

Accessibility Testing

To help evaluate existing websites, services & apps against standards.



Atos

Accessibility Testing

Helps evaluate websites, services and applications to ensure that they serve the widest possible audience as well as ensure legal compliance.

Customer Challenge

- Providing accessible Products, Tools, and Services 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). In June 2025 the European Accessibility Act will extend the requirement for products and services to be accessible beyond the public sector
 - As workforces age, employees are more likely to require an accessible work environment, especially around internal tools and systems that are often highly customized
 - Ensuring the accessibility of products, tools, and services requires a dedicated team with niche skills
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Atos Offering

- Auditing applications, tools and website against agreed international, national and internal standards, providing code-based fixes
- Interoperability testing using an agreed set of Assistive Technologies
- End-user testing by a fully-managed group of persons with disabilities representing a broad range of abilities and challenges
- Continuous monitoring of websites and real-time reporting of issues.

Note: Auditing and Continuous monitoring services are tailored to meet specific geographic legislative requirements

Outcome

- The client has a clear understanding of the compliance of their products, tools, and services with the relevant standards and legislation
- The client is supported in any remediation requirements identified during testing
- The client's products, tools, and services are not only compliant but also optimized for use by persons with disabilities – we go beyond compliance

Benefits of Accessibility Testing

Evaluate your existing websites, services and applications against standards like EN301549, Section 508 and WCAG 2.2 – to ensure that they serve the widest possible audience as well as ensure legal compliance

Benefits

- Understanding of the compliance of products, tools, and services with the relevant standards and legislation
- Support in any remediation requirements identified during testing
- Beyond compliance, the products, tools, and services are also optimized for use by persons with disabilities.



Microsoft Value of Accessibility Testing

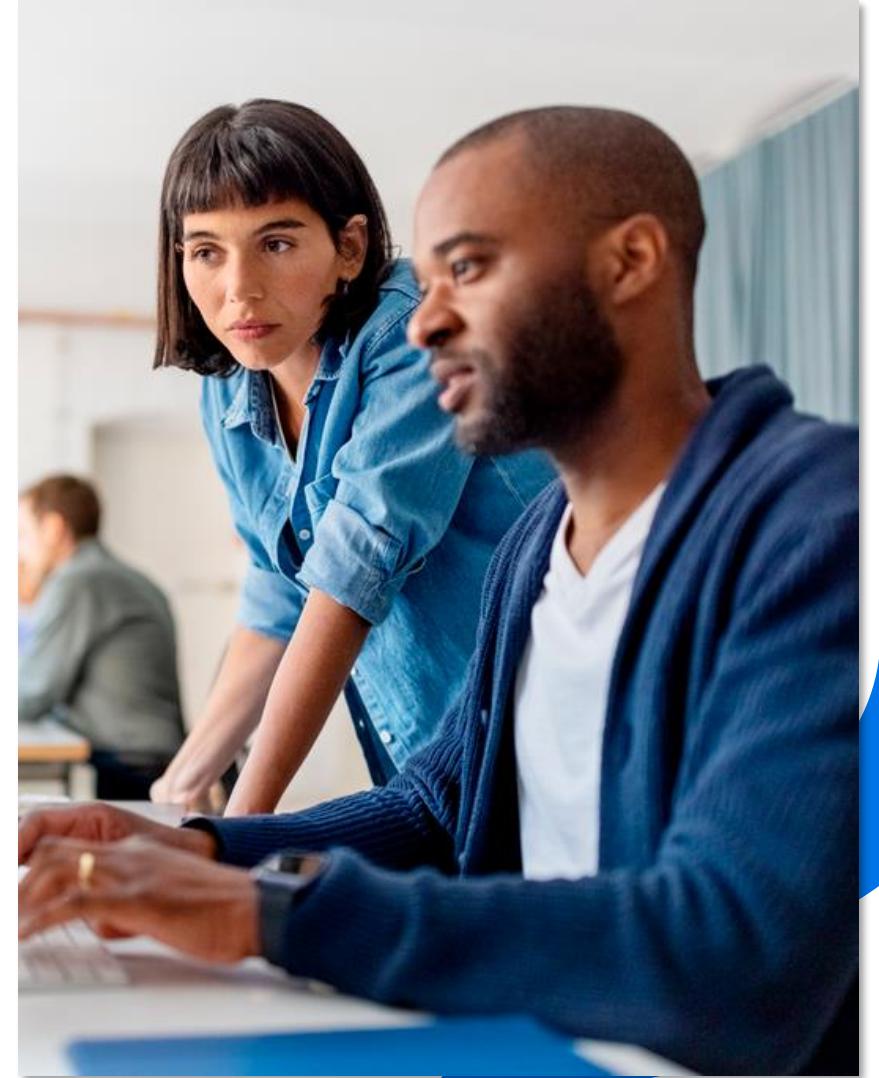
Atos and Microsoft partner to revolutionize digital accessibility, providing comprehensive solutions that enhance Microsoft product value, user experience, innovation, and inclusivity.

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 Microsoft's accessibility offerings.

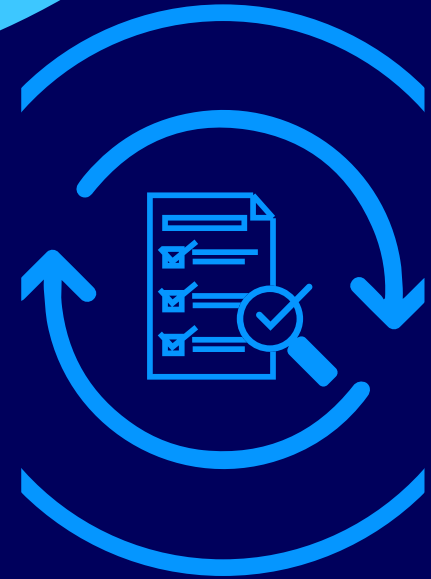
- Horizon 1 – Adopt: Refer to Atos Accessibility Advisory offering
- Horizon 2 – Build: Microsoft Power Platform promotes development with low-code tools. Atos offers full accessibility maturity assessment, comprehensive training on inclusive design and advisory on transformation program, enabling clients to leverage the Microsoft Power Platform to incorporate accessibility from the design phase and build solutions that benefit all users.
- Horizon 3 – Innovate: Refer to Atos Accessibility Advisory offering



Accessibility Testing

Customer Presentation

12 May 2025



Atos

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Accessibility Testing Services

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.

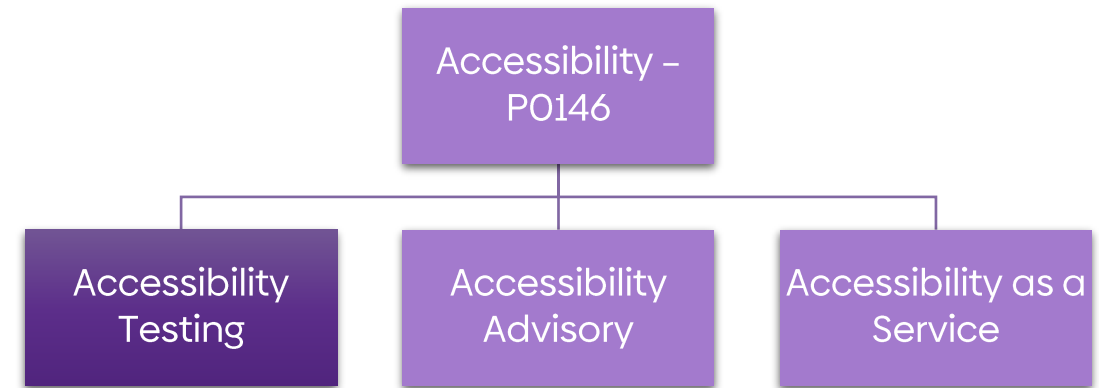
Accessible Products, Tools, and Services address the needs of the world's largest minority group. Ensuring Accessibility is a business imperative.

Accessibility Testing Services

Part of a comprehensive Digital Workplace Accessibility offering

Accessibility Testing:

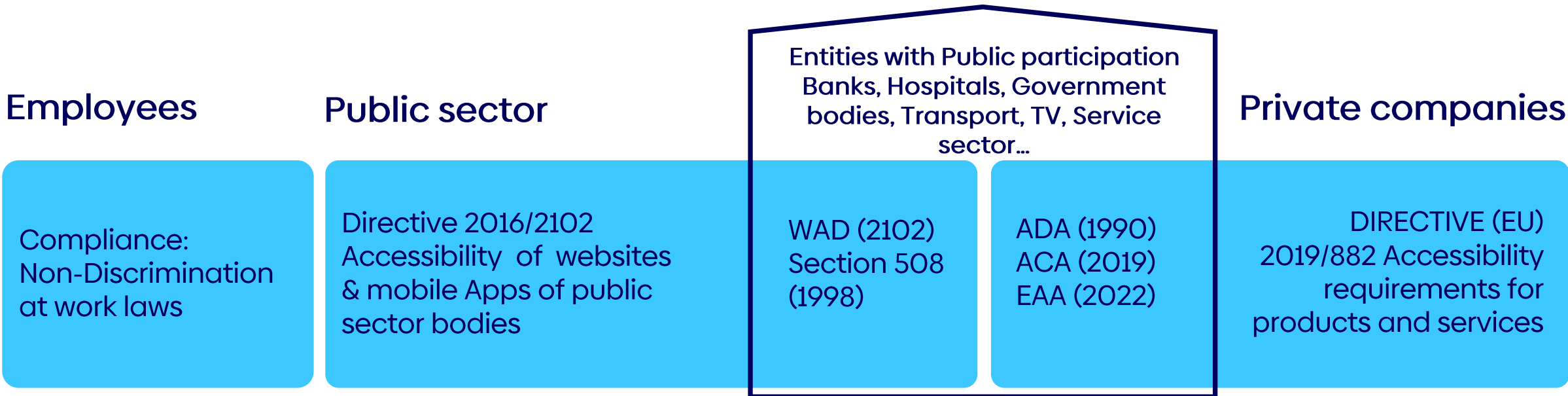
- Provides a suite of services to ensure compliance with international and national laws and standards, e.g.:
 - ADA (USA)
 - ACA and AODA (Canada)
 - EAA (Europe)
 - Equality Act (UK)
- Helps design products, tools, and services that can be used effectively by everyone:
 - Employees and customers with disabilities
 - Aging employees and customers
 - Employees and customers unfamiliar with a product, tool, or service



Accessibility Testing is a Digital Workplace Level 3 Portfolio offering, delivered by a team of dedicated Accessibility experts.

Accessibility requirements are transversal

Everyone is in scope of regulations, and everyone benefits when we do it 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 28th June 2022 & to be implemented for following products & services:



E-Commerce websites, e-marketplaces & apps



E-books & e-readers



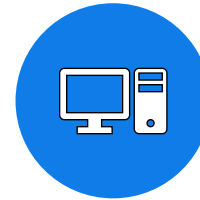
Consumer Banking services & ATMs & Payment terminals (e.g., in Shops or Restaurants)



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



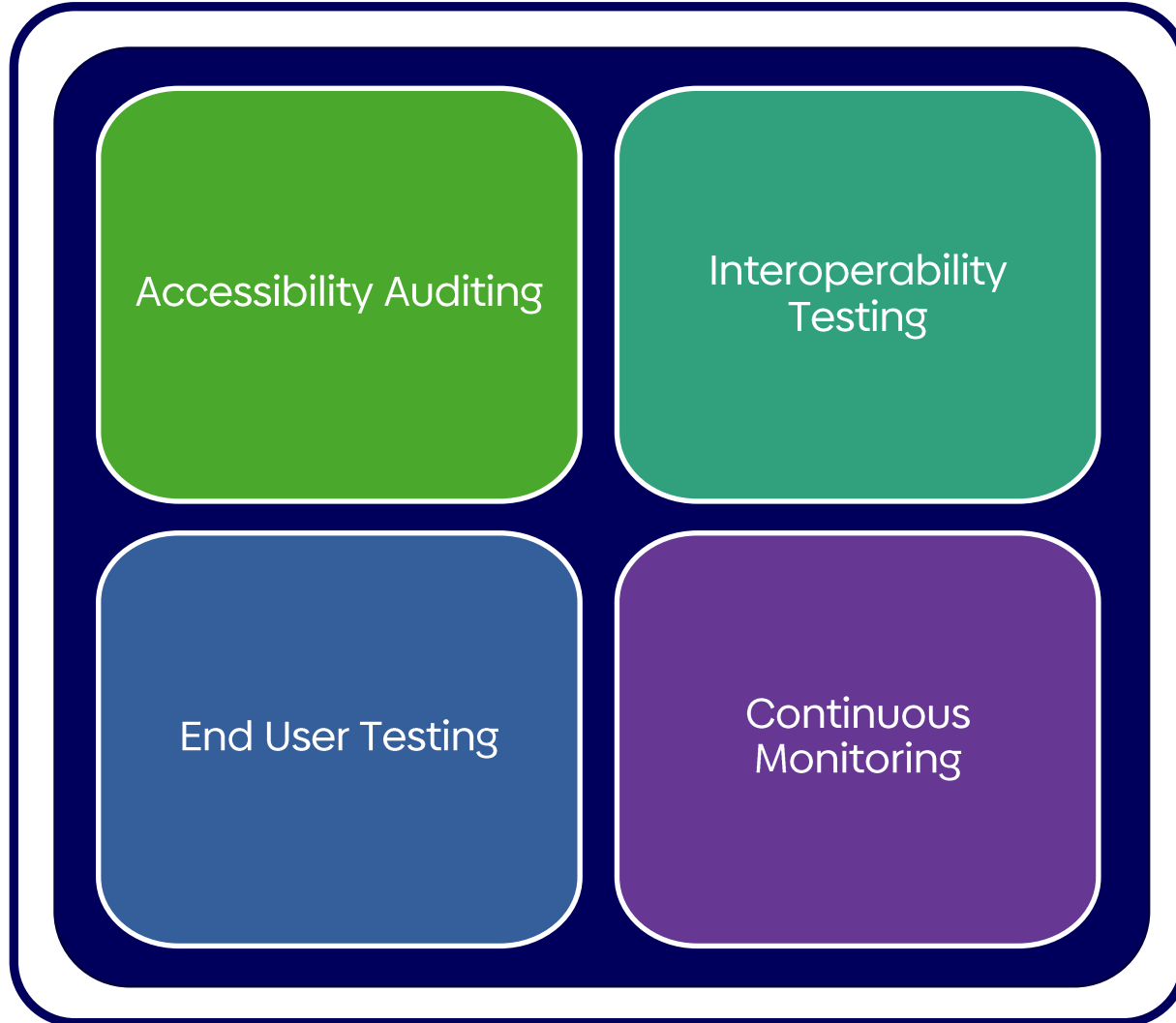
Consumer terminal equipment for e-comms (Smartphones, tablets & Apps) & telephony services

Key Dates:

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

Accessibility Testing Services

More than compliance



The Accessibility Testing services comprise 4 core Accessibility Testing services.

The services are commonly used in conjunction with other Accessibility Services provided by Atos and with Design and Development teams.

Accessibility testing should be an integral part of the design and development steps of a product, not simply a test before deployment.

Accessibility Testing Services

Why do you need to do this?

Compliance

An increasing number of jurisdictions are actively enforcing compliance with equality legislation such as:

- The UN Convention on the Rights of Persons with Disabilities
- The UK Equality Act
- European Accessibility Act
- The US Americans with Disabilities Act

Accessibility auditing and continuous monitoring services help ensure compliance by testing against web standards such as:

- WCAG 2.1/2.2 (International)
- Section 508 (US)
- BITV 2.0 (Germany)
- RGAA (France)
- Internal corporate standards

Improved User Experience

Designing for Accessibility puts the user experience to the forefront of the design rather than the technology. This results in products that are more user friendly and often more efficient, especially if the level of human interaction is high.

Atos accessibility testing services that actively improve user experience include:

- Interoperability testing ensures that Assistive Technology function as efficiently as possible with products and work environments.
- End user testing with a focus on Accessibility helps ensure that compliant products are also highly usable – this isn't always the case



Accessibility Auditing

Accessibility auditing helps ensure that digital products and services (including user interfaces) are:

- Compliant with any relevant standards and legislation. This applies to both products and services developed internally and those provided by 3rd parties
- Consistent with any Assistive Technology API and ensuring that the product does not interfere with the use of Assistive Technology

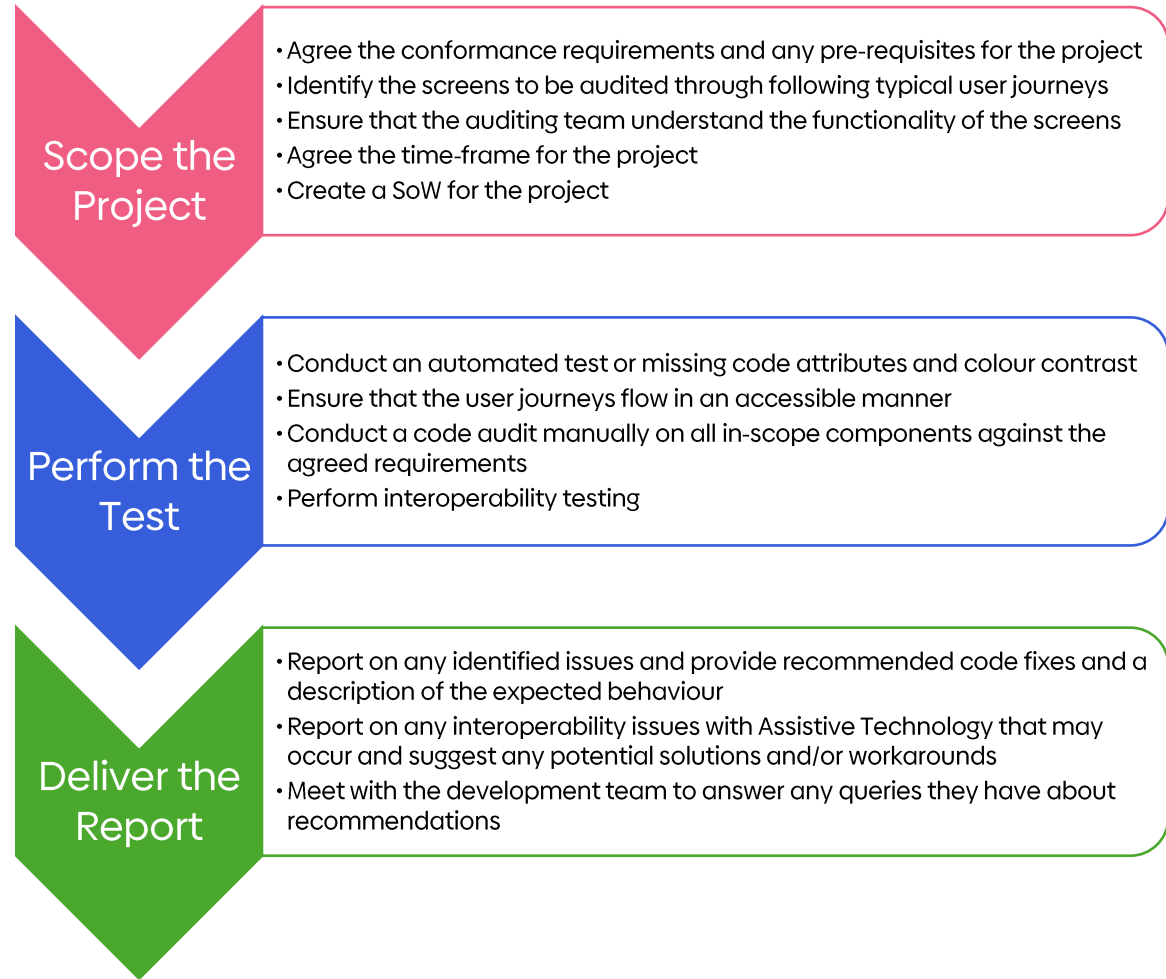
The reports generated by Atos Accessibility specialists also provide technical solutions to any issues raised, allowing developers to:

- Rapidly remediate issues in a consistent fashion
- Develop elegant solutions without compromising the design ethic

Atos Accessibility auditors are accredited to internationally recognized standards for Accessibility testing

Accessibility Auditing

The Atos methodology



How do we audit?

- Typically, not all screens are audited
 - All functionality is captured by the selected subset of screens identified during scoping
 - This speeds up the testing and cuts the cost
- Manual testing is used because:
 - Automated testing typically only tests 60% of criteria (at best) and produces false positives and false negatives
 - Manual inspection is required to provide code suggestions
- We can also support during development sprints which speeds up the final auditing
- Our methodology aligns with the WCAG-EM methodology – the gold standard of Accessibility testing methodology

Accessibility Auditing

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:

- Security restrictions
- Complex data flows and technology dependencies
- High traffic volume
- Public facing and applications and websites
- Requirements for mobile device accessibility

Why Atos

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



Interoperability Testing

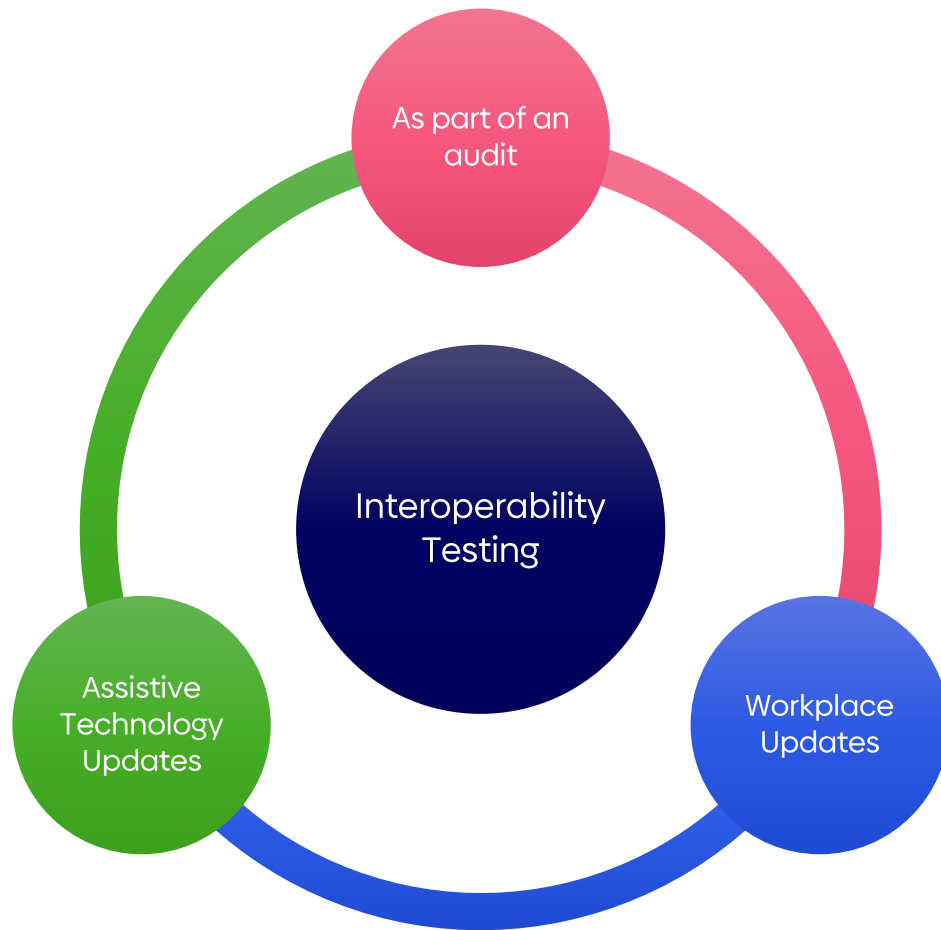
While not part of compliance, Interoperability testing is still a vital component of Accessibility testing.

Interoperability testing is usually included in an Accessibility audit as an additional component as it is an important aspect of user experience.

Interoperability testing is also used to ensure that any substantial changes to the work environment do not result in any negative impacts on users who rely on Assistive Technology.

Interoperability Testing

Making sure everything works



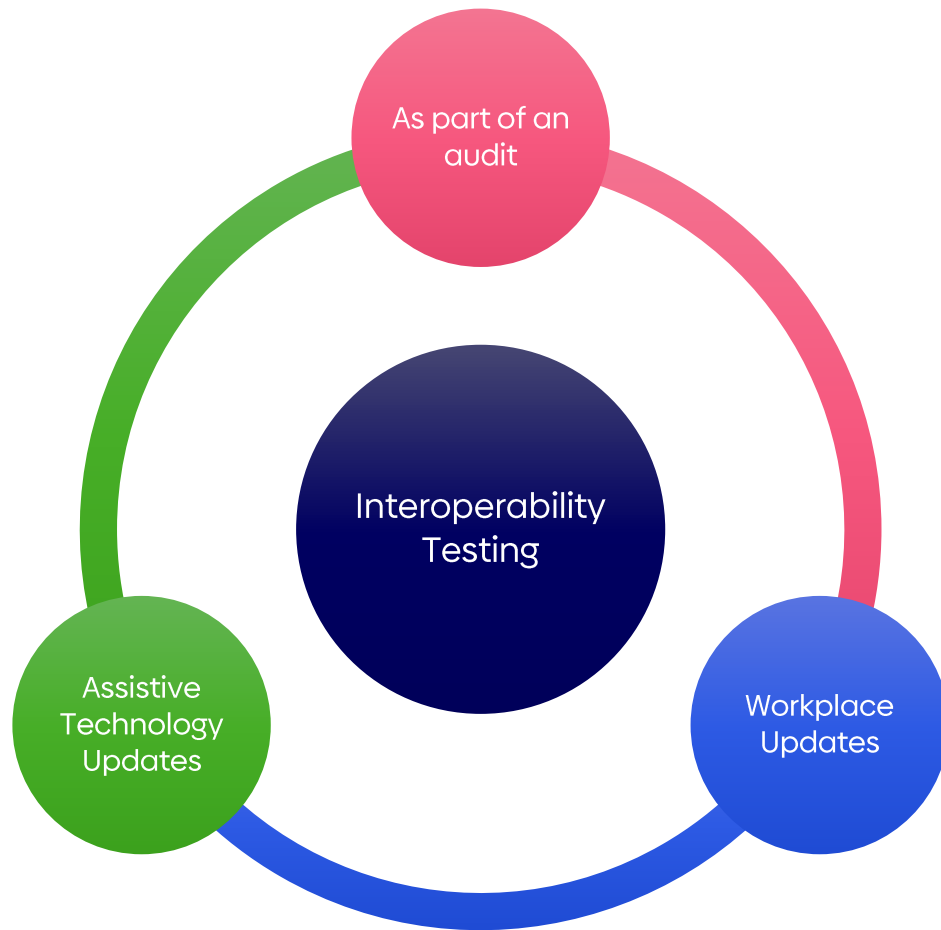
As part of an audit

During an audit we test the interoperability of an agreed set of Assistive Technologies. This:

- Identifies any issues that Assistive Technology users may have. While a product may be technically compliant, it's usability with Assistive Technology may not be optimal.
- Allows for any required work-arounds to be identified and documented
- training needs to be identified so users can use the product effectively with Assistive Technologies
- Any additional scripting requirements to be identified

Interoperability Testing

Making sure everything works



Workplace Updates

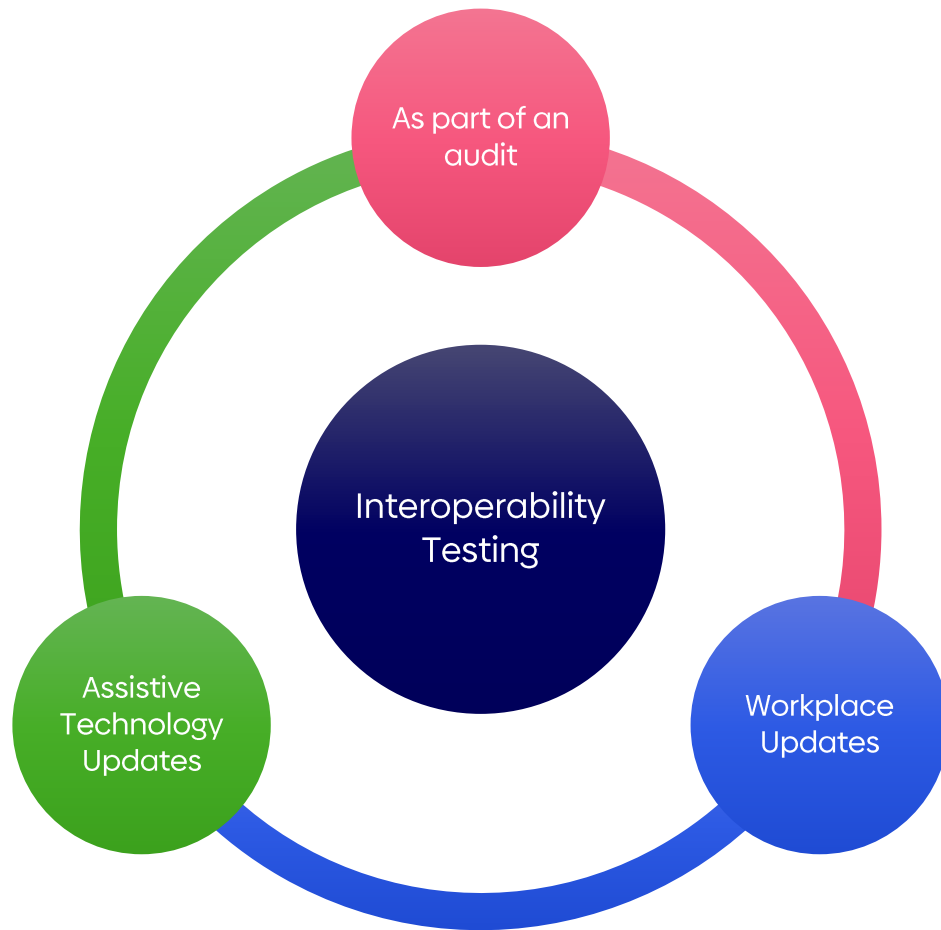
When there is an update to a workplace environment it is important to understand any impact on Assistive Technologies as a result of these changes. Changes include:

- Updates to operating systems / productivity software
- Updates to Line of Business applications
- Updates and changes to security settings

Interoperability testing is performed by following a series of scripts that capture typical user journeys for each Assistive Technology (both Assistive Technologies inbuilt into the operating system / productivity software and 3rd party Assistive Technologies).

Interoperability Testing

Making sure everything works



Assistive Technology Updates

While Assistive Technology updates typically resolve issues or add functionality, new issues are sometimes introduced – especially with regard to Line of Business applications.

If the operating system or security environment is highly customized, any vendor testing of Assistive Technologies updates will be limited and “in-place” testing will be essential.

Interoperability testing of Assistive Technology updates is performed using the same script approach used when testing workplace updates.

Interoperability Testing

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Our customers are characterised by:

- Security restrictions
- Complex data flows and technology dependencies
- High traffic volume
- Public facing and applications and websites
- Requirements for mobile device accessibility

Why Atos

- As a team we fully understand Enterprise environments
- Our Accessibility team are specialists – Accessibility isn't something added to their primary role. It is their primary role
- Our Accessibility specialists are expert users of the Assistive Technologies being tested and do not simply follow a set of instructions. This allows them to create advice and training materials for end users
- Multi-national, multi-cultural team of specialists can provide native language support in English, French, German, and Spanish and understand local cultural contexts



End User Testing

While code can be audited and compliance assured, end user testing is the only real measure of how well people actually interact with a product or service.

End user testing is particularly powerful during the design phase of a project or when assessing an existing product prior to an update to the user interface.

End User Testing

The Atos methodology

Atos Accessibility Specialists

- Flexible and rapid delivery
- Security clearance in advance
- Consistent
- Limited variety of disabilities represented

Atos Managed Partner

- Testers independent of the application development
- Large pool of testers
- Wide variety of disabilities represented
- Limited technical ability

Two different approaches are used:

- Using Atos Accessibility Specialists
- Using our partner to provide user-testing panels covering a wide range of user abilities, fully managed by Atos,

While a managed user testing panel provides a more accurate test, secure environments may preclude their use. Set-up time is longer and quick “dip testing” will be relatively expensive.

Managed partner end user testing panels are particularly effective when testing public facing products.

End user testing by Atos Accessibility Specialists is more flexible in terms of test deployment.

In large projects both methods may be used if appropriate.



Continuous Monitoring

Large websites or web-based applications typically have complex workflows and change request processes.

They may also have update cycles that are time-critical and require near real-time auditing and remediation.

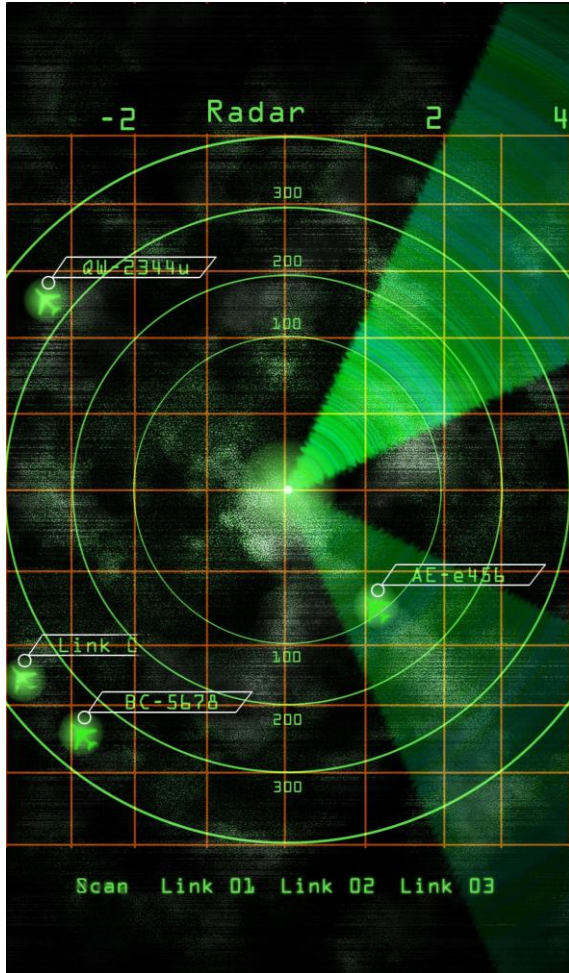
If the content of the website or web-based application is generated by a wide-audience, monitoring change may be problematical.

A continuous accessibility monitoring system will allow content creators/developers to catch some of the more basic accessibility issues during an update and flag changes to Accessibility specialist to investigate on a case-by-case basis.

The system fully managed by Atos is provided by Accessibility Cloud, a leading web accessibility testing platform.

Continuous Monitoring

Real time response and flexibility



Where a website is large and continuously updated by several teams it may be more appropriate to monitor the website on a pre-defined schedule identifying and rectify accessibility issues when they arise. This is particularly useful if content is being created by multiple, non-specialist teams as errors are more likely to be introduced under these circumstances. Continuous monitoring can also be deployed on live web-based applications. It is not a substitute for other forms of Accessibility testing during design and development.

Atos Accessibility specialists will monitor changes to the website and report on any identified accessibility issues, providing remediation support. While this is particularly effective where there is a staging environment, if the changes are made to a live environment where content is not audited prior to the change being made, this approach allows for rapid remediation. It will also allow training to be focused on the groups most in need.

Unlike other testing services, Continuous monitoring is charged on a subscription basis via a partner service provided by Accessibility Cloud and fully managed by Atos.



Questions

Documentation Control

Subsections

Terms & Abbreviations

Target Readers

List of Changes

Approvals



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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