

# 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

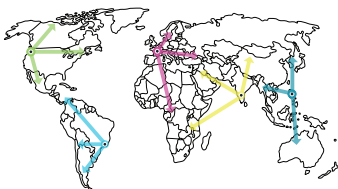
**Marcelo Chinellato**  
COO + Co-Founder

**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