

# Accessibility as a Service

Transforming Accessibility and Assistive Technology (AT) Provision

## What We Offer

- A suite of coordinated services that provide a comprehensive managed solution to customers' Accessibility requirements both for their products and services and their employee life-cycle
- Helps ensure that customers' meet their legal obligations regarding the non-discrimination of persons with disabilities
- Helps create a work environment where all employees can thrive and contribute to the best of their abilities
- Supports Diversity, Equity and Inclusion (DEI) initiatives by addressing an often-underrepresented community
- ATVisor Console enables measurement, monitoring & management of:
  - Installed Assistive Technology Applications
  - Inbuilt assistive technology / accessibility features:
    - In the operating system & In productivity tools
    - Accessibility settings of the client's Digital Workspace.



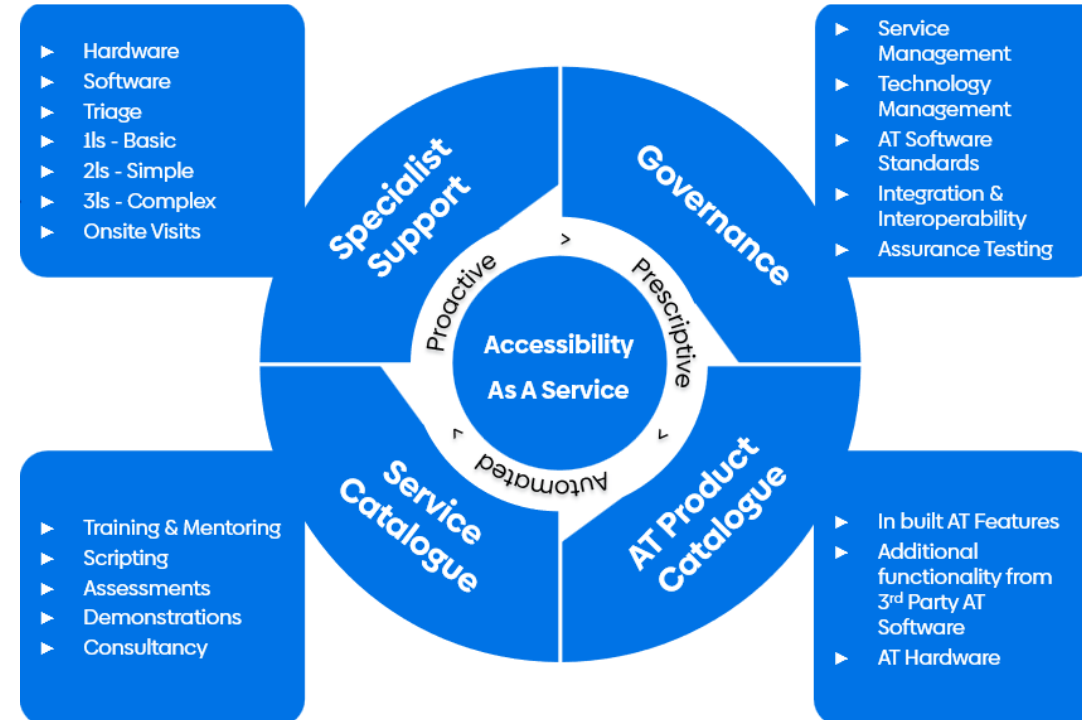
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## How it Works

A complete solution built around 4 pillars:

- Governance
  - Service Management, Technology Management, AT software standards, integration & interoperability, assurance testing
- Assistive Technology Product Catalogue
  - In-built AT features, additional functionality from 3rd party AT software, AT hardware
- Service Catalogue
  - Training & mentoring, scripting, assessments, demonstrations, consultancy
- Specialist Support
  - Hardware, software, triage, 3 levels of support, onsite visits

## Execution Strategies and Solutions



# Accessibility as a Service

## Customer Outcomes

The client is provided with knowledge and tools to ensure an inclusive employee experience and an accessible digital workplace. They can be confident that all of their employees are fully supported throughout the employee lifecycle

The client's assistive and supportive technologies are fully managed in a controlled and measured way rather than an ad hoc break-fix manner in line with Evergreen IT principles

## Customer Success

- Company: Anonymous - Major Broadcasting Company
- Solution: "Accessibility as a Service", working in partnership with the customer's internal management and engineering teams to integrate Accessibility and Assistive Technology support into the day-to day activities. Dedicated Accessibility resources supported the standard Service Desk to ensure efficient resolution of any issues encountered by Client's end-users.
- Outcome:
  - Atos has been providing assistive technologies and dedicated accessibility expertise supporting the Client to deliver an inclusive working environment for its staff as part of the provision of End User Computing
  - Atos experts work in partnership with the client's internal accessibility teams to continuously improve the availability of assistive features and quality of experience across the organization.
- Company: Anonymous - Government department for environment and agriculture
- Solution: A secure and approved model from local service desk (UK), to global operations (Romania, India, Philippines). Comprehensive sustainable workplace with cost-efficient Sustainable Dashboards, Employee Experience solutions, refurbished devices, conditioned-based refresh, and e-Waste compensation solutions. Digital Employee Experience (DEX) solution with EUCA service, XLAs and Workplace Analytics solution, leveraging AI/ML, analytics and automation solutions embedded to continuously improve End User Experience, accessibility and productivity. Optimized and cost-efficient Device Lifecycle Management (DLM) model.
- Outcome:
  - Substantial cost reduction
  - Easier contractual mechanism and lower risk to model
  - Improved user experience, user/business centric approach
  - Measurable sustainability & social value improvements
  - Continuous innovation

