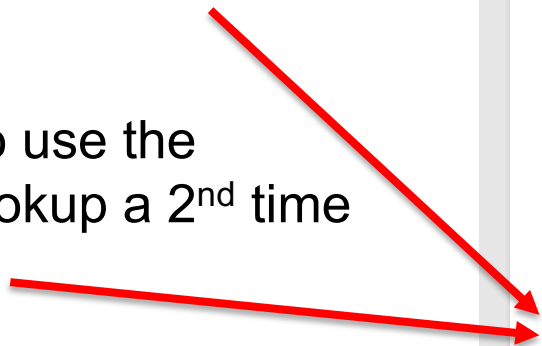
First name * ?   Last name * ?

Yes   ⌄

Email address * ?   Phone number * ?

Business name and trading address * ?

Start typing your company's name, trading address or postcode

Your message for us *

☐ I accept the terms of the privacy policy. *

You must review and accept the terms of the privacy policy to continue.

Event Listings

The events listing was well received.

The meta data under each event was appreciated as it meant that people did not have to go into each event to get the info

There was an issue with people being sent to another site to see the event details without them realizing what had happened OR expecting that to happen.

Suggestion: Make it more explicit that the CTA button takes you to another site

FindBusinessSupport.gov.scot

Home   Browse sup

Search for business support services in Scotland

Search

E.g. Research, funding etc.

Filter

Location

E.g. Postcode, town, city, etc.

+ 15 miles

Categories

☐ Advertising & marketing

☐ Bookkeeping & tax

☐ Brexit

557 event options

All support   Events   So

Business Start-Up: Finance

This workshop aims to give an introduction to the role of finance in business.

⊙ **Location:** Business Gateway Perth, Saltire House, Whitefriars Crescent, Perth, PH2

🗓 **Date:** 31 Oct 2019   📇 **Cost:** Free

⏱ **Start time:** 5:30 pm   ⏱ **End time:** 8:30 pm

FIND OUT MORE ⇗

Individual Event Listing

← All Events

Business Start-Up: Finance

This workshop aims to give an introduction to the role of finance in business.

Continue booking →

Essential Info

📅 31st October 2019

🕐 17:30 - 20:30

📍 Business Gateway Perth
Saltire House
Whitefriars Crescent
Perth
PH2 0PA

What to expect from this event

The workshop will look at:

- managing a profit and loss account

SEP Feedback Quotes

- *Am I eligible and how much it costs. That's what I am interested in.*

- *When will this go live. It is interesting.*

- *The homepage doesn't scroll down?*

- *I understand the need for this. It's disjointed (business support landscape) , everyone is doing their own things. It's difficult for people to know where to start.*

- *It needs to be straight to the point. It's overwhelming when you start (a business), so we need to get things that are straightforward.*

Brexit

- *People are sick and tired of Brexit*
- *Some have stockpiled and now face cashflow issues*
- *They also face uncomfortable supplier relationships due to uneven demand patterns*
- *Business Uncertainty is still the number one stated issue caused by Brexit*

fin