



ANTHRO-TECH HUMAN-CENTERED DESIGN SERVICES

ADA Digital Accessibility Consulting and Design

Prepared for: Samantha Perez, Alliance for Innovation

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anthrotech

Tab 4: Qualifications and Experience; References

3.1 Company Information

Contact Person: Suzanne Boyd

Contact Person's Phone Number: 360-584-9151

Contact Person's Email Address: sales@anthro-tech.com

Physical Address: 1107 Harrison Avenue NW Olympia, WA 98502

Company Profile:

Company Name: Anthro-Tech, Inc.

Legal Structure: S-Corporation

Year of Establishment: 1997

Corporate headquarters location: Olympia, Washington

Our services are delivered nationwide

Anthro-Tech serves public sector entities across federal, state, and local government levels, along with healthcare and highly regulated organizations. Our team has accumulated extensive experience providing accessibility consulting, training and conducting manual accessibility audits of desktop and mobile sites and applications for dozens of government agencies, including city and county governments like the City of Bothell, City of Seattle, Snohomish County, and King County; Washington state government agencies, including Department of Revenue, Department of Services for the Blind, Office of Equity, Healthcare Exchange, and Employment Security Department, plus healthcare clients including Washington Health Benefit Exchange and Legacy Health.

3.2 Accessibility & Government Experience

Anthro-Tech has a longstanding and successful track record of providing comprehensive accessibility consulting and digital remediation services for numerous state and local government entities. With over 2 decades of experience in transforming public-facing websites and applications, we specialize in developing inclusive digital experiences that go beyond ensuring compliance to fostering equity and usability for all.

Anthro-Tech brings proven experience successfully delivering services through cooperative contracting vehicles and multi-agency procurement programs. For example, Anthro-Tech was chosen to be the State of Washington's vendor of record for providing UX and UI consulting, accessibility, research, and design services for Washington Technology Solutions (WaTech) through a competitive procurement. Government agencies (local and state) seeking our services can set up an interagency agreement and request a scope of work (similar to task order) from Anthro-Tech. Anthro-Tech leads the development of all task orders while WaTech manages the contract vehicle. Anthro-Tech has provided services to more than 30 Washington state, city, and county governments through this agreement, to enhance both digital and physical products. In partnership with WaTech, we launched websites, web applications, portals, dashboards, mobile apps, intranets, geographic information systems (GIS), and commercial off-the-shelf (COTS) solutions. This resulted in improved usability, customer satisfaction, and compliance with digital accessibility standards. Additionally, these projects led to tangible business benefits such as reduced phone calls, shorter service delivery times, and increased adoption of digital services. This experience demonstrates our ability to manage complex contract administration, support diverse participating agencies, and deliver consistent quality across multiple jurisdictions through a cooperative procurement model similar to the AFI/Edge Public Master Agreement structure.

Our firm has provided digital accessibility services for more than 20 years, establishing deep expertise in:

- **WCAG 2.1 Level AA and 2.2 Level AA standards:** Our Digital Accessibility Specialists conduct thorough accessibility evaluations using WCAG 2.1 Levels A and AA and accessibility best practices as a baseline. Before each audit begins, our specialists create comprehensive accessibility plans that outline evaluation scope, specific pages and tasks selected for testing, and the tools and methods we will use.
- **Section 508 of the Rehabilitation Act:** Our assessments focus on evaluating and improving the accessibility of digital assets to ensure compliance with WCAG 2.0 Level AA and ADA Title II regulations. We have helped numerous government agencies assess web platforms, mobile applications, and third-party tools; identify accessibility gaps; and prioritize remediation efforts.
- **ADA Title II regulations:** We have partnered with government agencies facing the DOJ accessibility deadline in April 2026 to achieve WCAG 2.1 AA compliance and

meet ADA Title II regulations. Our work addresses complex digital ecosystems spanning public-facing websites, mobile applications, and third-party vendor tools to mitigate legal risk and support agencies' missions of equitable access.

DOJ Deadline and Formal Remediation Experience

We have provided clear, agile paths to compliance for government agencies working under tight DOJ deadlines. We begin with stakeholder workshops to create data-driven frameworks for evaluating and prioritizing digital assets based on usage and legal risk, ensuring every dollar is spent where it matters most. This leads to comprehensive digital accessibility assessment plans that are immediately actionable. Our assessments are conducted using agile methods essential for maximizing value under tight deadlines.

Our evaluation process has identified hundreds of accessibility issues, prioritized by their impact on users, with actionable reports delivered at the end of every sprint. This rapid feedback loop allows development teams to begin remediation immediately, saving valuable time before compliance deadlines.

Proven Government Agency Experience

We have led and delivered accessibility-focused engagements for a variety of government agencies across the US. Some examples from Washington State where many projects were contracted through a cooperative contract managed by Washington Technology Solutions (WaTech), include:

- Seattle Public Library – Developed a standardized, scalable framework to evaluate and procure digital tools with accessibility at the forefront, supporting inclusive access to library services
- Washington State Department of Transportation (WSDOT) – Conducted accessibility audits and provided actionable guidance that led to measurable improvements in the digital experience for ferry system users with disabilities
- Washington State Office of Financial Management (OFM) – Remediated a broad portfolio of public documents and interactive forms, aligning them with WCAG 2.1 standards and ensuring usability for screen reader users and keyboard navigation

- Washington State Legislature – Led a digital transformation initiative with a strong accessibility foundation, empowering citizens to engage fully with legislative processes through an inclusive online platform
- Washington State Parks – Redesigned the agency’s web presence with a mobile-first, accessible design strategy that promotes equitable access to outdoor recreation information for all visitors
- Washington Department of Licensing (DOL) – Delivered a comprehensive accessibility assessment and roadmap to improve access to key licensing services for individuals with disabilities
- WA Health Plan Finder – Conducted in-depth accessibility research and provided strategic direction that shaped a long-term roadmap for inclusive digital transformation

We are currently working with the City of Seattle on their Citywide Accessibility Compliance Project in its early stages, helping establish the foundation for their accessibility compliance initiative. Our role has been to provide strategic guidance on structuring the City’s project, ensuring they have the necessary frameworks and resources in place before expanding their efforts. Through collaborative discussions, we have assisted in identifying governance challenges, refining initial objectives, and recommending efficient approaches to accessibility compliance.

We understand that government agencies of all sizes have different resources available to support accessibility efforts. We focus on knowledge transfer and capacity building by working alongside our client teams, coaching, mentoring, and educating to build their internal capacity to meet and maintain accessibility compliance.

Financial Stability and Capacity

Anthro-Tech, Inc. is an established consulting firm with over 27 years of continuous operation providing professional services to public and private sector clients. The firm has demonstrated consistent profitability, disciplined financial management, and a strong and growing balance sheet. Anthro-Tech maintains sufficient liquidity and financial capacity to support staffing, project ramp-up, and sustained performance over the full term of this engagement. This financial stability enables the firm to reliably meet its contractual

obligations and provide uninterrupted, high-quality services to state agencies such as the PPAs served by this opportunity.

3.3 Capacity & Reach

Anthro-Tech has the capacity and flexibility to serve agencies throughout the United States, including U.S. territories. With a team of 32 full time staff members, and a pool of certified, vetted as needed employees, we can quickly scale our services to match each agency's specific needs—from comprehensive audits and full program implementation to targeted training and strategic consulting support. We assign consultants based on project requirements and budget. We operate with agility and flexibility, so we can scale efforts as priorities evolve or scope becomes more defined. This means we can dedicate consultants to work on specific workstreams ranging from part-time advisory support to full-time capacity as needed, ensuring the right level of expertise is matched to each engagement.

Anthro-Tech can provide services to PPAs across the United States, including U.S. territories. We have successfully served current and past clients across the US, including California, Hawaii, Maryland, New York, Ohio, Oregon, Texas, Utah, Virginia, and Washington.

Our ability to serve agencies of all sizes stems from our experience working with organizations ranging from small city departments to large, multi-division state and federal entities. While we operate as a fully remote team, we are readily available to be on-site as needed to support in-person collaboration, workshops, or stakeholder engagement. We have staff residing in eight states and can assign resources closest to clients when beneficial. We address the challenge of varying technical capabilities by tailoring our approach: agencies with limited internal capacity receive more hands-on implementation support and knowledge transfer, while technically mature organizations benefit from strategic advisory services that build on their existing capabilities. Our approach is designed to empower agency teams, not make them dependent on continual external support, through customized coaching, consulting, and "train-the-trainer" workshops that transfer the skills and mindsets needed to sustain accessibility practices internally.

3.4 Key Personnel

Anthro-Tech has a diverse team with expertise at all levels, from industry-leading experts to skilled entry-level professionals. We staff each project appropriately, ensuring the right mix of experience and specialization to meet client needs effectively. Our approach balances deep expertise with fresh perspectives, allowing us to provide innovative, high-quality solutions tailored to each engagement.

Our proposed team members are experts in digital accessibility, governance, and project management who have each worked with dozens of local, state, and federal agencies. We can also access expertise from other members of our consulting team if other levels and areas of expertise would benefit our work together.

Project Leadership

TORI LEONARD

Role in the company: UX Practice Director (10 years at Anthro-Tech)

Experience: 14 years of UX project leadership

Role on this project: Client Engagement Director (Customer Success/Relationship Manager)

ADDITIONAL WORK EXPERIENCE

- UX project lead and researcher, Anthro-Tech 2016-present
- UX Researcher II, Big Fish Games, 2013–2015
- Social Researcher, Insight Exchange LLC, Big Sofa Project, 2011–2012

EDUCATION

- University College London, Master of Science in Digital Anthropology, London, U.K., 2012
- University of Iowa, Bachelor of Art in Anthropology, Bachelor of Art in Journalism and Mass Communications, Iowa City, Iowa, 2010

SKILLS

- **Human-centered Design Training and Coaching:** Experienced coach and trainer helping organizations build capacity in Human-centered design mindsets and techniques so they can build internal capacity to leverage HCD as a problem-solving approach.
- **Human-centered design research:** Seasoned practitioner in all user-centered design research and design methods, including user interviews, surveys, contextual inquiries,

usability testing, remote usability testing, cognitive walkthroughs, diary studies, heuristic evaluations and more.

- **User experience strategy:** Experienced in providing UX strategy support for clients to advise on UX best practices, identify opportunities to gather user feedback, and methods to generate data to drive decision making.
- **Research design:** Expert at gathering business goals and research objectives to design custom, mixed-methods research approaches to gather the right amount and kind of data to support user-centered design.
- **Qualitative research moderation:** Expert moderator of qualitative research methods including interviews, contextual inquiry, focus groups, and mixed methods approaches such as usability testing.
- **Workshop facilitation:** Experienced workshop and training facilitator for training client teams, conducting design thinking workshops with diverse stakeholders, and guiding stakeholder groups through prioritization and decision-making workshops.
- **Research analysis:** Expert in analysis, data triangulation, and communication of research results. Including analysis of qualitative and quantitative data, comparative studies, iterative research and design benchmarking, and survey analysis. Makes clear, actionable, and detailed recommendations based on user research results and prioritized by business goals and severity of impact on the customer experience.
- **Scrum and agile project management:** Well-versed in project management for agile development environments.

CERTIFICATIONS

- Certified Scrum Master, Scrum Alliance, 2017
- Certifications in Cultivating Creative Collaboration, Creative Leadership, and Story Telling from IDEO U, 2020
- Nielsen Norman Group (NN/G) Certified in UX Management, 2022

CAMY NAASZ

Role in the company: Director of Human-Centered Design (15 years at Anthro-Tech)

Experience: 15+ years of human-centered design and research

Role on this project: Project Lead; Ensure that a project is delivered successfully—on time, within budget, and according to scope

ADDITIONAL WORK EXPERIENCE

- Web Usability Consultant, Washington State Department of Information Services, Website Services, 2008–2011

- Management Analyst, Washington State Office of Minority & Women's Business Enterprises, 2005–2008

EDUCATION

- Virginia Polytechnic Institute and State University, B.S., Business Information Technology, focus on Decision Support Systems, Blacksburg, Virginia, 2001

SKILLS

- **Leading multi-agency/large scale projects:** Coordinating diverse stakeholders and large project teams to achieve shared goals.
- **User experience consulting:** Advise on short- and long-term human-centered design goals. Guide organizational process improvements to build seamless customer experiences.
- **Human-centered design:** Plan and execute a variety of human-centered design research and design methods, including user interviews, surveys, contextual inquiries, usability testing, cognitive walkthroughs, diary studies, heuristic evaluations, and generating design concepts, prototypes, and templates.
- **Research analysis:** Analyze and communicate research data such as user observations, survey responses, usage data logs, and benchmark metric trends.
- **Research and design synthesis:** Make clear, actionable, and detailed recommendations based on research themes and business requirements.
- **Requirements gathering:** Collect, interpret, and incorporate business, technical, and user requirements to drive design decisions.
- **User experience strategy:** Examine and integrate touchpoints and communication channels into seamless customer experiences. Support organizations as they blend human-centered design into their workflows and processes.

CERTIFICATIONS

- Certified Yoga Teacher, Yoga Alliance, August 24, 2014

Project Personnel

NELLY KINSELLA

Role in the company: Organizational Change Manager (5.5 years at Anthro-Tech)

Experience: 15 years of change management, communications, and governance planning.

Role on this project: Organizational Change Manager, supporting governance and policy implementation

ADDITIONAL WORK EXPERIENCE

- Associate Director of Communications, Washington Health Benefit Exchange, 2012 – 2019
- Policy Program Specialist, Washington State Health Care Authority, 2011-2012
- Quality Improvement Program Assistant, Foundation for Health Care Quality, 2009 – 2011

EDUCATION

- University of Washington, Master in Public Health, Seattle, WA, 2011
- University of Washington, Master in Health Administration, Seattle, WA 2010
- University of Washington, Bachelor of Science, focus on Public Health, Seattle, WA, 2006
- University of Washington, Bachelor of Arts, focus on German Studies, Seattle, WA, 2006

SKILLS

- **Human-Centered Design Strategist:** Seasoned practitioner working with diverse teams to put the customer at the center of everything they do.
- **Project Management:** Thorough and organized with a track record of delivering projects on time and under budget.
- **Digital Media Activation:** Experienced user in web content management, email marketing, social media, and other digital engagement tools. Practiced in meeting target audiences with the right channel at the right time.
- **Product Management:** Attuned collaborator across functional teams to chart out product roadmaps that are adaptive to customers' constantly evolving needs and expectations.

CERTIFICATIONS

- Craft and Lead a Strategic UX Vision Intensive, Center Centre, 2024

- Practitioner and Facilitator of Human-Centered Design, LUMA Institute, 2022
- Scrum Product Owner, Scrum Alliance, 2020
- Graduate Certificate in User-Centered Design, University of Washington, 2016

SRUTI VIJAYKUMAR

Role in the company: Digital Accessibility Specialist (2.5 years at Anthro-Tech)

Experience: 5.5 years of web accessibility and user research experience.

Role on this project: Accessibility Specialist

ADDITIONAL WORK EXPERIENCE

- UX Specialist, UserWorks, 2019–2022
- UI/UX Designer, Coditas, 2018–2018

EDUCATION

- University of Maryland, Baltimore County, Master of Science in Human-Centered Computing, Baltimore, MD, 2020
- Savitribai Phule Pune University, Bachelor of Engineering in Computer Science, Pune, India, 2017

SKILLS

- **Web accessibility:** Seasoned in auditing websites and mobile applications across a range of devices, operating systems and browsers using WCAG 2.2 standards, assistive technologies, and gathering insights from people with disabilities. Experienced in collaborating with engineers, designers, and content strategists on proposed recommendations.
- **Document remediation:** Experienced in taking a holistic approach to document remediation by educating agencies on prioritizing documents, selecting the most accessible formats, determining when to convert documents to web pages, and remediating PDF and Word documents to ensure WCAG 2.2 compliance and accessibility for people with disabilities.
- **Accessibility training and coaching:** Skilled in training cross-functional teams on web accessibility best practices, emphasizing their impact to drive implementation and sustain internal processes. Expert in designing interactive, engaging sessions with hands-on exercises to enhance learning.
- **Accessibility maturity:** Experienced in assessing existing resources, processes, challenges, and opportunities to drive sustainable accessibility improvements across practice areas. Familiar with identifying accessibility gaps, create roadmaps, and

implement strategies to embed accessibility into organizational workflows, fostering long-term growth and commitment.

- **Research and analysis:** Adept at conducting and supporting UX research through user interviews, usability testing, and heuristic evaluations. Proven ability in analyzing and communicating research findings to improve usability and drive strategic and organizational buy-in for accessibility.

CERTIFICATIONS

- International Association of Accessibility Professionals (IAAP) CPACC, 2025–2028
- Human Subjects–Social/Behavioral Research Course Certification, Collaborative Institutional Training Initiative, August 2024

ANGELINA SMITH

Role in the company: Digital Accessibility Specialist (1 year at Anthro-Tech)

Experience: 5 years of digital accessibility evaluation and remediation experience.

Role on this project: Accessibility Specialist

ADDITIONAL WORK EXPERIENCE

- Freelance Document Control & Accessibility Remediation, The Lighthouse for the Blind, Inc., 2024–present
- Digital Accessibility Specialist, Bixal, 2021–2025
- Web Support Specialist, Bixal, 2020–2021

EDUCATION

- California State University, Long Beach, Bachelor of Biology-Physiology, Long Beach, CA, 2010

SKILLS

- **Document remediation:** Ensuring digital documents are accessible by applying proper tagging, structuring, and formatting to meet compliance standards.
- **Manual and automated testing and evaluation:** Conducting hands-on accessibility testing and leveraging automated tools to identify and resolve barriers.
- **Assistive technologies:** Evaluating digital experiences using screen readers, magnification software, voice recognition, and other assistive tools.
- **ADA, Section 508, WCAG 2.1 AA, PDF/UA:** Applying accessibility standards and legal guidelines to ensure compliance across digital content.
- **Accessibility training:** Educating teams on best practices for creating and maintaining accessible digital products.

- **Usability testing and recruitment with people with disabilities:** Facilitating user research and usability testing with individuals who rely on assistive technologies.
- **HTML:** Applying semantic HTML and accessibility best practices to enhance usability and inclusivity.

CERTIFICATIONS

- DHS Section 508 Trusted Tester v5, 2024
- International Association of Accessibility Professionals (IAAP) CPACC, 2021–2027
- International Association of Accessibility Professionals (IAAP) ADS, 2025–2028

KUMAR RAMAN

Role in the company: Digital Accessibility Specialist (3 years at Anthro-Tech)

Experience: 24 years of digital accessibility evaluation and remediation experience.

Role on this project: Accessibility Specialist

ADDITIONAL WORK EXPERIENCE

- Accessibility SME, University of Texas Rio Grande Valley, 2001-Present
- Accessibility Auditor, Contract/Consulting Work 2022-Present

EDUCATION

- University Of Texas Rio Grande Valley, Master’s in Computer Science, Rio Grande, TX, 2001

SKILLS

- **Education and Training:** Experienced in developing and presenting engaging professional development content centered around digital accessibility.
- **Web Accessibility:** Identifying accessibility shortfalls in websites and mobile applications across a range of devices, operating systems and browsers using WCAG 2.1, assistive technologies, and gathering insights from people with disabilities. Collaborating with engineers and designers on proposed recommendations.
- **Accessibility Remediation:** Remediating PDF and Word documents to ensure access to people with disabilities and WCAG 2.1 compliance.
- **Accessibility Training:** Training cross-functional teams on web accessibility best practices to support implementation of recommendations and sustain internal processes.

CERTIFICATIONS

- International Association of Accessibility Professionals (IAAP) WAS
- DHS Section 508 Trusted Tester v5

DANIEL LE COMPTE

Role in the company: User Experience Researcher (4 years at Anthro-Tech)

Experience: 2 years of digital accessibility evaluation and remediation experience, 5 years of UX Research experience.

Role on this project: Accessibility Specialist

ADDITIONAL WORK EXPERIENCE

- Lead UX Researcher, NASA (via Carnegie Mellon University), 2021 – 2021
- Research Assistant I, Facebook Reality Labs (Contract via VertiSystem), 2019 – 2020
- Student UX Researcher and Designer, University of Washington, 2019 – 2020
- Research Assistant, Eastern Washington University, 2016 – 2019

EDUCATION

- Carnegie Mellon University, Master of Human-Computer Interaction, Pittsburgh, Pennsylvania, 2021
- Eastern Washington University, Bachelor of Arts in Psychology, focus on Social Cognition, Cheney, Washington, 2019

SKILLS

- **User-Centered Design Research:** Practitioner in various user-centered design research methodologies, including user interviews, contextual inquiries, usability studies for generative research and evaluation, as well as heuristic evaluations.
- **Research Analysis:** Skilled in analyzing and communicating findings and results through user observations, video recordings, transcripts, and usability and user experience metrics.
- **Collaboration with Stakeholders and Designers:** In-depth expertise in collaborating with both stakeholders and designers to creatively address problem spaces, scope projects and studies appropriately, and to iteratively research and produce value.

CERTIFICATIONS

- International Association of Accessibility Professionals (IAAP) CPACC, 2023

3.5 Diversity & Inclusion

Anthro-Tech is a certified woman-owned small business, holding the following certifications:

SBA Certified: WOSB250606

WBENC Certified: WBE1700605

As a woman-owned business, we bring diverse perspectives to accessibility consulting and are committed to fostering inclusive digital experiences for all users. Our certification status and company policies supports AFI's objectives to create opportunities for diverse suppliers while delivering quality services to participating agencies.

3.6 References & Independent Reviews

Below, we share 3 projects we completed in the last 5 years that focused on accessibility compliance, training, and strategic consulting.

PROJECT 1: Accessibility audit for Washington Health Benefit Exchange (WAHBE)

Client/Entity Name: Washington Health Benefit Exchange (WAHBE)

Contact name: Melissa Pretti, Sr. Accessibility Specialist

Contact phone: 253-353-6264

Contact email: melissa.pretti@wahbexchange.org

Project description: Anthro-Tech partnered with WAHBE to enhance the accessibility of its platform Washington Healthplanfinder so that it delivered a more inclusive and user-friendly experience for all residents. While the platform met legal accessibility requirements, WAHBE aimed to integrate accessibility more deeply into its digital design and Agile development process. Through research, usability testing with people with disabilities, and benchmarking against WCAG 2.1 AA standards, we identified key areas for improvement and provided actionable recommendations.

Our work produced a roadmap for embedding accessibility throughout product development, updated customer personas including users with disabilities, and strategies for integrating accessibility into the Agile workflow. We also supported WAHBE in creating and hiring a dedicated accessibility expert. By making accessibility a core value, we helped WAHBE go beyond compliance to create a more equitable and seamless health insurance application experience for all users.

PROJECT 2: Custom accessibility training for Washington Administrative Office of Courts (AOC)

Client/Entity Name: Washington Administrative Office of the Courts (AOC)

Contact name: Jonathan Whitby, ADA Access Coordinator

Contact phone: 360-753-3365

Contact email: jonathan.whitby@courts.wa.gov

Project description: AOC wanted to establish a sustainable process for creating and maintaining accessible digital content. To support this goal, Anthro-Tech partnered with AOC to deliver customized accessibility training and resources that empowered staff to integrate accessibility into their workflows. Through a series of workshops and follow-up support, we helped AOC's staff gain the foundational knowledge and practical skills needed to create accessible documents, web content, and digital communications.

The project began with discovery and planning to evaluate AOC's current processes, identify accessibility challenges, and align training objectives. Tailored trainings were delivered through the following training sessions:

- Introduction to Digital Accessibility
- Document Accessibility
- Web Accessibility
- Writing Accessible Content for the Web

Each session was supported by recordings, materials, and exercises to reinforce learning. We also developed a comprehensive accessibility toolkit, featuring resources, checklists, and recommended tools to support ongoing accessibility efforts. These services enabled AOC to build long-term expertise, ensure compliance, and improve the digital experience for all users.

PROJECT 3: Digital Accessibility for the Hub site

Client/Entity Name: Washington State Office of Equity (OOE)

Contact name: Caitlyn Y. McNabb, Director for Innovation & Performance

Contact phone: 360-584-6356

Contact email: caitlyn.mcnabb@equity.wa.gov

Project description: Anthro-Tech provided services to the OOE to enhance the accessibility and usability of their digital platforms. As part of this engagement, we conducted thorough accessibility reviews and evaluations to ensure that selected web pages complied with best

practices and guidelines. These assessments identified areas of adherence, as well as deviations from the established standards. Every report that Anthro-Tech produced also contained a large number of data points to better organize remediation processes for the team. These data points can include but are not limited to:

- Nature and severity of identified issues
- Impact of the issue on the user
- Actionable recommendations
- Prioritization based on severity
- Relevant success criteria (WCAG criteria or PDF/UA guidelines)
- Location of component
- Screenshots providing additional information

We also facilitated usability testing with individuals with disabilities, offering a systematic evaluation of the user experience. This testing pinpointed which aspects of the web pages functioned well and which impeded users from completing their tasks effectively and efficiently. Through these services, Anthro-Tech significantly contributed to the OOE's mission to create a more inclusive and accessible digital environment.

SELECTED CLIENT TESTIMONIALS:

"It was a pleasure working with you and I hope there will be other opportunities to work together in the future." - Administrative Office of the Courts

"Loved seeing all the overlap in the [accessibility and usability study] findings - really impactful!" - Office of Financial Management

"Reporting a problem so people know what you're looking at and what you mean is an art!" - Department of Commerce

We are not currently registered with Procurated.com and are glad to learn of this opportunity for us to sign up so that our clients can provide helpful feedback.

About Anthro-Tech

Anthro-Tech is a human-centered design consultancy focused on government agencies, nonprofits, and enterprises with a social impact mission. We help organizations gain a deep understanding of their customers through research to design products and services that are usable, useful, and make a positive impact on people's every-day lives.

Over the past 29 years, we've partnered with many organizations to transform how they engage their customers, including dozens of county, state, and federal government organizations, global foundations, and Fortune 500 clients.

Anthro-Tech was founded in 1997. We are a woman-owned business with offices and user experience labs in Olympia, Washington. We are driven by our purpose – *to build a great business that makes things better for people.*



PREPARED BY

anthrotech

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