

Quintus Design LLC  
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*"Quintus understands the potential impact of their recommendations and can recommend changes that will cause less pain for the team to implement, yet still boost the bottom line. They are a full-service human factors group that owns the end-to-end process and has the expertise to execute each of the phases. They stay on top of things, are highly responsive and know their stuff."*

Mark Anspach

Hewlett-Packard

## Overview

### *Bridging the Gap between People and Technology*

Quintus Design is a consulting firm that offers services to measure and improve the quality of a user's experience when interacting with technology or a system. Core competencies include:

- Usability
- Surveys
- Accessibility
- Training

Quintus has experience with a broad spectrum of high-tech products and services and can quickly provide relevant feedback to lower support costs, improve user efficiency, speed development time, and align with government requirements.

## Services

### Usability

Difficult designs, long learning curves, confusing websites, or poorly-designed products cost time and money. Usability design and evaluation involves a range of methodologies that can uncover potential issues and ensure a better understanding of the user's experience. Usability evaluations are most helpful when done early in the design process but can be conducted at any point in a product's lifecycle.

Quintus offers the following services to help you better understand how your customers or employees and products interact.

- Expert Review – High-level usability review with actionable recommendations.
- User Testing – More in-depth review, involving actual users, video and transcripts.
- Field Research – Requirements gathering, on-site or in the field, to understand technology in actual context.
- Usability Design – Focused recommendations, made while working alongside development team. "First-time right design."™

Usability provides a clear advantage and can dramatically reduce cost and improve efficiency by decreasing a product's development and support costs while increasing functionality and ease-of-use. "80% of maintenance is due to unmet or unforeseen user requirements; only 20% is due to bugs or reliability problems." (*Webword.com: A Business Case for Usability, Oct. 2001*). Good usability is part of Total Quality Management.

### Accessibility

Quintus Design consultants are experts in designing for the goals of Section 508 – the Federal regulation that requires government agencies to buy only EIT that is accessible to people with disabilities. Our focused review process can be conducted during the design phase or can be applied to established products. Quintus offers the following services to quickly and easily incorporate accessibility standards in your products:

- Audit and Recommendations – Review product or website to determine if it meets standards set in Section 508, and provide actionable recommendations.
- Accessible Design – Assist in building accessibility requirements into the initial design.
- Accessibility Training – Training to bring your in-house web or product developers up to speed on how to satisfy the Section 508 requirements.

*"We took on the challenge of meeting 508 requirements in a short period of time and Quintus Design was with us the whole way. With clear direction and gentle guidance, Quintus went above and beyond on delivering the expertise we needed to move in the direction of making our online content accessible. Thanks!"*

Libba Ingram

Knowledge Content Standards Program Manager

Sun Microsystems, Inc.

## Surveys

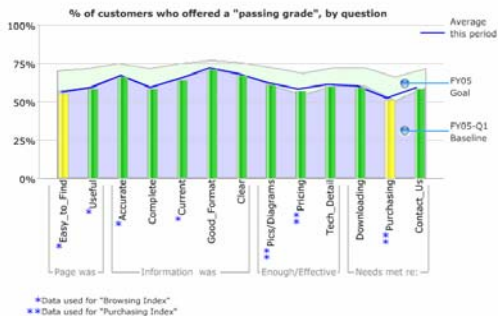
The Quintus Survey Process is based on decades of expertise in research methodologies and involves the following steps:

- Development – Develop clear, concise goals and questions for the survey.
- Deployment – Conduct the survey using the best current methodologies for hosting, recruitment, data collection, updates, etc.
- Analysis – Use state-of-the-art statistical analysis software to interpret survey data.
- Reporting – Provide actionable results in a format that facilitates results sharing and communication.

Quintus can assist at any stage of the information-gathering process, from new survey design to analysis of surveys already conducted. Reports can be online, interactive scorecards that facilitate sharing. In addition a full-length report with statistics and recommendations can be provided in PDF or other format.

Government agencies at all levels use surveys as part of **performance management** and **public accountability**. Quintus Design can help you with your next employee or customer survey.

Data displayed by customer intent: \*All Intents\* computed from 100% of 832 responses and compared to the 'All Intents' goal of 65%



Online score card image. Try the [online, interactive version](#).

## NAICS

541511: Custom Computer Programming Services  
541512: Computer Systems Design Services  
541519: Other Computer Related Services  
541430: Graphic Design Services

## Sample Client List

ADT Security Systems  
Avaya  
Hewlett-Packard/Compaq  
Lucent Technologies  
Nuance Communications  
Parsons Brinckerhoff Farradyne  
Qualcomm  
Qwest Communications/U S West  
StorageTek  
Sprint PCS

## Corporate Information

Classification: SBA Small Business,  
Woman-Owned  
Corporation Status: LLC  
TIN: 84-1611477  
DUNS: 14-062-4383

## Purchasing Information

Quintus Design products and services can be procured through typical business procurement methods including credit card, purchase orders, small business set aside and woman-owned set aside. In addition, Quintus has strategic partnerships with 8(a) companies.

## Contact Information

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