

Cross-Cultural, Diverse, and Inclusive Research + Design with a Global Reach



Josh LaMar, CEO

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We connect Human-First Research + Design to create more accessible, inclusive, and sustainable experiences that amplify bottom-line growth.

Management

Josh LaMar
CEO + Co-Founder

Kent Lowry
Director Research + Design

Julie Adkins, PhD
Director Client Relations

Karla Müller
Global Head of Operations

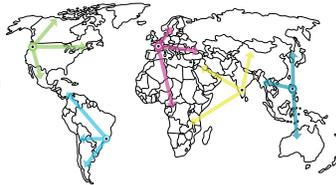
Marcelo Chinellato
COO + Co-Founder

Lara Vainer Schucman
Director Research | LATAM

Thomas Duester
Director Design

Centers of Gravity

- Paris** • France • Europe
- Seattle** • USA • North America
- São Paulo** • Brazil • South America
- Bangalore** • India • Asia
- Manila** • Philippines • Asia



- Global presence with 5 'Centers of Gravity'
- 18 countries / 5 continents
- 50+ years of Industry Experience

Selected Industry Experience

High-Tech

Meta, Google, Facebook, Amazon, Netflix, Microsoft, Philips, Hewlett Packard, Stripe

Healthcare + Pharma

Pfizer, Johnson & Johnson, CDC, Lilly, FDA, Roche, Omnicell, Seattle Childrens Hospital, GSK

Transportation + Automotive

Ford, Fiat, Renault, GM

Other

Shell, SC Johnson, Zillow, Unilever, Avon, BASF, P&G, FedEx

À la Carte Services

- Precision Recruitment
- Human-First Research
- Market Research
- Speaking Engagements
- User-Centered Design
- Workshop Facilitation
- Executive Coaching

Human-First Research + Design

- Amplify Research with design thinking and human-first problem solving methodologies
- Amplify Design with human-centered insights and a passion for inclusivity and sustainability
- Results in quality, usable, and efficient products with customer satisfaction, bottom-line growth
- International team of experienced Researchers
- We design experiences in digital, physical, and hybrid contexts
- End-to-end services deliver technically feasible and business viable solutions ready to be manufactured today

Research Capabilities

Competitive Research, Stakeholder Interviews, Ethnographic Research, Usability Studies, Cultural Immersion, Diary Studies, Quantitative Surveys, Heuristic Reviews, Hybrid Research, Experience Workshops, Accessibility Research, JTBD

Design Capabilities

UI Design, Industrial Design, Inclusive Design, Service Design, Visual Design, Brand, Design, Creative Engineering, Prototyping, Information Architecture, Creative Workshops, Spatial Design, Interior Design, Design Visualization, Customer Validation

Approach

1. Stakeholder Alignment

- Understand product context and goals
- Define project scope and timing
- Align on expectations and deliverables

2. Precision Recruitment

- Internal recruitment team creates speed and efficiency
- High-quality, global expertise
- Diversity woven into all recruitment efforts

3. Hybrid Research

- Tailored methods bring rigor and confidence
- Hybrid = In-Person + Remote
- Qualitative + Quantitative

4. Measurement Strategy

- Decision making framework aides Design + Development
- Holistic product scorecards to track product success
- Metrics for ROI and Inclusivity

5. Design Innovation

- Workshops and experiences driven by customer insights
- Unique solutions that increase business growth
- Feasible innovative ideas you can build now