

**NODE4**

# G-Cloud 15 Service Description

**Accessibility  
Assessment**



# ABOUT THE SERVICE

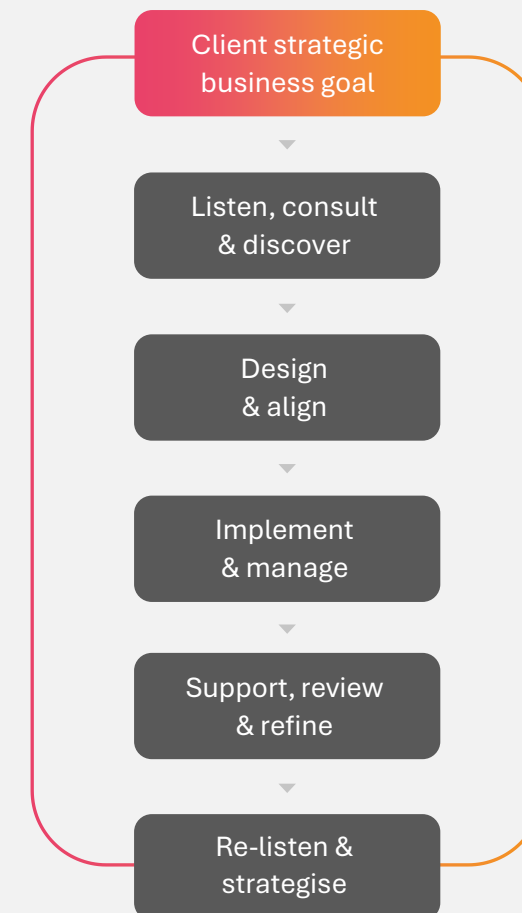
The Node4 Accessibility Assessment service enables organisations to understand, improve, and evidence the accessibility of their digital services in line with WCAG 2.2 AA and applicable UK public sector accessibility regulations. Designed for organisations with varied and often complex digital estates, the service provides a clear, independent evaluation of current accessibility maturity, highlighting areas of non-compliance, user impact, and opportunities to enhance inclusivity across digital channels. The assessment recognises that achieving meaningful accessibility is highly dependent on organisational context - particularly the scale, design, and technical complexity of the services in scope. For many clients, compliance may require substantial updates to content, user journeys, or underlying technology.

To ensure changes are effective and sustainable, our specialists work collaboratively with client teams, embedding accessibility knowledge and ensuring stakeholders understand both the compliance requirements and their practical implementation. Because accessibility standards and wider regulatory expectations evolve, the service places emphasis on future readiness.

Our approach helps organisations plan for ongoing accessibility governance, recognising that continued investment (whether in processes, skills, or tooling) may be required to maintain compliance over time. This forward-looking guidance supports clients not only in addressing current issues, but in building resilience against future changes in technology, user expectations, and legislation. Crucially, the service extends beyond the technical dimensions of accessibility and supports clients in fostering a culture of inclusion.

While compliance provides a legal baseline, truly accessible services rely on organisational commitment, leadership, and a user-centred mindset. Through practical recommendations, capability uplift, and clear strategic insights, the assessment helps organisations strengthen their digital inclusivity, ensuring their services are usable, intuitive, and welcoming to all users.

## ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

# NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &  
Advisory

S

Strategy  
& Business Case

P

Design & Planning

I

Implementation,  
Testing & Go Live

R

Handover  
to Run

E

Service Evolution  
& CI/CD

One Transformation Journey – Many Pathways to Discover

# DIGITAL AND APP INNOVATION

## Analysis and Strategy

Accessibility  
Assessment

AI Services Analysis and  
Strategy

AI Powered Automation  
Analysis

Application Solutions  
Architecture Strategy &  
Design

Application  
Modernisation Analysis

Azure AI Maturity  
Assessment and  
Strategic Planning

Azure DevOps  
Assessments and Gap  
Analysis

DevOps Analysis &  
Strategy

Azure/IaC Strategy and  
Analysis

Digital Solution  
Architecture

Microservices Architecture  
Assessment and Strategy

## Plan and Implement

AI-Enabled Virtual  
Agents and Customer  
Service Solutions

Bespoke Application  
Development

OpenAI and Azure AI  
Integration and  
Development

AI-Powered Automation  
Services

Infrastructure-as-  
Code (IaC) Design  
and Deployment for  
DR & Failover

Software Development  
Partner Framework  
(SDaaS)

API Management &  
Integration Services  
(iPaaS)

IoT and Edge  
Computing  
Solutions

Solutions Plan and  
Implement  
Development Services

Application  
Modernisation

IoT and Integration  
Plan and  
Implementation  
Services

TFS and DevOps  
Migration to Azure  
DevOps

Azure DevOps Plan and  
Implement Services

Microservices  
Architecture and  
Delivery

User Experience Design

## Run and Evolve

Application and  
Solution Code Health  
Check

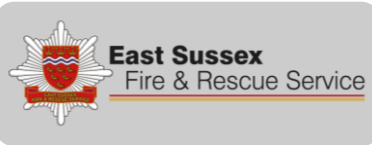
DevOps as a Service  
(DaaS)

# CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

|                                                                                                                                                     |                                                                                                                                                    |                                                                                                                                         |                                                                                                                                                        |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|  <p>Foreign, Commonwealth<br/>&amp; Development Office</p>         |  <p>Ministry<br/>of Defence</p>                                   |  <p>Ministry<br/>of Justice</p>                       |  <p>Department<br/>for Environment<br/>Food &amp; Rural Affairs</p> |  <p>UK Export<br/>Finance</p>              |
|  <p>Department for Levelling Up,<br/>Housing &amp; Communities</p> |  <p>Homes<br/>England</p>                                         |  <p>SSRO<br/>Single Source<br/>Regulations Office</p> |  <p>NHS<br/>Digital</p>                                             |  <p>UKSBS<br/>Shared Business Services</p> |
|  <p>West Mercia<br/>Police</p>                                    |  <p>Leicestershire<br/>Police<br/>Protecting our communities</p> |  <p>Cheshire East<br/>Council</p>                    |  <p>West Midlands<br/>Combined Authority</p>                        |  <p>CareQuality<br/>Commission</p>         |
|  <p>Locala<br/>Health &amp; Wellbeing</p>                        |  <p>Ofsted<br/>raising standards<br/>improving lives</p>        |  <p>HS2</p>                                         |  <p>HM Land<br/>Registry</p>                                      |  <p>acas<br/>working for everyone</p>    |





CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

# CLIENT SUCCESS

## FROM 7 DAYS TO 5 MINUTES – A 99.9% REDUCTION IN TIME

ESFRS's previous manual SSRI process meant crews assessing the risk at premises had to make handwritten notes, fill out a Word document and then send an email to their respective Station Manager for approval. This was prior to the SSRI document being uploaded manually to a SSRI system and downloaded to the services' Mobile Data Terminals (MDT), located on each fire appliance, for use when in transit and at incidents. This process could take up to seven days to complete.

ESFRS identified this process needed upgrading to meet aspects of the Grenfell Tower incident recommendations and to modernise the technology in use and reached out to their ICT managed service provider and trusted partner, Telent, to help them kickstart the process.

With the support of strategic partners, Telent have been working with ESFRS since 2016 to transform key operational processes. In this instance, commercial, out-of-the-box solutions were available – but ESFRS and Telent felt that a purpose-built, configurable solution would be better placed to meet all requirements and deliver maximum impact and improve safety.

Telent introduced Node4, to ESFRS and what they had set out to achieve, and together we mapped a way forward for the organisation. The end solution would support ESFRS's digital strategy, with a focus on alignment of digital risk data collection and current guidance, and the introduction of an auditable digital process for collecting and communicating risk data.

“

Self-service was a key driver in this project for us, with risks continuously changing, and new risks regularly being discovered, it was important that any new requirements could be added to the form as and when needed.

**DEREK HAMILTON**  
STATION MANAGER –  
OPERATIONAL LEARNING &  
INTELLIGENCE

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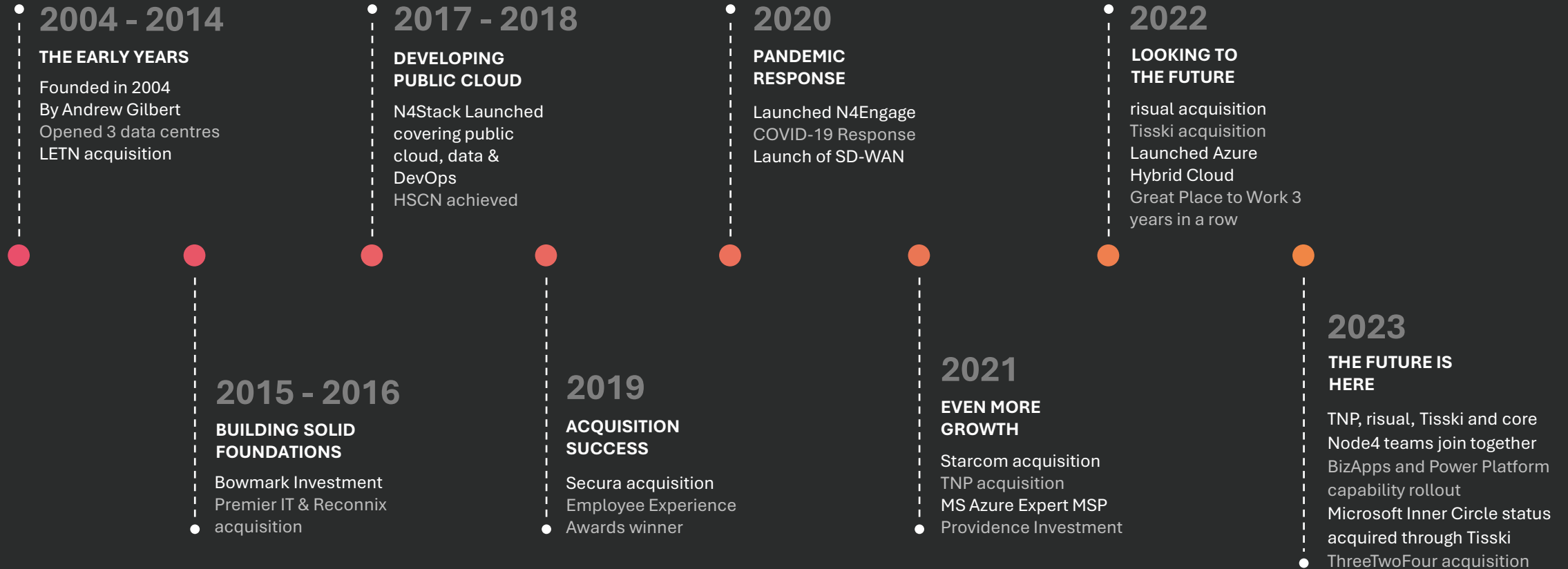
# CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

Harnessing our knowledge, passion and talent we help our clients reach their full potential.

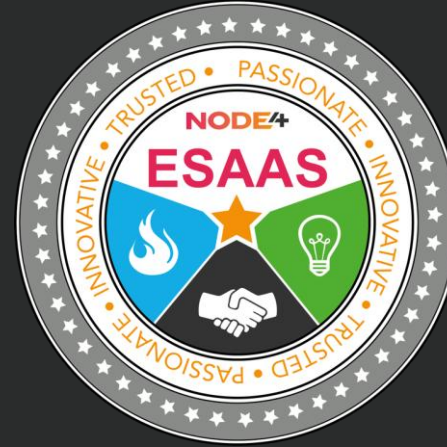
**We call it change that matters.**

# THE JOURNEY SO FAR...





# IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

## NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

## UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



# WHY PARTNER WITH US?

1



## PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



## CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

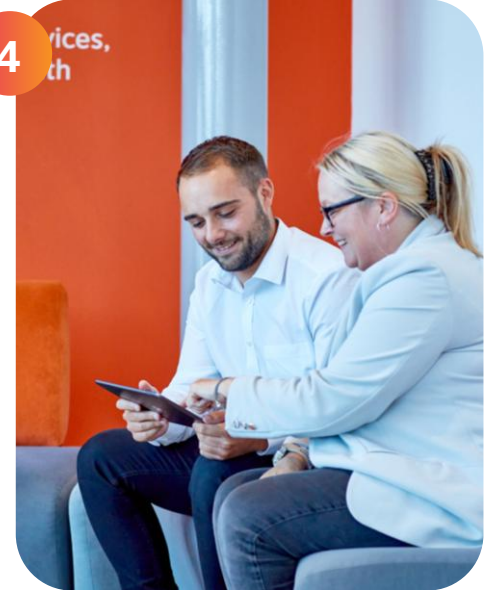
3



## SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

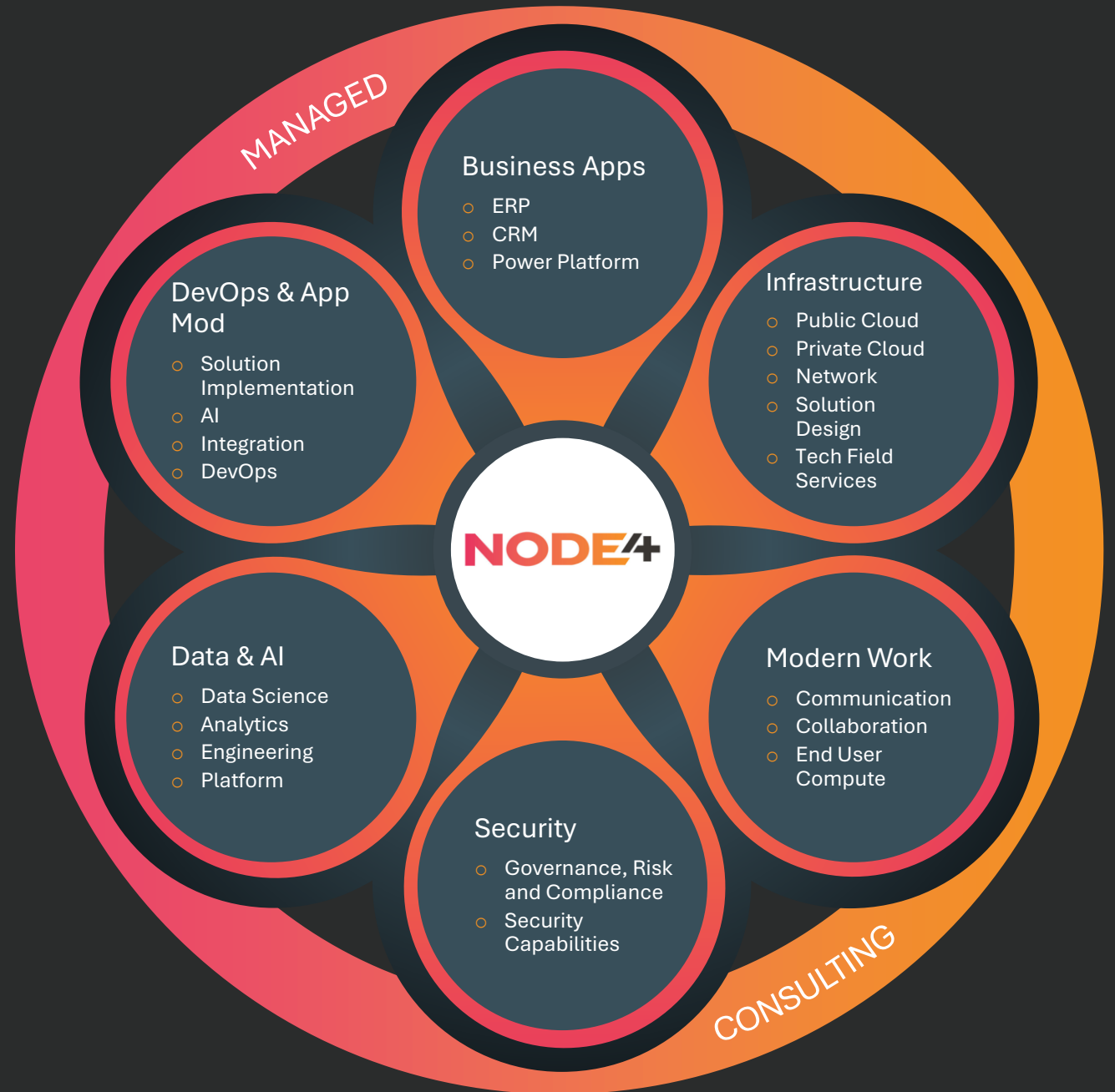
4



## WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

# NODE4 CAPABILITIES



NODE4+