



ADA Digital Accessibility - Compliance Services –
Consulting and Design

Tab 4: Qualifications, Experience & References

The Alliance for Innovation (AFI)

ISSUE DATE 12/10/2025	DUE DATE 01/30/2026
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App Maisters Inc.

Houston (Corporate Office)

11111 Katy Fwy, Suite 910, Houston, TX77079



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COMPANY INFORMATION

Houston (Corporate Office)

1111 Katy Fwy, Suite 910, Houston, TX 77079

POC

Michael Atkinson – Director Sales –
michael@appmaisters.com
(888)391-8184



500+
Projects

60 +
Employee

25+
States Covered

9 / 10
Project
Satisfaction

CHICAGO

111 W. Jackson, Suite
1700, Chicago, Illinois,
60604

AUSTIN

108 Wild Basin Rd South,
Suite 250 Austin, TX
78746

SUGAR LAND

2245 Texas Drive, Suite
300, Sugar Land, TX
77479

LOS ANGELES

360 N. Pacific Coast
Highway, Suite 2000, El
Segundo, Los Angeles,
90245

DALLAS

3010 LBJ Freeway Suite
1200, Dallas, TX 7770

SAN ANTONIO

401 East Sonterra
Boulevard, Suite 375, San
Antonio, Texas 78258

CONTRACT VEHICLES



Type Of Business: S-Corporation

State: Texas, 2014

NAICS: 511210, 541511, 541512, 541519,
541513 541611, 541990

UEI: CJ2UXSFDGW53

<https://gov.appmaisters.com>

Years In Business: 10+ Years

DUNS: 079412844

CAGE: 8E5Z0

EIN: 465574858

TXShare
Your Public Sector Solutions Center



U.S. Small Business
Administration
8(a) Certified





About App Maisters

Our Services

Mobile Solution

We design and develop custom mobile applications that offer seamless user experiences across iOS, Android, and cross-platform environments.

Web Solution

We build intuitive, robust web applications / CMS Solutions tailored to your specific needs. Our solutions ensure that your business operations run smoothly across all devices.

AI/ML Solution

We Leverage our Capabilities to provide predictive analytics, Image Processing to natural language processing, to Provide AI/ML solution to extract valuable insights, automate processes, and drive intelligent decision-making

Cloud Solution

Our Services Include businesses transition to scalable, secure, and cost-efficient cloud environments. Whether it's infrastructure management, cloud migration, or cloud-native development,

Business Intelligence

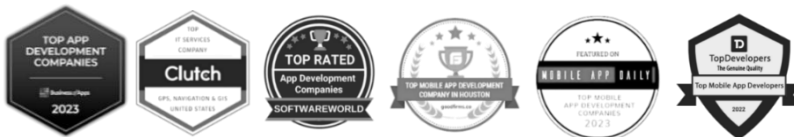
We transform data into actionable insights with our business intelligence tools by leveraging advanced analytics & data visualization, we help businesses make informed decisions and optimize their operations.

Founded in 2014 and headquartered in Houston, Texas, **App Maisters Inc.** is an **ISO 9001 & ISO 27001 certified digital transformation partner** dedicated to empowering **public agencies, educational institutions, and healthcare organizations** with secure, scalable, and user-centered technology solutions. With over **500+ successful projects delivered across 25 states**, we bring a unique blend of **local expertise and national reach**.

App Maisters is a nation wide recognized and certified small business: **SBA (8a) and MBE certified**, and an approved vendor under **Region 10, Region 16, TX-Share, and TIPS contracts**. We are also trusted under major **federal and state-level contracting vehicles**, including **OASIS+** and **NASA SEWP**, enabling us to deliver value-driven solutions to government and public-sector clients nationwide.

App Maisters Inc. is a leading provider of **digital transformation solutions and consultancy services**, specializing in **custom mobile and web application development, WCAG Compliance consultancy** for a diverse range of industries, including government, healthcare, and enterprise sectors. Our team of skilled developers, business analysts, and project managers brings **years of experience** in delivering high-quality, scalable, and secure solutions. We leverage the latest technologies, such as **cloud computing, artificial intelligence, machine learning, and IoT, to modernize legacy systems, optimize business processes, and improve user experiences**. Whether building a custom application, integrating third-party platforms, or developing cutting-edge AI models, we ensure that each solution is tailored to meet the unique needs and challenges of our clients. At App Maisters, we pride ourselves on a customer-centric approach that emphasizes collaboration, innovation, and agility. Our expertise extends across a variety of services, including full-cycle software development, system integration, enterprise architecture, data analytics, and cybersecurity. With a strong commitment to compliance standards such as **HIPAA, ISO 27001, 9001**, we prioritize data security and privacy in every project we undertake. Our team is equipped to handle complex challenges, delivering seamless, user-friendly solutions that drive efficiency and growth.

“Empowering State, Local & Federal Government Agencies through Digital Transformation”





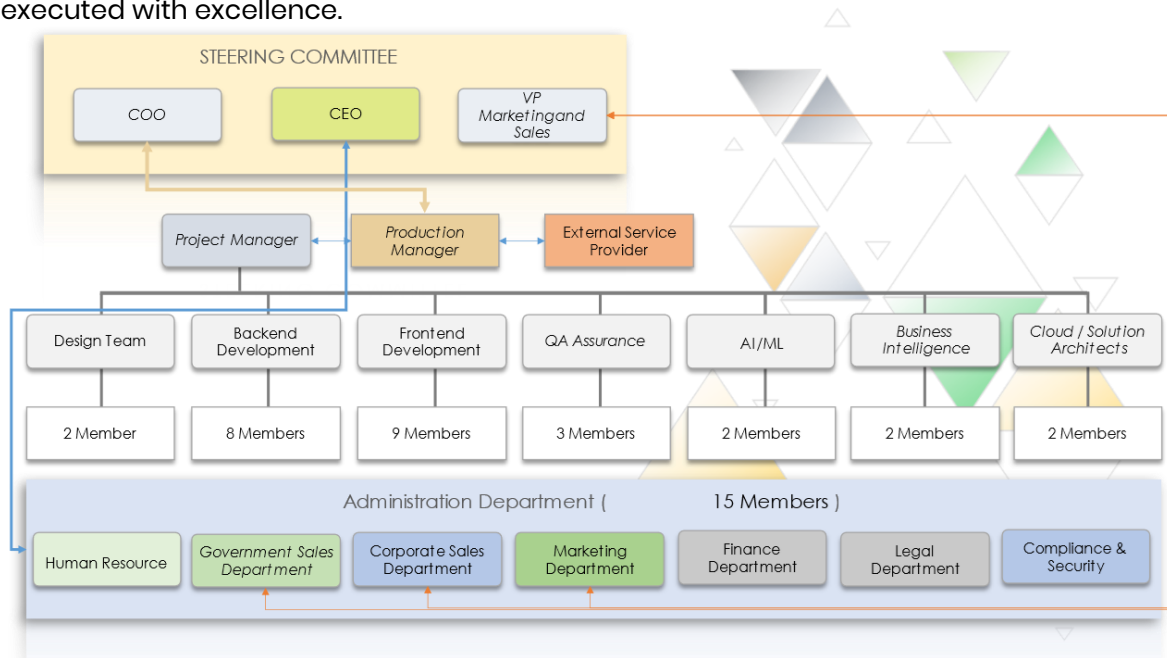
Our Clients & Partners

 Texas Department of Information Resources				
				
				
				
				
				
				
				
				



Project Governance Model/ Organization Structure

At App Masters, we firmly believe that a well-defined governance model is the backbone of any successful Project. Our strong governance model guarantees that project is aligned with the Alliance for Innovation (AFI) 's goals, within scope, and executed with excellence.



Project Leadership:

- ❑ **Project Sponsor:** Our **CEO** is engaged as the **Project Sponsor**, ensuring alignment with the Alliance for Innovation (AFI) 's strategic vision and providing high-level support.
- ❑ **Project Manager (PM):** A dedicated **Project Manager** will be appointed to oversee the day-to-day operations, ensuring that timelines, deliverables, and budgets are met.
- ❑ **Steering Committee:** We establish a **Project Steering Committee** that includes representatives from both **App Masters** and the Alliance for Innovation (AFI)

Governance Framework:

- ❑ **Clear Decision-Making:** All decisions are made through a **structured approval process**, with clear escalation paths for critical issues.
- ❑ **Transparency:** We provide real-time project tracking through a **centralized project management tool** (e.g., **Jira**, **Asana**, or **Microsoft Project**), ensuring that all stakeholders can easily access the project's progress and status.

Key Benefits:

- ❑ **On-time, On-Budget Delivery:** The governance framework ensures we stay on course, minimizing risk and maximizing efficiency.
- ❑ **Stakeholder Confidence:** Regular communication and updates increase stakeholder confidence and engagement.



OUR CAPABILITIES

At App Maisters Inc., we are dedicated to delivering innovative digital solutions tailored to meet the evolving needs of our clients. We bring a unique blend of expertise and commitment to every project we undertake.

Key Capabilities:

- 1. Extensive Public Sector Expertise:** App Maisters has an exceptional track record working with municipal entities and public agencies. This includes successful engagements with the USDA, Johnson County KANSAS, University of Texas, and University of Minnesota. Our deep understanding of public-sector requirements ensures that we can design and implement software solutions (mobile apps (Android, iOS, websites) that align with government protocols and public service standards.
- 2. Digital Transformation & Web Development:** The firm's core competencies include website redesign, mobile app development, database design and management and custom CMS solutions. App Maisters is experienced in creating user-centric, scalable websites that cater to public and private organizations alike. Our solutions are always designed to improve accessibility, performance, and mobile responsiveness, ensuring seamless interactions across devices.
- 3. Custom Integrations & Advanced Technology:** With expertise in AI/ML, cloud solutions, GIS-based platforms, and BI systems, App Maisters excels at delivering integrated, data-driven platforms that enhance operational efficiency. The company is also proficient in implementing complex third-party integrations, API developments, and cloud infrastructure for large-scale enterprise applications. App Maister is having a significant experience in integrating with open source mobile application such as Drupal Magento etc.
- 4. Diverse Industry Experience:** App Maisters has provided cutting-edge digital solutions for Government industries ranging from Resident Portals, City Government, education, healthcare, and financial services to manufacturing, utilities, and oil & gas. This broad industry exposure allows the team to leverage cross-industry best practices and ensure that the solutions delivered are not only innovative but also industry-specific and aligned with business objectives.
- 5. Agile Methodology & Speed of Delivery:** Known for its agile project management approach, App Maisters can quickly scale solutions to meet tight deadlines without compromising on quality. We focus on delivering fast time-to-value while minimizing risks and addressing client needs with precision.
- 6. Multi- Lingual Support App:** At App Maisters, We have developed multiple mobile apps and websites supporting multiple languages. The app shows the content in the language selected by the user.



7. Data Management: At App Maisters Inc., we implemented robust data management services to ensure seamless control over the content and data. Our comprehensive approach empowers the client with full access to manage and update website content, while our detailed training equips staff with the necessary skills to utilize platform tools effectively.

8. Data Security: App Maisters ensures top-tier security through regular penetration testing, vulnerability assessments, and data encryption to protect against threats. We also implement multi-factor authentication (MFA) and role-based access controls to restrict access to sensitive data. Our commitment to these security practices ensures compliance with regulatory requirements and safeguards throughout the development lifecycle.

9. ISO 9001 and ISO 27001: App Maisters Inc. is committed to delivering the highest quality of digital solutions and maintaining the security of our clients' data through adherence to internationally recognized standards. We are proud to align our operations with **ISO 9001 and ISO 27001 certifications**, demonstrating our dedication to both quality management and information security.

10. Hosting: App Maisters provides a secure, scalable cloud hosting environment designed to support mission-critical legal applications. Our infrastructure includes robust security protocols (encryption, access control, audit logging), elastic scaling for peak usage, and a comprehensive Disaster Recovery (DR) plan with automated backups, failover support, and multi-region redundancy—ensuring high availability, resilience, and compliance with industry standards such as HIPAA, CJIS, and SOC 2.

11. Training: At App Maisters Inc., we empower your team with full control over content management, offering remote training on platform tools. Our training covers everything from basic administration, content editing, and user role management to advanced functions like reporting and module use. We also provide downloadable resources and ongoing support to ensure your staff can confidently manage and update your website. Whether it's for content creation or module-specific training, we're here to assist whenever needed.

12. Capacity & Support App Maisters Inc. have over 30+ developers and staff to offers comprehensive development and support services to ensure seamless platform performance and user satisfaction. Our support services include business-hour phone support, portal/email support, and dedicated onboarding and refresher training for users. We also provide continuous system maintenance, real-time patches, and infrastructure support, including 24/7 server monitoring and security protection. With expert staff and quick response times,

13. WCAG Compliance: App Maisters designs and develops applications in full compliance with **WCAG 2.1 accessibility standards** and the **Americans with Disabilities Act (ADA)** requirements. We ensure inclusivity by enabling equal access for individuals with visual, auditory, motor, or cognitive disabilities. Our team integrates accessibility features such as screen reader compatibility, high-contrast modes, alternative text, and keyboard navigation, validated through the **AccessiBe** tool for continuous compliance.



Accessibility & Government Experience

App Maisters brings over a decade of proven digital accessibility leadership, backed by extensive work with public agencies, health systems, and enterprise organizations. Our team combines deep compliance knowledge, cross-agency contracting experience, and financial resilience to serve as a long-term accessibility partner under the AFI/Edge Public cooperative framework.

□ Years of Experience

- **10+ years** delivering **accessibility consulting, platform remediation, and compliance testing**
- Services span digital strategy, audits, WCAG/Section 508 remediation, training, and policy alignment

□ Standards Expertise

Our accessibility professionals are trained in:

- **WCAG 2.0 / 2.1 / 2.2 (Level A & AA)**
- **Section 508** of the Rehabilitation Act (US Federal Agencies)
- **ADA Title II** (state/local governments) and **Title III** (public accommodations)
- **EN 301 549** (when applicable in global contexts)

□ Highlighted Accessibility Projects

➤ **Johnson County, TX (Public Sector Web application)**

- Conducted WCAG 2.1 audit and remediation for county government website
- Developed WCAG complaint web application
- Delivered training for in-house IT and communications staff
- Ongoing quarterly reviews and monitoring

➤ **Psych+ (Healthcare App)**

- End-to-end accessibility analysis of mobile mental health platform
- Remediated issues in React Native front-end, validated against WCAG and ADA
- Supported policy alignment for HIPAA + accessibility intersection

➤ **App Maisters Website**

- Internally remediated and maintained to WCAG 2.2 standards
- Includes role-based ARIA, keyboard testing, screen reader UX enhancements
- All three engagements demonstrate successful delivery of WCAG-aligned experiences across platforms and industries.



☐ Experience with Cooperative & Multi-Agency Contracts

App Maisters has actively supported national and state cooperative contracts, delivering scalable digital solutions under frameworks such as:

- ☐ TIPS USA
- ☐ TXSHARE
- ☐ NASA SEWP V
- ☐ OASIS+ (GSA)

Financial Strength Indicators:

- **Verified financial stability through DUNS (Data Universal Numbering System)** – actively monitored and approved
- **\$5 million in active business liability and cyber insurance coverage**, demonstrating our readiness to serve public sector clients and protect against risk
- **Privately held with zero debt** and a consistent record of year-over-year profitability
- **Diversified revenue portfolio**, including public sector, healthcare, and enterprise markets
- Dedicated financial controls, compliance processes, and **scalable capacity** to support projects ranging from small engagements to national rollouts



Capacity & Reach

1. Nationwide Service Coverage – All States, All Sectors

App Maisters delivers services remotely and on-site (as needed) through a **distributed U.S. delivery team** of accessibility consultants, project managers, and technical specialists.

Scope of Services Offered Nationally:

- WCAG 2.1/2.2 AA audits (web, mobile, documents, media)
- Section 508 / ADA Title II & III compliance support
- Custom training for content authors, IT, procurement & legal teams
- PDF/document remediation
- Third-party accessibility validation
- Governance & roadmap development
- Advisory and DOJ-readiness consulting
- Testing with assistive technologies and screen readers

All services are coordinated through our **secure client portal** (Teamwork), enabling collaboration regardless of geography.

2. U.S. Territories Service Availability

App Maisters is prepared to support Participating Public Agencies (PPAs) in the following **U.S. territories without limitation**:

Territory	Service Capability	Delivery Notes
PR Puerto Rico	<input checked="" type="checkbox"/> Full support	English language materials available upon request
GU Guam	<input checked="" type="checkbox"/> Full support	Time zone scheduling accommodated via Pacific team lead
VI U.S. Virgin Islands	<input checked="" type="checkbox"/> Full support	Remote delivery model, same service level as mainland.



3. Addressing Challenges Across Agency Sizes & Technical Capabilities

We recognize that **each agency is unique** – from small rural towns to statewide systems – and we tailor our delivery model to meet their capacity and context.

Common Challenges & Our Solutions:

Challenge	App Maisters Approach
Small entities with limited staff/budget	Offer low-cost bundles, simplified onboarding, and done-for-you audit/remediation
Varying levels of technical maturity	Provide tailored documentation, hands-on support, and role-based training
Lack of internal accessibility expertise	Assign a dedicated Accessibility Advisor to guide decisions and compliance strategy
Complex, multi-site environments	Use structured intake, portfolio dashboards, and scalable governance models
Limited bandwidth for frequent meetings	Asynchronous delivery using Teamwork, email, and flexible cadence
Siloed departments or unclear accountability	Facilitate cross-functional kickoff sessions and shared access portals



Project Team & Roles

Customer Relationship & Account Manager Experience: 10+ years
Dynamic and results-driven professional with a proven track record of visualizing innovative product ideas and effectively communicating complex technology concepts to production teams.

Michael Atkinson

Ron Brogdon

Vice President Sales And Marketing Experience: 30+ years
Expert in driving revenue growth and market expansion, with a focus on strategic leadership and team development in competitive sectors.

Project Manager/ Program Lead Experience: 10+ years
Agile project manager Dynamic and detail-oriented with over 10+ of experience in Project Management, and implementing technology-driven solutions to enhance operational efficiency.

Taimur Longi

Frank Fu

Developer/ Technical Accessibility Lead Experience: 8+ years
Experienced Full Stack technical lead in combination of Hardware Engineering with expertise in the entire software development lifecycle, from systems architecture to implementation.

Developer Experience: 5+ years
Experienced Full Stack .NET Developer with expertise in the entire software development lifecycle, from systems architecture to implementation.

Jack li

Fahad Malik

Quality Assurance Experience: 7+ years
Experienced in entire software development lifecycle, from systems architecture to implementation. Skilled in creating Web and Windows applications using N-tier Architecture and mastering the SDLC.



Ron Brogdon

Vise President Sales And Marketing

HIGHLIGHT

Years of Experience

30+ Years

App Maisters Inc (Since 2013)

TOOLS & TECH EXPERTISE

- MS Projects
- Clicks up
- Team Work
- Jira
- MS OFFICE
- Prezi
- Analytics

QUALIFICATION

The University of Texas at El Paso

Associate's degree, Business Administration College

Business Administration and Management, General

Summary

Expert in driving revenue growth and market expansion, with a focus on strategic leadership and team development in competitive sectors.

- ☐ 14+ years as Vice President of Sales and Marketing, spearheading market expansion and sales strategies.
- ☐ Accomplished leader with a knack for solving complex sales challenges and effective communication.

Projects With App Maisters Inc.

Organization	Role	Period
Texas A&M	VP Sales	2023 – 2024
RIDESHARE	VP Sales	2022 – 2023
Johnson County, KANSAS	VP Sales	2023 – 2024
Parklawn	VP Sales	2022 – 2023
STRYKER	VP Sales	2021 – 2022
USDA	VP Sales	2021 – 2022
MONTAPLAST	VP Sales	2020 – 2021
PSYCH+	VP Sales	2021 – 2022
SCOREUS	VP Sales	2021 – 2022
PRIME	VP Sales	2021 – 2023
HAWAII	VP Sales	2021 – 2023
QUICKSTART	VP Sales	2021 – 2022
WYTH CARPOOLING	VP Sales	2020 – 2021

Skills & Expertise

Project Management	
Agile Methodologies	
Financial Management	
SDLC	
Understanding of Business	
Technical Architecture	



Michael Atkinson

Customer Relationship & Account Manager

HIGHLIGHT

Years of Experience

10+ Years

App Maisters Inc (Since 2021)

TOOLS & TECH EXPERTISE

- MS Projects
- Clicks up
- Team Work
- Jira
- MS OFFICE
- Prezi
- Analytics

QUALIFICATION

Masters in Computer Science

Summary

Dynamic and results-driven professional with a proven track record of visualizing innovative product ideas and effectively communicating complex technology concepts to production to production teams. Adept at cultivating strong client relationships, and in bridging the gap between technical and non-technical stakeholders, fostering collaboration, and achieving business objectives.

Projects With App Maisters Inc.

Organization	Role	Period
MetroHealth	Account Manager	Jul 24 – Jun 25
Texas Veteran Commission	Account Manager	Jul 24 – Jun 25
Town of Vail	Account Manager	Jul 24 – Jun 25
USDA	Account Manager	Jul 21 – Jun 24
PRIME – UNIVERSITY OF MINNESOTA	Account Manager	Jul 21 – Jun 24
QUICKSTART.COM	Account Manager	Jul 21 – Jun 22
HAWAII REVEALED	Account Manager	Jul 21 – Jun 22
MONTAPLAST	Account Manager	Jul 20 – Jun 21

Skills & Expertise

Project Management	
Agile Methodologies	
Risk Management	
Team Leadership	
Financial Management	
Stakeholder Communication	
SDLC	
Understanding of Business	
Technical Architecture	



TAIMUR LONGI

Project Manager/ Program Lead

HIGHLIGHT

Years of Experience

11+ Years

App Maisters Inc (Since 2018)

TOOLS & TECH EXPERTISE

- MS Projects
- MS Visio
- Clicks up
- Team Work
- Jira
- Microsoft Office

QUALIFICATION

Griffith College (Dublin, Ireland)

Professional Certificate in International Business Management

Summary

Agile project manager Dynamic and detail-oriented with over 10+ of experience in Project Management, and implementing technology-driven solutions to enhance operational efficiency.

- ❑ Collaborated with clients on product vision and roadmaps.
- ❑ Managed full product lifecycles for clients.
- ❑ Coordinated execution across multiple teams.
- ❑ Conducted market and competitive analysis.

Projects With App Maisters Inc.

Organization	Role	Period
MetroHealth	Project Manager	Jul 24 – Jun 25
Texas Veteran Commission	Project Manager	Jul 24 – Jun 25
Johnson County, KANSAS	Project Manager	Jul 24 – Jun 25
Parklawn	Project Manager	Jul 24 – Jun 25
Procyrion	Project Manager	Jul 24 – Jun 25
Texas A&M	Project Manager	Jul 24 – Jun 25
HAWAII	Project Manager	Jul 24 – Jun 25
RIDESHARE	Project Manager	Jul 24 – Jun 25
TOWN of VAIL	Project Manager	Jul 24 – Jun 25

Skills & Expertise

Project Management	
Agile Methodologies	
Risk Management	
Team Leadership	
Financial Management	
Stakeholder Communication	
SDLC	
Understanding of Business	
Technical Architecture	



Frank Fu

Full Stack Developer/ Technical Accessibility Lead

HIGHLIGHT

Years of Experience

13+ Years

App Maisters Inc (Since 2020)

TOOLS & TECH EXPERTISE

Languages

- C#.Net
- .Net VB
- C
- PHP
- C++
- T-SQL
- SQL
- PL/SQL
- VB6.0
- Kotlin
- Swift

Database

- MySQL
- Oracle
- Well versed
- Mongo Db
- Mario Db
- MS Access

Report

- Crystal report
- SQL Server report

Framework

- NET Framework 5.0/4.5/3.5

Web Server

- IIS5.0/6.0/7.0/8.0

QUALIFICATION

Bachelor of Engineering
Computer Science

Masters in Computer Science

Summary

Experienced Full Stack technical lead in combination of Hardware Engineering with expertise in the entire software development lifecycle, from systems architecture to implementation. Full-stack developer skilled in coding, debugging, testing, and troubleshooting across web, iOS, and Android platforms. Proficient in .NET, PHP, JavaScript frameworks, SQL/NoSQL, and ORM tools like Sequelize together with Experience in IoT Projects

Projects With App Maisters Inc.

Organization	Role	Period
MetroHealth	Technical Lead	Jul 24 – Jun 25
Texas Veteran Commission	Technical Lead	Jul 24 – Jun 25
Town of Vail	Technical Lead	Jul 24 – Jun 25
Parklawn	Technical Lead	Jul 22 – Jun 23
Johnson County	Technical Lead	Jul 23– Jun 24
Procyrion	Technical Lead	Jul 20– Jun 21
TEXAS A&M	Technical Lead	Jul 22 – Jun 24
RIDESHARE	Technical Lead	Jul 20 – Jun 21

Skills & Expertise

Project Management	
Agile Methodologies	
Risk Management	
Team Leadership	
Hardware Engineering / IoT	
Stakeholder Communication	
SDLC	
Understanding of Business	
Technical Architecture	



Diversity & Inclusion

Minority-Owned Business (MBE): App Maisters is recognized as a minority-owned business, further emphasizing our commitment to promoting diversity in the workplace.

THIS CERTIFIES THAT

App Maisters Inc



NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **HOUSTON MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 518210; 513210; 541430; 541511; 541512; 541519

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

10/21/2024		HS23620
Issued Date		Certificate Number
11/30/2025	 Ying McGuire NMSDC CEO and President	 Ingrid M. Robinson, President
Expiration Date		

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

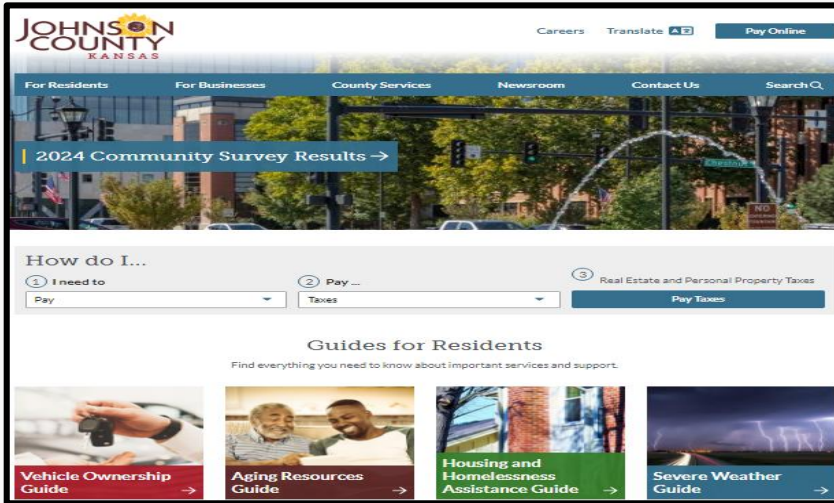


The Johnson County, Kansas

Resident Portal Websites, CMS & Mobile App 2023-2024

Introduction

The Johnson County Service System represents a pioneering initiative aimed at revolutionizing service delivery and enhancing the lives of residents in Johnson County, Kansas City. This innovative platform integrates mobile and web applications alongside a robust Content Management System (CMS) to facilitate seamless access to a wide range of services while optimizing operational efficiency for county staff.



Objective

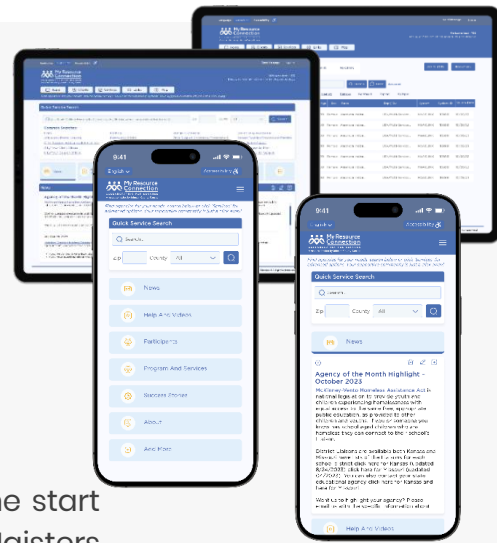
The primary objective of the Johnson County Service System is to empower residents by providing them with convenient access to essential county services through user-friendly mobile and web applications. Additionally, the system aims to streamline internal operations for county staff through the implementation of a comprehensive CMS. By leveraging cutting-edge technology and intuitive design, the objective is to enhance the quality of life for residents while improving service delivery efficiency.

Project Details

Residents and My Resource Portal
Complemented with Mobile application for Residents

Main Features:

- ✓ User-friendly mobile and web applications for service requests
- ✓ GIS integration for location-based services and mapping
- ✓ Comprehensive service directory with search functionality
- ✓ Personalized user profiles with notification alerts
- ✓ Secure data management and compliance with regulations
- ✓ Online payments integration for fee payments
- ✓ Multilingual



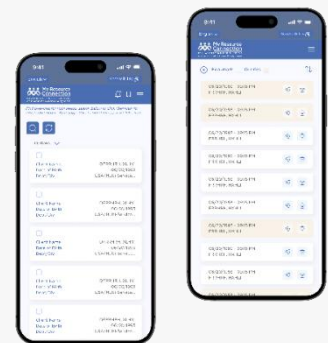
Project Solution

Accessibility was treated as a core requirement from the start of the Johnson County Resident Portal project. App Maisters embedded **WCAG 2.1 Level AA standards** into discovery, design, development, and QA rather than addressing accessibility after launch. During the UX and design phase, all user journeys were reviewed against four WCAG principles: Perceivable, Operable, Understandable, and Robust (POUR) principles to ensure content was perceivable, operable, understandable, and robust. Layouts, content hierarchy, and multilingual interfaces were designed to work with assistive technologies and without reliance on visual cues alone. In development, the platform was built using semantic HTML and appropriate ARIA practices to ensure full screen reader compatibility. All features were fully usable through keyboard-only navigation, with clear focus indicators and logical tab order. Visual design met contrast and text-scaling requirements, and color was never used as the sole means of conveying information. Forms, payments, and service requests were made accessible through properly labeled fields, clear error handling, and screen-reader-friendly instructions. Images and media included alternative text and accessible controls. Key accessibility features included **Screen reader compatibility, Keyboard-only navigation, High-contrast color, Alternative text (alt-text) Form accessibility enhancements.**

- Tools & Tech:**
- Backend: Visual Basic
 - Frontend: Bootstrap, HTML, CSS and jQuery
 - Database: SQL Server.

Result & Benefit

- **Enhanced Accessibility:** Residents access a wide array of county services conveniently via web application.
- **Personalized User Profiles:** Residents profiles to track service requests, optimizing user experience and interaction efficiency.
- **Secure Data Management:** Robust security measures safeguard residents' data, ensuring compliance with regulations.
- **Online Payment Options:** Integration with payment gateways enables residents to make online payments.

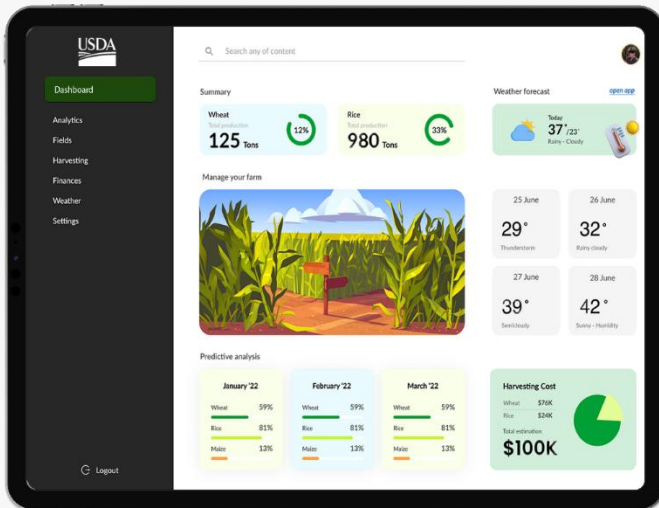


Poisonous Plant Directory App

(2022-2023)

Introduction

The Poisonous Plant Research Laboratory, a federal agency under the United States Department of Agriculture (USDA), is dedicated to investigating poisonous plants and their toxins, developing diagnostic and prognostic procedures



Objective

The mobile application serves as a user-friendly platform for farmers and citizens to easily search for and access vital information about harmful plants that could impact agricultural activities and animal welfare.

Project Details

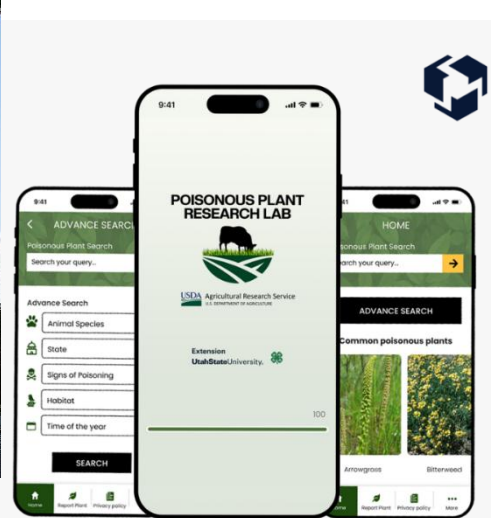
a comprehensive solution to develop an iOS/Android mobile application addressing the critical need for farmers and citizens to access vital information about poisonous plants and their effects on livestock.

Duration:

Dec,2023 – Jan,2024

Main Features:

- ✓ Comprehensive database of poisonous plants
- ✓ Intuitive user interface
- ✓ Offline support
- ✓ Custom Content Management System (CMS) for administrators
- ✓ Robust reporting and user management
- ✓ Analytics and monitoring tools
- ✓ Data security and privacy measures



Project Solution

In collaboration with government officials, App Maisters developed a mobile app to address farmers' need for information on poisonous plants and their effects on livestock. Accessibility was built into the farmers' mobile application from the beginning, aligning the solution with WCAG 2.1 Level AA requirements. App Maisters designed the app so critical information about poisonous plants and livestock safety could be accessed by all users, regardless of ability or connectivity. The interface was structured to work seamlessly with mobile assistive technologies, including screen readers, and all features were usable through alternative navigation methods with large, touch-friendly controls. High-contrast visuals, scalable text, and clear layouts ensured readability in outdoor farming conditions. Images and plant visuals included descriptive alternative text, and offline content maintained the same accessibility standards as online content.

Tools & Tech:

- Backend: Node.js
- Frontend: Flutter
- Database: Fire Store

Result & Benefit

- Enhanced agricultural safety through access to poisonous plant information.
- Informed decision-making for farmers and users regarding plant impacts on livestock.
- Accessibility anywhere with offline support for remote areas.
- Efficient data management with a custom CMS for plant information updates.
- Proactive issue resolution with robust reporting and user management.
- Continuous improvement based on analytics and user behavior insights.
- Secure user experience with data security measures.
- Widened user base with iOS and Android compatibility.





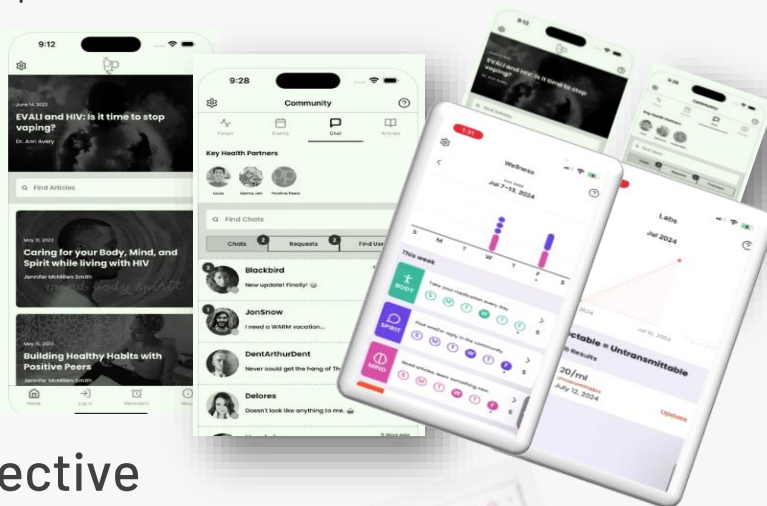
METROHEALTH

Enhancement & Maintenance of Positive Peers Platform (2024-Ongoing)

Introduction

Positive Peers, is a mobile and web-based platform launched by MetroHealth a Cleveland based healthcare organization to support young individuals aged 13–34 who are living with HIV. The platform provides a safe and supportive online community where users can connect, access health resources, track wellness progress, and receive encouragement from peers and healthcare professionals.

To ensure Positive Peers remains user-friendly, relevant, and effective, MetroHealth continuously invests in its development, enhancement, and maintenance



Objective

MetroHealth selected App Maisters to develop, enhance, and maintain Positive Peers. The objectives include proactive monitoring, testing, and timely resolution of bugs to maintain high user satisfaction. Additionally, MetroHealth prioritized ongoing maintenance and hosting as essential components of the project to ensure long-term stability and reliability.

Project Details

App Maisters partnered with MetroHealth to maintain and manage the Positive Peer platform including its modernization and migration to secure environment

Duration:

Aug 2024-

Main Features:

- ✓ Celebratory Fireworks
- ✓ Personalized Notifications
- ✓ Accessibility Improvements
- ✓ Spanish Language
- ✓ Real-Time Dashboards
- ✓ User-Friendly Interface
- ✓ Multilingual



Project Solution

Positive Peers, is a mobile and web-based platform launched by MetroHealth a Cleveland based healthcare organization to support young individuals aged 13–34 who are living with HIV. App Maisters began this initiative with **Phase zero consultancy activities** that is performing auditing, comparative analysis and review of current situation.. WCAG 2.1 Level AA compliance was integrated into the Positive Peers platform from the initial Phase Zero consultancy through design, development, and testing. App Maisters began by auditing the existing experience, identifying accessibility gaps, and aligning improvements with WCAG requirement. All functionality supported keyboard and alternative navigation, with clear focus behavior and predictable interactions. High-contrast visuals, scalable text, and non-color-dependent indicators improved usability for users with visual impairments. Images and media included descriptive alternative text, and multilingual accessibility was ensured through proper English and Spanish language support.

Result & Benefit

- **Increased Engagement:** Features like badges, fireworks, and notifications have improved user interaction and retention.
- **Enhanced Accessibility:** Improved color contrast and the introduction of a Spanish version make the platform more inclusive.
- **Support for Clinical Trials:** Real-time dashboards and analytics provide robust tools for clinical research.
- **Improved User Experience:** Regular maintenance and rapid bug fixes ensure reliability and usability.
- **Website Improvements:** Upgrades deliver better mobile responsiveness and visual alignment with app content.
- **Uninterrupted Services:** Proactive monitoring ensures zero downtime, maintaining reliability for users.

Tools & Tech:

- Backend: php
- Frontend: React Native, Expo
- Database: MongoDB, MySQL and Parse Server
- Notification: Firebase



References

Resident Portal (2023-2024)

Johnson County

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App Maisters successfully developed a user-friendly platform catering to the residents of Johnson County, encompassing features such as the Residents Portal, County Portal, Content Management System (CMS), Mobile Application, and Reporting Dashboard in 8 languages that includes Arabic, Chinese, French,, Haitian Creole, Portuguese, Russian, Spanish, Vietnamese. The web app was WCAG complaint.

Poisonous Plant Dir (2023-2022)

U.S Department of Agri (USDA)

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The Poisonous Plant Research Laboratory, a federal agency within the USDA, conducts research on toxic plants and their effects on livestock. By developing diagnostic tools and management strategies, the lab safeguards the agricultural sector and supports the health of livestock, benefiting farmers and ensuring industry sustainability

Positive Peer Platform 2024-2029

MetroHealth (Ohio)

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The Positive Peers platform, developed by MetroHealth, is a mobile and web-based solution supporting young individuals living with HIV by providing a safe, engaging community and access to health resources. App Maisters contributed through Phase zero consultancy and Phase 1 design and implementation, enhancing features like badges, notifications, and improved **accessibility**, including **multilingual** support in English and Spanish. Additionally, real-time dashboards and mobile responsiveness were optimized to ensure long-term engagement and effectiveness.