STATE OF WASHINGTON

DEPARTMENT OF HEALTH

Public Health Laboratories

1610 NE 150th Street • Shoreline, Washington 98155-7224

October 1, 2026

Re: Testimonial for iConnect Consulting

Washington State Public Health Laboratories has worked with iConnect Consulting for more than 17 years, and throughout that time, they have consistently been one of the most collaborative, flexible, and responsive contractors we have worked with.

Our partnership began with STARLIMS v9, where iConnect helped build modules and provided training for our technical staff to make the system more streamlined and easier to support. When we needed functionality that was not available "out of the box," they listened carefully to our needs and developed an effective solution that is still being used in our laboratory today.

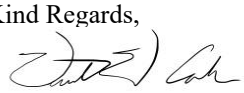
When our laboratory became part of the Antimicrobial Resistance Laboratory Network (ARLN) serving the western region of the United States, we partnered with iConnect again to build our electronic test ordering and reporting system (ETOR), also known as the Lab Web Portal. This system has allowed us to communicate results rapidly with the many states and partners we serve. It also transformed laboratory operations by reducing the need for staff to manually accession demographic data, resulting in significant time savings and more accurate reporting to our customers.

A few years later, when new State Board of Health requirements required us to expand electronic ordering and reporting across our microbiology testing, we knew exactly who we wanted to work with. With iConnect's support, we were able to onboard nearly our entire suite of microbiology testing to the Lab Web Portal within approximately six months.

Most recently, budget challenges with our new LIMS implementation required us to change direction and upgrade our existing STARLIMS system instead. iConnect has helped with meeting an aggressive timeline while staying within our available budget. They have been a tremendous asset to our team, helping us understand the upgraded system while supporting configuration, testing, interface development, and troubleshooting within a very short timeframe.
What we value most about iConnect is their willingness to truly work alongside us as a partner. They listen to our needs, understand our constraints, remain flexible when priorities or funding change, and are consistently responsive when we need support. Their team has demonstrated a genuine commitment to helping Washington State Public Health Laboratories succeed.

After more than 17 years of working together, iConnect has earned our trust through their technical expertise, collaboration, flexibility, and dedication. We greatly value our partnership with them and would confidently recommend iConnect Consulting as a trusted technology partner.

Kind Regards,



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