Welcome to ArkHive
The world’s first identity shop

This is a new business idea we’ve been working on since 2013 and if we are honest, we have no idea if it’s going to work! It’s better to try and fail than never to have tried at all.

We really appreciate your honest feedback on what you experience here today.

Thank you.

Senior Timpson
ASSISTED DIGITAL TRIAL

• A trial with the assisted digital team at GDS and Her Majesty’s Passport Office.

• Trialling a walk in service for an assisted digital passport application.

• We ran the trial over 4 days - 2 at our Max Spielmann photo centre in Newbury and 2 at the new ArkHive shop in Henley.
Why would someone need an assisted digital service to complete a passport application online?
JAMES T- USER NEEDS VIDEO
Would providing an assisted digital service have an impact on any of our other services?
How would customers react to accessing this service in a high street environment?
JAMES T- CUSTOMER REACTION VIDEO
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