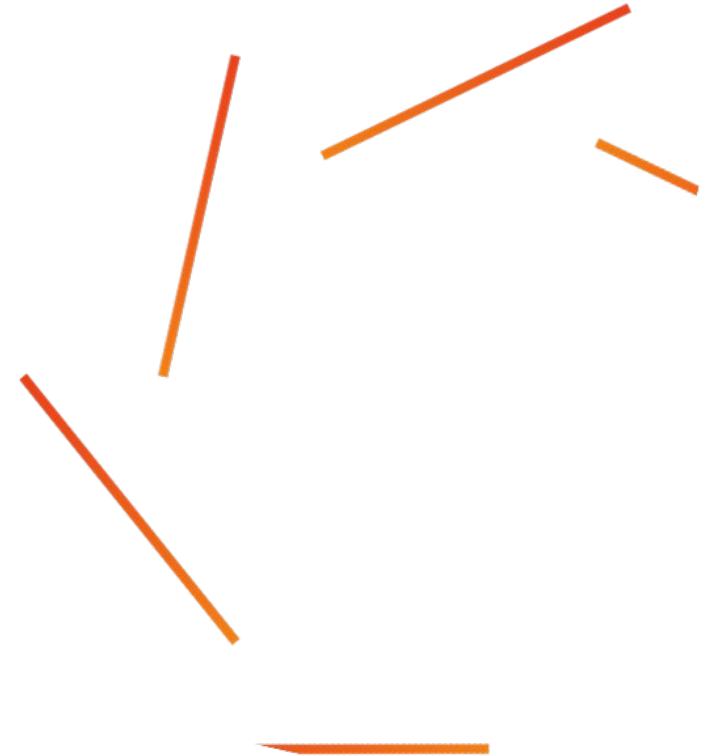


Strategic Design Service Offerings

Creating Accessible Services
Service Definition Document

Sopra Steria



About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) –
ISIN: FR0000050809

For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

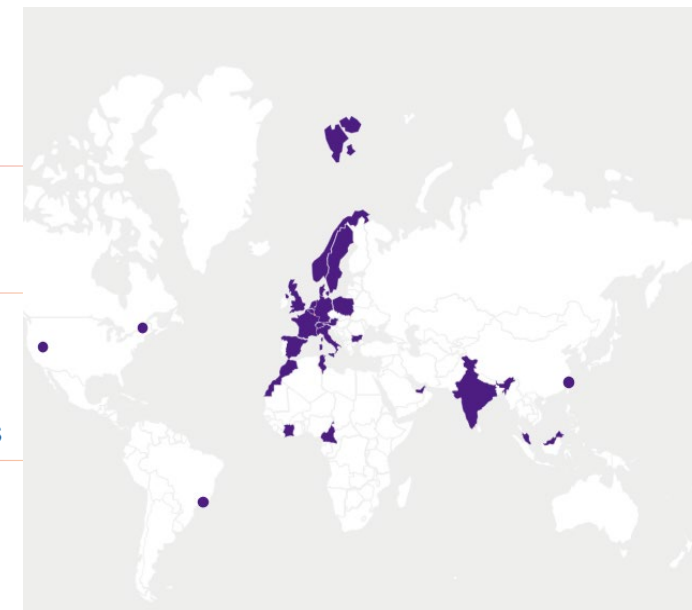
Top 5

European digital
services companies

In nearly

30

countries



About Sopra Steria Next

Some of our Clients



Sopra Steria Next is the consulting arm of Sopra Steria, a European leader in technology and transformation with over 55,000 employees in 30 countries.

We believe that success comes when you put people first. We help organisations to meet their goals by focussing obsessively on the needs of their customers: to perform better by empowering employees; and to win trust by being responsible corporate citizens.

We're driven by what's next. Technology offers opportunities to address our most important challenges. We enable large, complex organisations to innovate with next generation technology and data-driven insight.

For our clients, we blend business and technology expertise to deliver end-to-end transformation. Our consulting insight accelerates the pace of implementation. That's because our advice draws on the user centered design capability of [CXPartners](#) and is grounded in Sopra Steria's experience of what it takes to run cutting edge services at scale.

In government, financial services, security, and commerce: we re-imagine the organisations that shape everyday life in the UK.

"It was so evident the genuine care you had for this piece of work. You all offer a strong set of skills alongside passion, creativity, relatability and just being super on top of everything! It's been a pleasure working with you all."

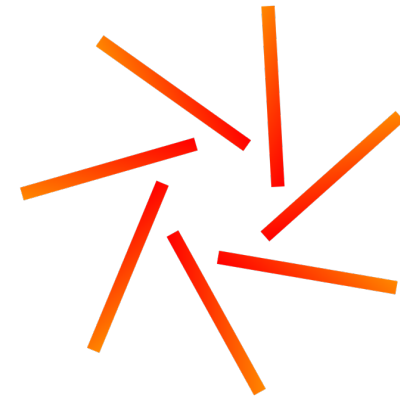
Emily Moimoi,
Commissioning
Support Officer,
GambleAware

About Strategic Design

Our Strategic Design practice helps organisations rethink services, products and systems so they work better for the people who rely on them — whether they are citizens, customers, civil servants, colleagues or employees.

We design experiences that create meaningful outcomes for individuals, organisations and society, while helping leaders build cultures that are more human centered, adaptive and ready for the next generation of technology.

And through our specialist consultancy, [CXPartners](#), we bring world class expertise and two decades of deep public sector experience to accelerate meaningful, sustainable change.



We are open to innovative engagement models and – subject to project context – would welcome the opportunity to work with you to identify output or performance based risk/reward mechanisms for aspects of our services.

Please refer to the Pricing Document for this Service.

Creating Accessible Services

Ensuring Cloud implementations are inclusive and accessible

Many organisations struggle to understand whether their digital services are genuinely accessible or compliant.

We help organisations assess accessibility through user-centred evaluation, testing with people who have diverse access needs, and clear evidence against recognised standards. This provides practical direction for improving accessibility and reducing delivery, legal, and reputational risk.



Service features

- Understand your ambition to create accessible-services and an accessible organisation
- Identify key areas of your organisation to evaluate
- Understand the context and current experience of your organisation
- Evaluate your digital touchpoints and services against WCAG 2.2 standards
- Test digital touchpoints using a range of assistive technologies
- Qualitative research with people who have diverse access needs
- Inclusive analysis with stakeholders and people with lived experience
- Clear reporting of findings, risks, and prioritised recommendations
- Collaborative development of an accessibility vision and direction
- Support to articulate the importance and value of accessibility within your organisation.

Service benefits

- Clear, actionable plan to make your organisation accessible
- Better understanding of the benefits an accessibility first approach
- Direct insight from people with lived experience of access needs
- Reduced risk of non-compliance with accessibility regulations
- Improved experience for all users, not just those with access needs
- Creates the environment for a more diverse workforce
- Foundations for embedding accessibility into Discovery, Alpha, or Beta
- Ensures compliance with UK public bodies accessibility regulations
- Ensures adherence to GDS and DSSS service standards
- More inclusive-services that work for a wider range of users.