

# Accessibility as a Service

**Transforming Accessibility and  
Assistive Technology (AT)  
Provision**



**Atos**

# Accessibility as a Service

## Transforming Accessibility and Assistive Technology (AT) Provision

### Customer Challenge

- Providing an accessible digital workplace is a legal requirement in many markets and jurisdictions and the legal risk is increasing – the number of US lawsuits over digital accessibility rose by 64% in the first half of 2021 (Wall Street Journal)
- As workforces age, employees are more likely to require an accessible digital workplace, especially regarding internal tools and systems
- Ensuring an accessible employee experience requires a dedicated team with niche skills and understanding of complex work environments

### Atos Offering

- Governance – managing both the service, Accessibility standards and assurance testing of the estate
- Assistive Technology Product Catalogue – providing an agreed set of Assistive Technologies to end-users that are fully supported and maintained
- Accessibility Service Catalogue – ensuring that the client and the end user's Accessibility needs (other than the provision of Assistive Technologies) are met in an agreed, managed manner
- Specialist end-user support – enhanced support for Assistive Technology users ensuring rapid issue resolution and assistance, keeping end-users productive and happy

### Outcome

- 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

# Benefits of Accessibility as a Service

## Transforming Accessibility and Assistive Technology (AT) Provision

### Benefits

- Digital Insights on the performance of assistive technologies across the client's Digital Workplace.
- Proactive support from a team of dedicated Accessibility specialists.
- Facilitates the maintenance of Assistive Technologies and accessibility features across the client's estate.
- Privacy and data protection of sensitive employee information controlled and managed.
- Reduced number of tickets to Service Desk, reduced downtime and increased productivity.



# Microsoft Value of Accessibility as a Service

**Atos and Microsoft partner to revolutionize digital accessibility, providing comprehensive solutions that enhance Microsoft product value, user experience, innovation, and inclusivity.**

## Microsoft Value

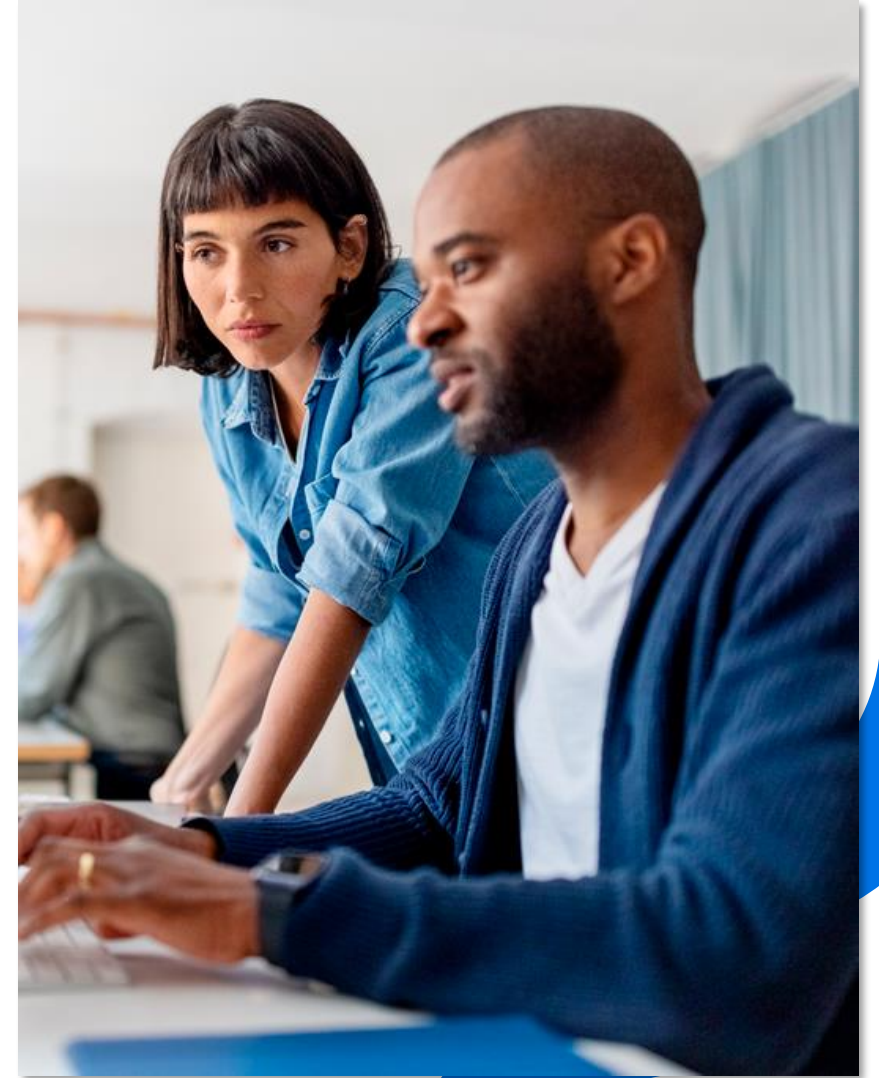
Microsoft's Accessibility Horizons framework is designed to help organizations adopt and implement accessibility strategies effectively.

Atos complements this framework by providing specialized services that enhance and extend the benefits of Microsoft's cloud-based endpoint management solution, Intune.

- Horizon 1 – Adopt: Microsoft Intune securely manages identities, manages apps, and manages devices. The Atos Accessibility as a Service ATVisor Console offering leverages the end user compute analytics (EUCA) provided by Intune to measure, monitor and manage installed Assistive Technology (AT) applications, the AT inbuilt features and Accessibility settings of the customer's Digital Workplace. This helps augment the benefits of Intune, giving customer additional value from Intune.

Refer to Atos Accessibility Advisory offering as it is also relevant.

- Horizon 2 – Build: Refer to Atos Accessibility Testing offering
- Horizon 3 – Innovate: Refer to Atos Accessibility Advisory offering





# Accessibility as a Service

## Customer Presentation

20 October 2024



**Atos**

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## **Accessibility as a Service**

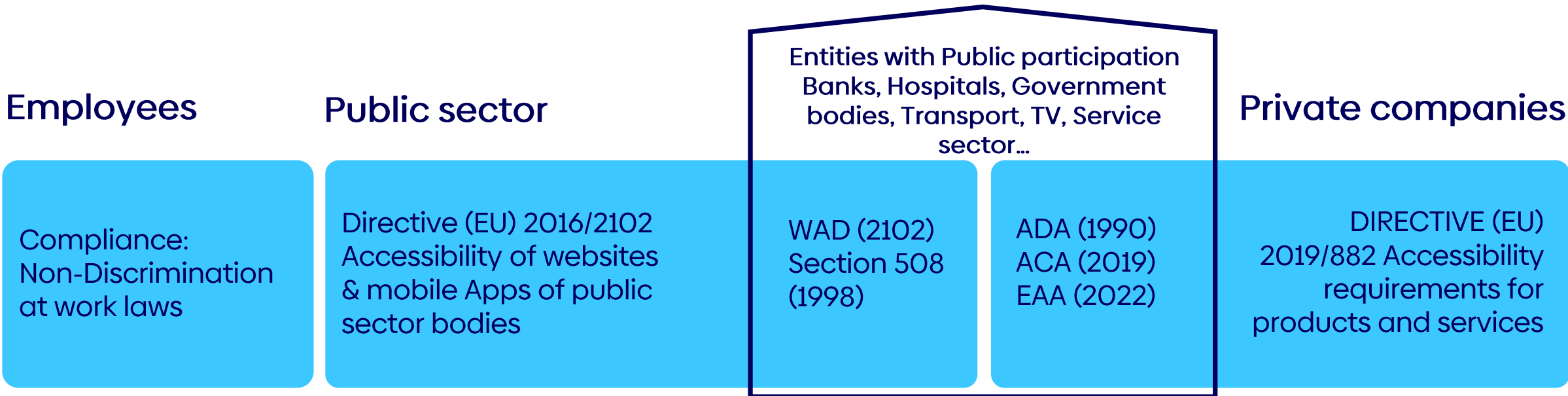
Research by Boston Consulting Group in 2023 showed that companies believe that 4-7% of their workforce are persons with disabilities. However, 25% of the employees surveyed reported having a disability or health condition that limits a major life activity.

Research by the Business Disability Forum in 2020 showed that at least 19% of working age adults in the UK are disabled.

Accessibility as a Service ensures that your employees with disabilities are provided with the tools and services they require, integrated into your standard business processes rather than by exception.

# Accessibility requirements are transversal

Everyone is in scope of regulations, and everyone benefits when we do Accessibility well



Regional & Local Action Plans, Laws & Regulations on Disability & Accessibility

Industry specific Accessibility Laws & Regulations (Broadcast, Banking, Travel...)

National Action Plans Laws & Regulations on Disability & Accessibility (To implement CPRD)

UN CPRD (Convention of the Rights of Persons with Disabilities)



# Americans with Disabilities Act (1990) & Rehabilitation Act (1973)

## Protection against discrimination based on disability

### Americans with Disabilities Act (“Private Sector”)

- Disability as a “protected characteristic”
- Requires reasonable accommodations by covered entities
- Five Titles:
  1. Employment
  2. Public Entities and Public Transportation
  3. Public Accommodations (and Commercial Facilities)
  4. Telecommunications
  5. Miscellaneous provisions (e.g. anti-retaliation or coercion provisions)
- Amended in 2008 (effectively strengthened)
- Web Content Accessibility Guidelines (2019)
  - “Domino’s Pizza case” – ADA is not restricted to physical objects with regard to public accommodations

### Rehabilitation Act (“Government Entities”)

- “new” Section 508 (1998)
  - Applies to any company that does business with a US Federal Agency or US Government Entity
  - Any Digital Communications and Apps need to be Accessible – essentially ICT and electronic documentation
- Updated in 2017
  - Improved synchronicity between other Accessibility standards including Web Content Accessibility Guidelines (WCAG 2.0)
  - Any content related to or aimed at the general public needs to be accessible to persons with disabilities
  - Software and Operating systems are required to be compatible with various Assistive Technologies

# European Accessibility Act

Came into force 28<sup>th</sup> June 2022 & to be implemented for following products & services:



E-Commerce websites, e-marketplaces & apps



E-books & e-readers



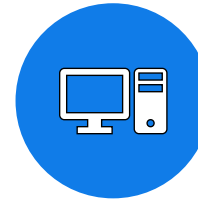
Consumer Banking services & ATMs & Payment terminals (e.g., in Shops or Restaurants)



Ticketing & Check-In machines & other interactive self-service terminals



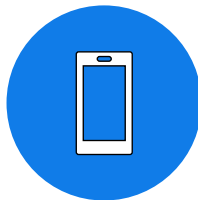
Audiovisual media services, TV broadcast & consumer equipment (online Players & video on demand platforms)



Computer hardware (computers, tablets, laptops,...) & Operating Systems



Mobility & transport services: air, bus, rail & waterborne passenger transport



Consumer terminal equipment for e-comms (Smartphones, tablets & Apps) & telephony services

Key Dates:

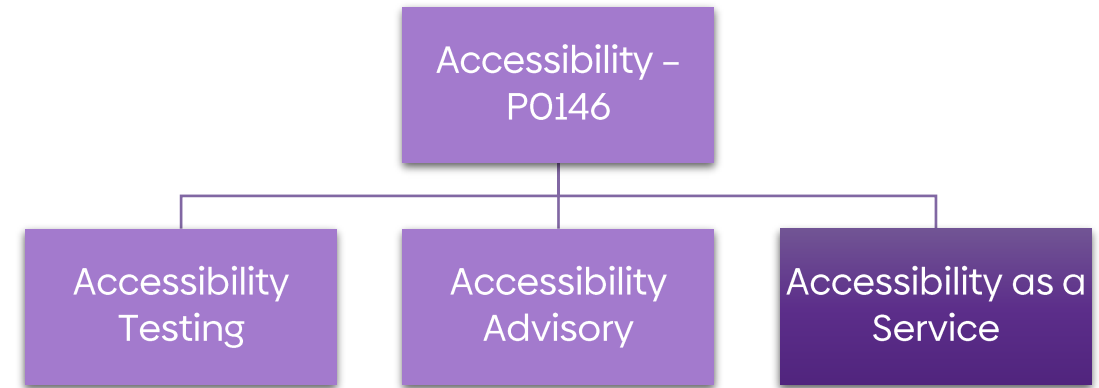
- **2025** – measures must be applied to new services
- **2030** – measures to be applied to all services

# Accessibility as a Services

## Part of a comprehensive Digital Workplace Accessibility offering

### Accessibility as a Service:

- Is 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



Accessibility as a Service is an Atos Digital Workplace Level 3 Portfolio offering, delivered by a team of dedicated Accessibility experts.

# Accessibility as a Service

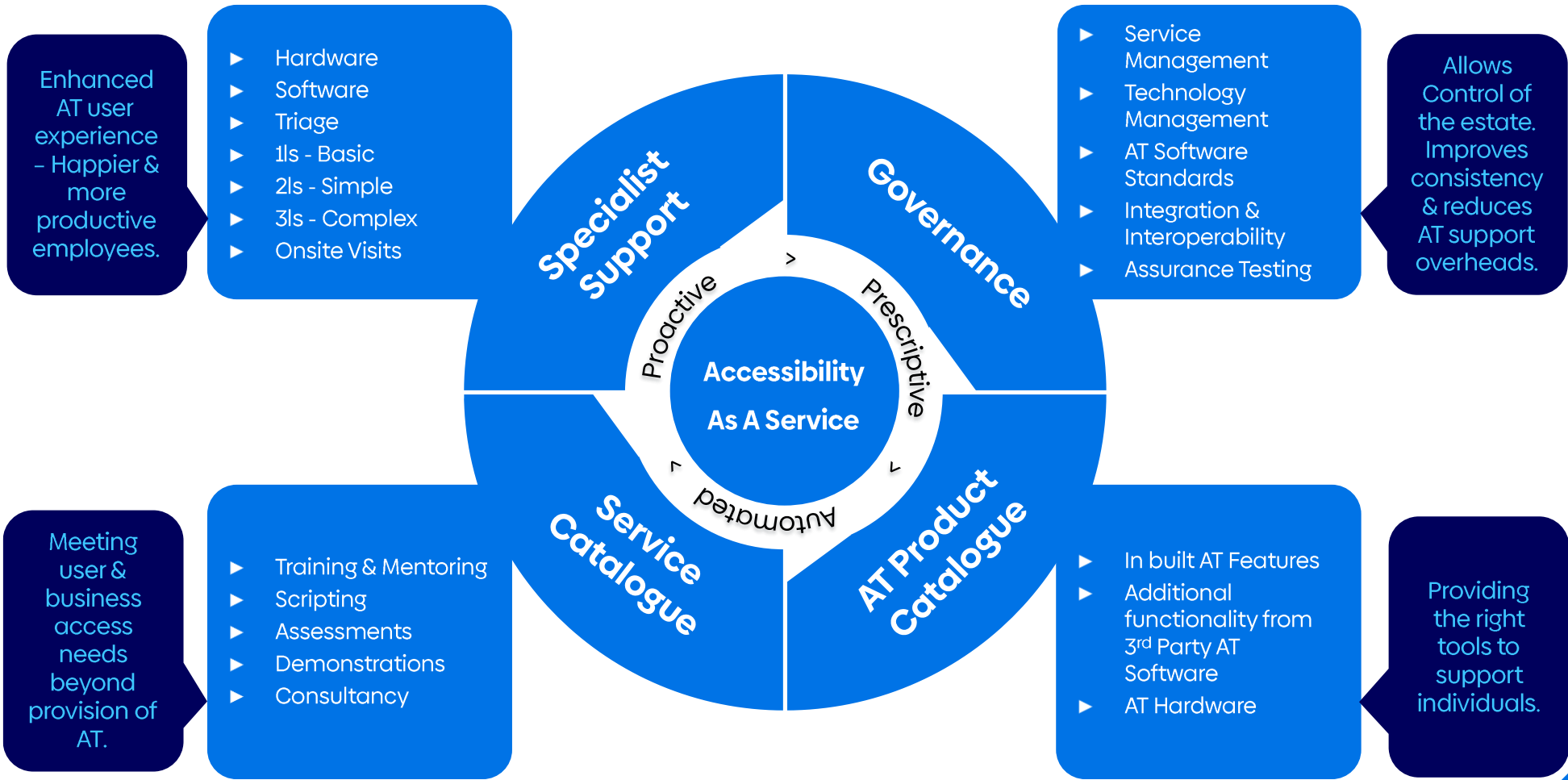
## Transforming Accessibility and Assistive Technology (AT) Provision

From	To
A fragmented AT estate with outdated, unsupported technologies. Caused by a “bespoke to broke” model of AT provision where everyone gets something different.	A scalable “evergreen” service. Progressive integration of new accessibility features from an AT catalogue, continuously aligned with other services e.g. Office 365.
An ad-hoc reasonable endeavours support model.	Expert support “on demand” for AT users.
AT that has limited compatibility with Line of Business applications.	Proactive management of interoperability with the Line of Business applications used by employees in their work.
A place where people are effective mostly through luck and their own efforts.	A place where people are enabled “by design”.
Limited communication about accessibility and assistive technology.	Inclusion of accessibility and AT information in the regular heartbeat of communications.
A requirement for individual investment cases, call offs and RFPs when procuring AT as “Cap Ex”.	A flexible & scalable subscription service in line with current As A Service “Op Ex” funding models.



# Accessibility as a Service

A complete solution built around 4 pillars



# Accessibility as a Service

## Who are our Customers and why do they work with Atos?

### Customers

Our Enterprise customers span all sectors, including:

- International Banking and Financial Services
- Public service broadcasters
- International sporting organisations
- Law Enforcement and crime prevention
- State and semi-state organisations
- Health and Life Science organisations

Our customers are characterised by:

- Large and diverse workforces
- Complex environments and technology dependencies
- National and multi-national scope

### Why Atos

- As a team we fully understand Enterprise environments
- Accessibility specialist is a dedicated role in Atos – Accessibility isn't something added to another primary role
- Our Accessibility specialists are certified to internationally recognised standards
- Our Accessibility specialists can provide native language support in English, French, German, and Spanish
- We understand the business culture and differing requirements in multiple geographies





# Governance

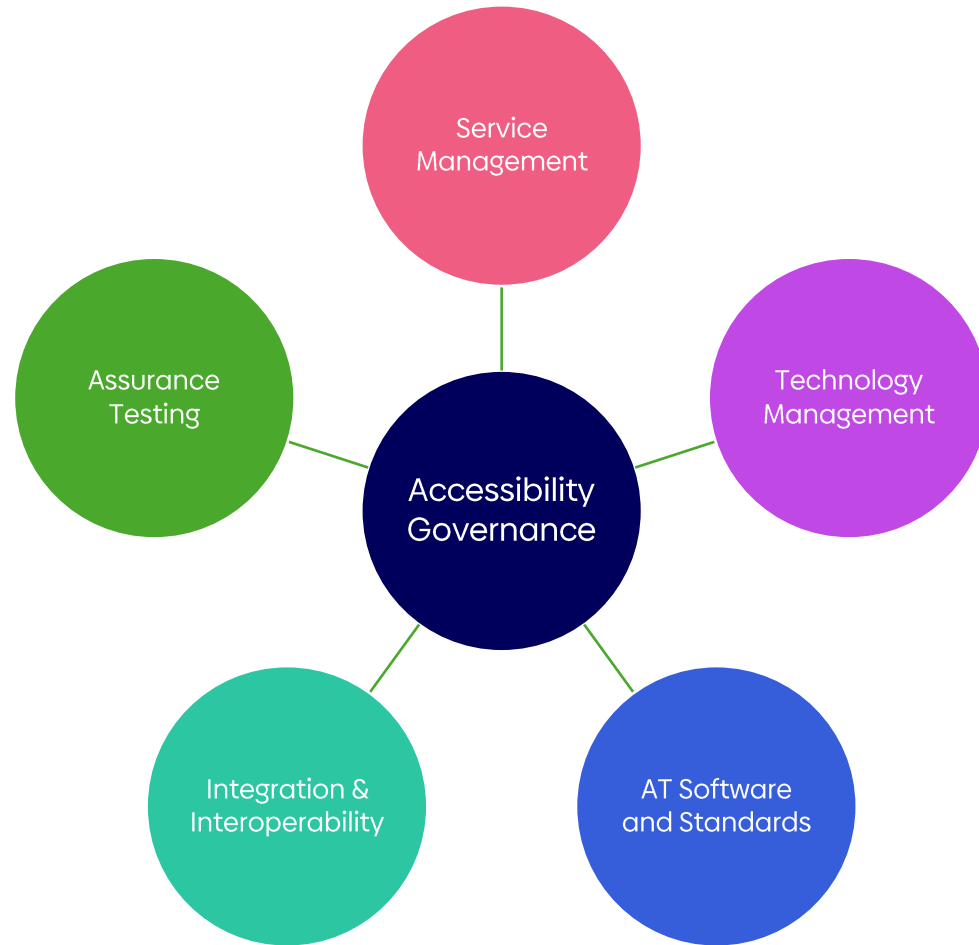
Accessibility Governance allows the control and measurement of Accessibility services within an organization.

It also ensures that Accessibility services and Assistive Technology evolves as the organization evolves rather than being reactive and “behind the curve”.

Accessibility as a Service integrates Atos specialists into the existing governance structure of an account for as seamless an experience as possible.

# Accessibility Governance

## Controlling the Accessibility Estate



## Accessibility Governance

- Integrated with Account Governance
- Separate Accessibility Service Review Meetings
- Ensures proactive support for all employees
- Helps achieve legal compliance
- Five strands:
  1. Service Management
  2. Technology Management (AT Product Catalogue)
  3. AT software and Accessibility Standards
  4. Integration and Interoperability
  5. Assurance Testing



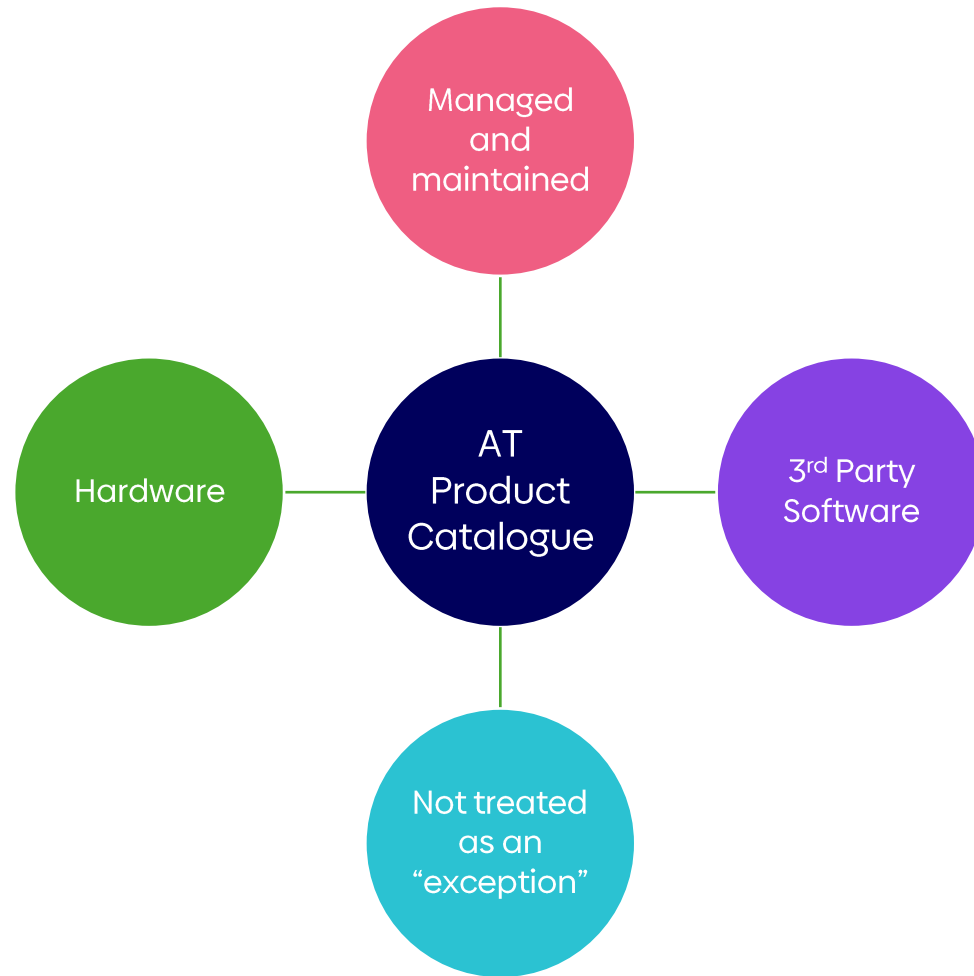
## **Assistive Technology Product Catalogue**

Effectively managing the Assistive Technology available on an estate requires a Product Catalogue of Assistive Technologies that are easy to deploy, fit for purpose, properly costed and assured to work in an Enterprise environment.

Atos Accessibility specialists have considerable experience in managing Assistive Technology Product Catalogues in conjunction with procurement for numerous Enterprise customers across multiple industries. Working closely with Assistive Technology vendors ensures that they have a deep understanding of the benefits of each Assistive Technology which is vital in keeping the Assistive Technology Catalogue both relevant and current.

# Assistive Technology Product Catalogue

Getting the right tools to the right people as easily as possible



## Why Atos

- A team of specialists **dedicated** to Assistive Technology and Accessibility support
- Extensive experience in Enterprise environments and working with procurement
- “Hands on” expertise in Assistive Technology Software and Hardware
- Excellent vendor relationships
- Accessibility Governance ensures that Assistive Technology product catalogues are constantly refreshed, and the technology is the most appropriate for the customer
- Experience in integrating Assistive Technology Catalogues and Enterprise Digital Workflow systems such as ServiceNow



## Service Catalogue

Accessibility is much more than the provision of Assistive Technology and Service Desk support.

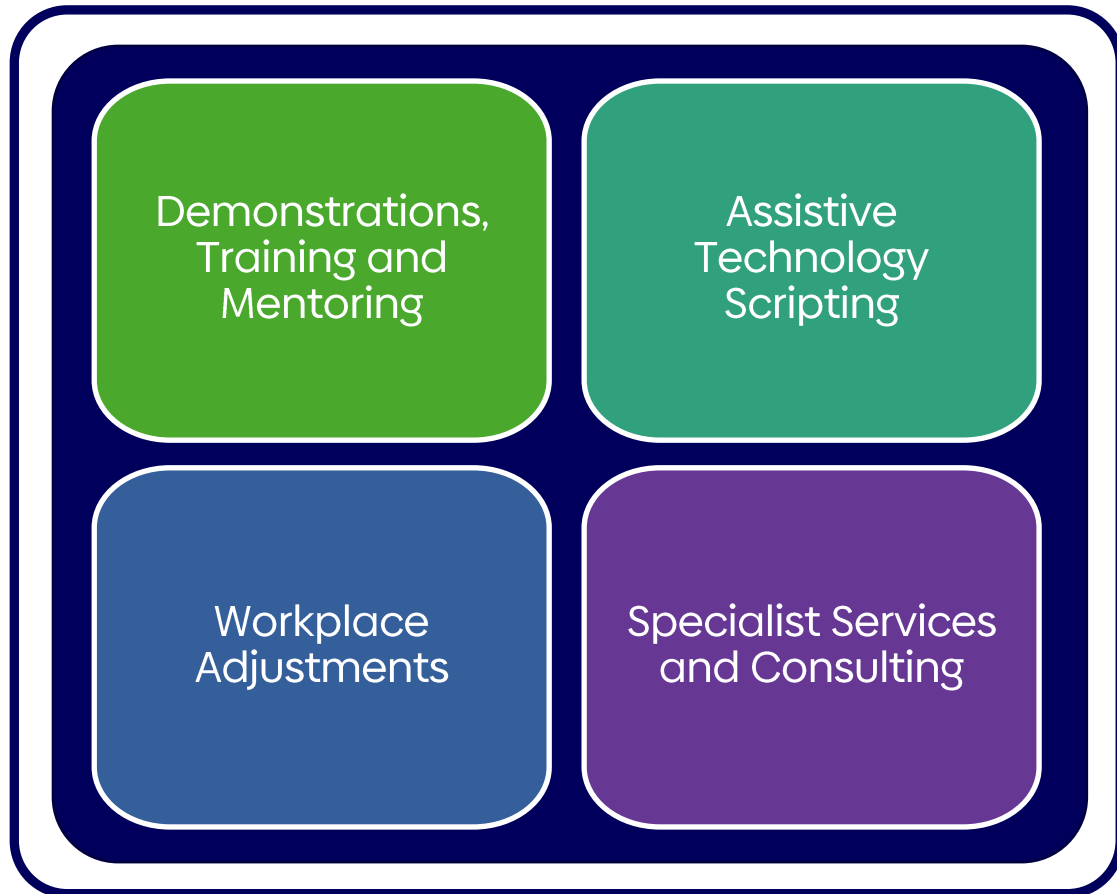
Well understood and constrained requests other than the provision of Assistive Technology can be effectively delivered using a Service Catalogue approach rather than a project approach.

Atos offers multiple services via a managed catalogue approach delivered by Atos specialists and Atos managed 3<sup>rd</sup> party specialists where appropriate and are happy to develop additional services to meet your Accessibility needs.

# Service Catalogue

## Meeting Accessibility needs beyond the provision of Assistive Technology

### Services



### Why Atos

- In addition to Atos Accessibility specialist, when required, we have an extensive network of 3<sup>rd</sup> part experts that we can deploy as service fully managed by Atos. Examples include:
  - Captioning and Sign Language Interpretation
  - JAWS scripting
  - Workplace Adjustment assessments
- We also offer a full consulting service as an independent offering that includes:
  - Accessibility Maturity Modelling
  - Accessibility policy creation
  - Accessibility planning and development





## Specialist Support

When issues arise with Assistive Technology, the impact is typically higher than with standard technology as there are few work arounds available until the issue is resolved. This often results in the end-user being completely unable to work.

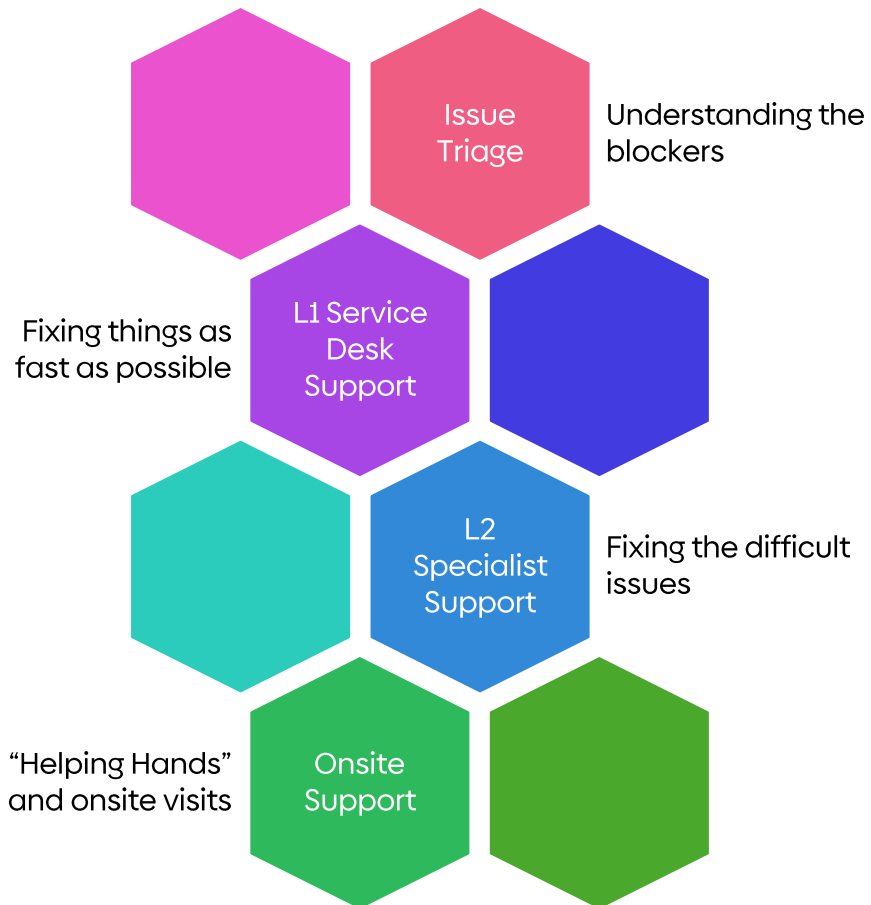
While simple issues can be resolved quickly using knowledge base articles, more complex troubleshooting and a deep understanding of the role of a particular Assistive Technology requires specialist support.

Atos Accessibility support specialists working in conjunction with Service Desk ensure that Assistive Technology issues are resolved efficiently, and end-users become productive again as quickly as possible.

# Specialist Support

The right support at the right time

## Activities



## Why Atos?

- A team of specialists dedicated to Assistive Technology and Accessibility support
- A deep understanding of Enterprise and secure environments
- Integrated with Service Desk to boost first contact fix rates
- “Hands on” expertise in Assistive Technology Software and Hardware
- Excellent vendor relationships
- Accessibility Governance ensures that Assistive Technology support is prioritised and delivered consistently across an organisation

# Atos ATVisor Console

Analytics to provide actionable insights on Assistive Technology / Accessibility feature availability, use, adoption and stability.



Atos



## **The business challenge**

- Assistive Technology (AT) users are disproportionately impacted when they experience issues with their AT.
- The ability to configure and track accessibility settings, particularly in enterprise environments, makes proactive support challenging.
- Customers are required to track support provided to members of protected groups using sensitive personal data where the employees are reluctant to identify.
- Employees lack information on available assistive technologies that may be appropriate for them and help boost their productivity.

# Atos ATVisor Console

## Features



### **Enables measurement, monitoring & management of:**

- Installed Assistive Technology Applications.
- Inbuilt assistive technology / accessibility features:
  - In the operating system & in productivity tools.
- Accessibility settings in the client's Digital Workspace.

### **Supported by Atos Accessibility specialists.**

Delivering initial deployment of the tool, the ongoing analysis of the data to enhance support of Assistive Technology users.

- Using a series of dashboards to automatically track trends across the estate and provide data-driven suggestions on improving the experience of disabled employees.
- Performance metrics will help in proactively supporting employees by ensuring that assistive technologies and accessibility features are performing optimally.

## Application Type

All

## Support Need

All

## Region/Country

All

## Division

All

## Total Devices

110.8K

## Devices with Assistive Technology Enabled ⓘ

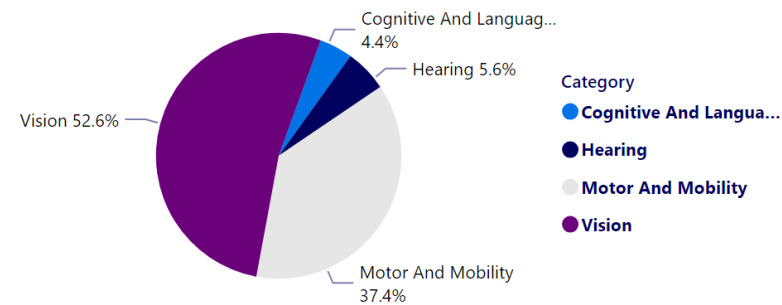
2.4K (2.2%)

ⓘ Devices with assistive technology enabled is less than 10% of the total devices.

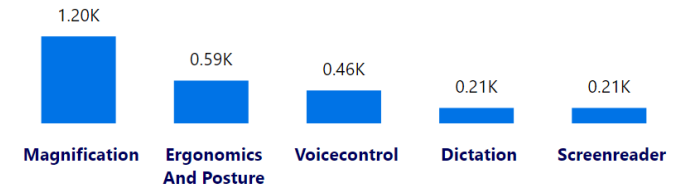
## Number of Assistive Technology Solutions ⓘ

22 / 52

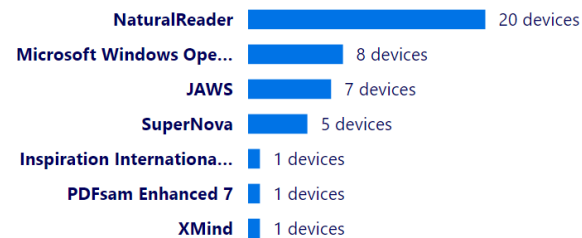
## Assistive Technology by Support Need ⓘ



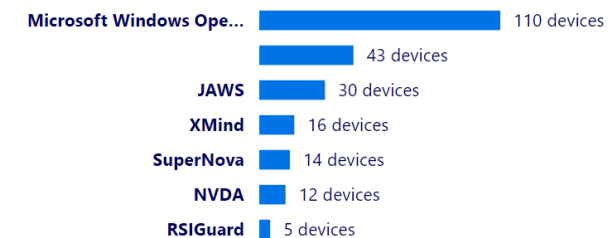
## Assistive Technology Type ⓘ



## Assistive Technology Crashes ⓘ



## Assistive Technology Freezes ⓘ





## Application Type

All

## Support Need

All

## Region/Country

All

## Division

All

Total # Devices

1.6K

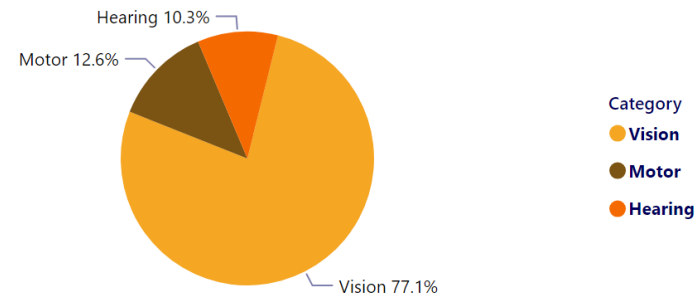
Devices with Active OS Features

1.6K

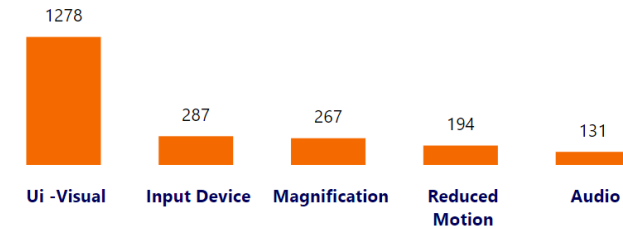
OS Accessibility Features

27/30

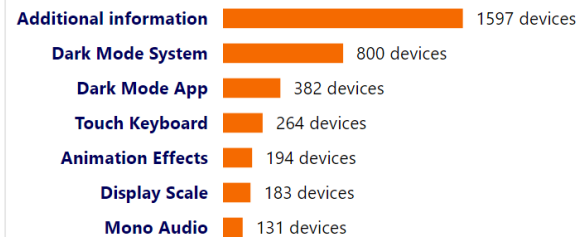
## Accessibility Features by Support Need



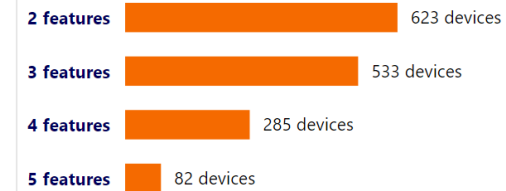
## Accessibility Feature Type



## Accessibility Feature Active Devices by Device Count



## Number of Accessibility Features Active per Device



## Application Type

All

## Support Need

All

## Region/Country

All

## Division

All

## Total Devices

13

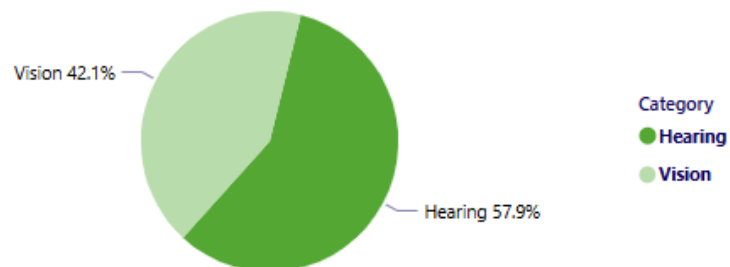
## Devices with Active Office Features ⓘ

13

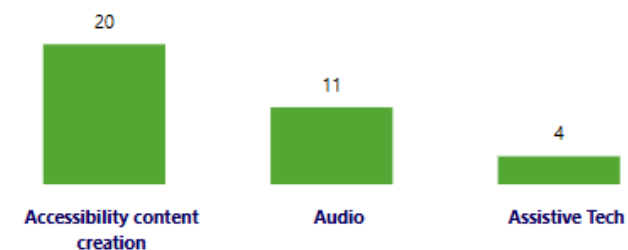
## Office Accessibility Features ⓘ

14/30

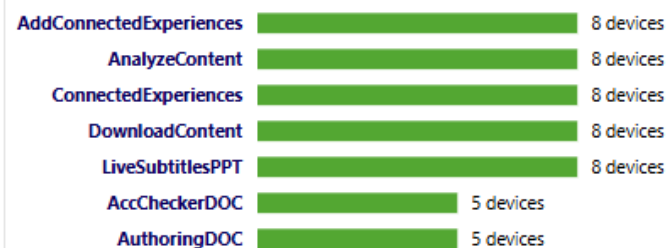
## Accessibility Features by Support Need ⓘ



## Accessibility Feature Type ⓘ



## Accessibility Feature Active Devices by Device Count ⓘ



## Number of Accessibility Features Active per Device ⓘ





## **Client benefits**

Digital Insights on the performance of assistive technologies across the client's Digital Workplace.

Proactive support from a team of dedicated Accessibility specialists.

Facilitates the maintenance of Assistive Technologies and accessibility features across the client's estate.

Privacy and data protection of sensitive employee information controlled and managed.

Reduced number of tickets to Service Desk, reduced downtime and increased productivity.

# Terms & Abbreviations

Term / Abbreviation	Description
Assistive Technology	Products or systems that support and assist individuals with disabilities, restricted mobility or other impairments to perform functions that might otherwise be difficult or impossible.
Accessibility	The degree to which a product, device, service, physical, digital or cultural environment is available & usable. Typically, the term is used with reference to persons with disabilities.
Interoperability	The functional interaction between different objects, typically technologies.



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[Digitalbusinessplatforms-Microsoft@atos.net](mailto:Digitalbusinessplatforms-Microsoft@atos.net)



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