

ENTERPRISE USABILITY & UAT FOR MAJOR IT INVESTMENTS

Synaptein delivers independent, risk-based Usability (UX/CX) and User Acceptance Testing (UAT) services for large-scale federal IT modernization initiatives. Our approach integrates user-centered research, accessibility compliance (Section 508 / WCAG 2.1 AA), Agile-aligned iterative validation, and formal readiness assessment to support Acquisition Decision Events and enterprise deployment gates.



CORE CAPABILITY AREAS

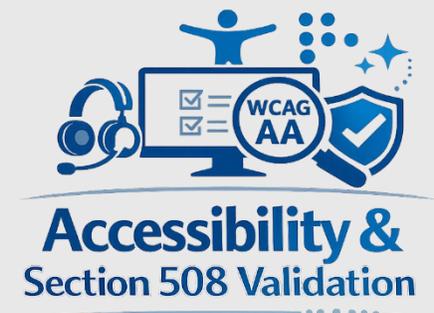


User-Centered Usability Testing

- Moderated task-based usability sessions
- Think-aloud protocol and workflow observation
- Comparative legacy vs. modern system validation
- SUS scoring and quantitative task metrics
- Persona-based testing across diverse user populations

ENTERPRISE UAT PLANNING & FACILITATION

- UAT strategy development and governance alignment
- Test case design mapped to requirements
- Traceability matrix development
- Defect prioritization and remediation tracking
- Deployment readiness assessments



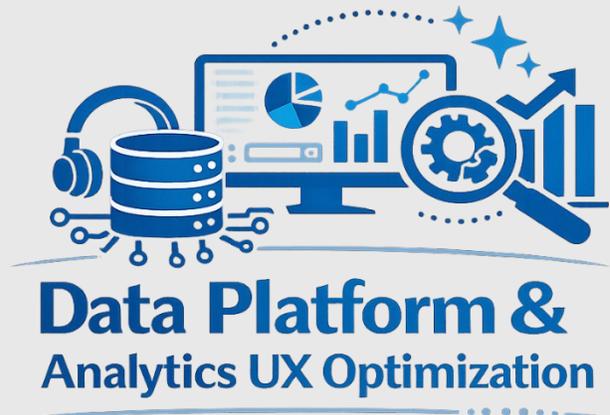
ACCESSIBILITY & SECTION 508 VALIDATION

- WCAG 2.1 Level AA conformance testing
- Assistive technology validation (screen readers, keyboard navigation)
- Trusted Tester methodology alignment
- Accessibility Conformance Report (ACR/VPAT) support

DATA PLATFORM & ANALYTICS UX OPTIMIZATION

Query performance perception analysis

- Dashboard usability and information architecture evaluation
- Self-service data discovery testing
- Data visualization clarity and workflow efficiency analysis
- Adoption and transition impact assessment



AGILE-INTEGRATED TESTING SUPPORT



- Sprint-aligned usability validation
- Rapid feedback loops for incremental releases
- Risk-based prioritization of high-impact workflows
- Continuous improvement cycles embedded within DevSecOps