

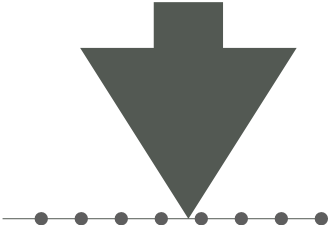
Thommas

DUGUE

Product Design Consulting



The Design Mission: Value Creation & Capture





Value Capture

Capture more value by increasing customer's willingness to pay

- Design delightful user experience,
- Create emotional bond between the customer and the product,
- Increase conversion rate
- Increase ARPU
- Increase customer's loyalty

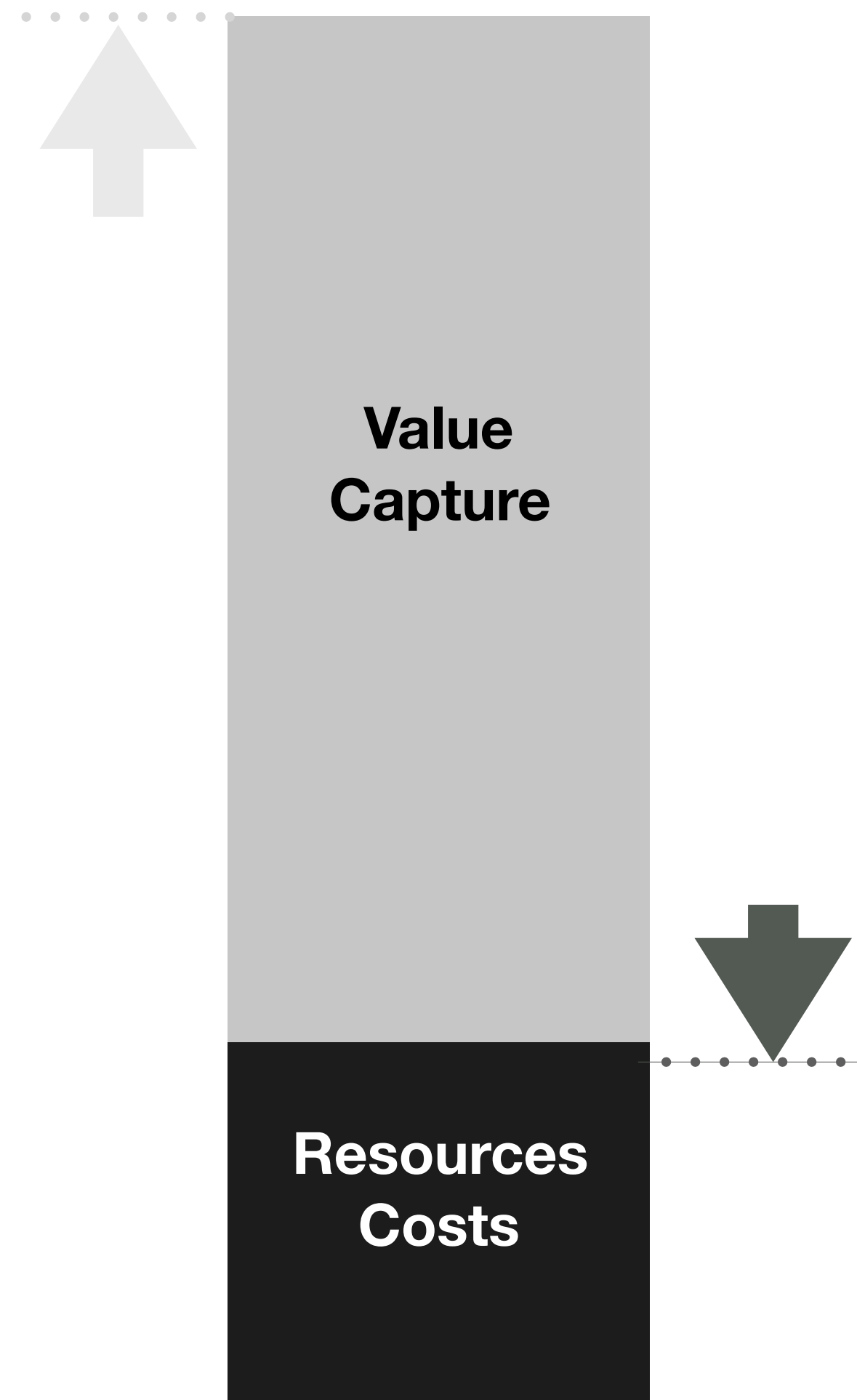
Reduce resources costs

- Design system
- UX processes
- UX standardization
- Reduce customer care support

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- The Design Activities -