"Confusion reveals where design needs clarity."

Onboarding Overview

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UXCUE.services

Design support across the product lifecycle — from early research to scalable design systems. Work with us for a specific need or partner with us end-to-end.

We offer focused UX and product design services that teams can engage independently or combine as their product evolves. Start with the problem you need solved today, and scale design capability as your product grows.

Contents

01

Intro
Consultation

Goal

Understand whether the engagement is a good fit and clarify the problem space.

This is not a sales call — it's a working session.

We discuss

1. Product overview

2. Business goals

3. User Segments, Users, Markets

4. Current challenges and constraints

5. Timeline expectations

6. Possible engagement models & Budget range (optional)

7. Existing assets (brand, product, research, analytics, content)

This working session helps:

1. Clarify the problem space

2. Evaluate product maturity

3. Identify risks and opportunities

4. Recommend the right design engagement

Outcome

1. Discovery notes

2. Initial problem definition

3. Scope direction

4. Service recommendation

5. Proposal decision: Direction + scope clarity

02

Proposal
Scope Definition

Goal

Align on what will be done and how. We define deliverables, timeline, milestones, and pricing.

Activities

1. Define deliverables
2. Define milestones
3. Define engagement model
4. Define timeline
5. Payment schedule
6. Estimate effort
7. Select one or multiple paths (UX Research,
   UI Design, Product Design, or Design Systems)

Outcome

1. Proposal
2. Statement of Work

03

Project Kickoff

Goal

We align on communication, feedback cycles, tools, and success criteria.

Activities

1. Kickoff meeting
2. Confirm communication channels
3. Define feedback process
4. Share project tracker
5. Tool access

Outcome

1. Project plan / roadmap
2. Access to tools (Figma, Notion, Slack, etc.)

04

Execution,
Feedback & Iteration Loop

Service Path Based

Depending on the engagement, projects follow one or more of these paths. Choose a focused engagement or combine services as your product evolves.

Available Service Paths

1. UX Research & Strategy → reduces product based risk
2. UX Flows & Wireframes → improves intuitiveness & engagement
3. UI Design → improves usability and perception
4. Product design → builds product experience
5. Design System → enables scale

We adapt frameworks, tools, and methods to each project
— there's no one-size-fits-all approach. Our work is often guided by the SEER framework, combining UCD thinking with JTBD insights to guide decisions.

Outcome

1. Design deliverables
2. Method to the madness
3. Sustainability

05

Handoff to Development

Goal

We prepare designs for implementation and support the development team.

Activities

1. Developer onboarding
2. Developer walkthrough
3. Design QA (optional)
4. Iteration support
5. Figma handoff

Outcome

1. Dev-ready design files
2. Specs
3. Assets

Post-Delivery Support

Goal

Ensure successful implementation.

Activities

1. Design QA
2. Implementation review
3. "Quick fixes"
4. Future roadmap discussion

Outcome

1. Happiness