



Accessibility Testing Capabilities

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Globally Top 3 Software Testing and QA Company, with a specialist division, for AI & Digital Engineering Services

 UNIVERSAL	US and UK Co-Headquartered 13 Global Offices	 EXPERIENCE	25+ years of Industry Experience	 DEMONSTRATED	Delivered for 480+ Clients
 RIGHT SCALE	1400+ people Agile & customer-centric culture	 CUTTING EDGE	5% Revenue on R&D & Innovation focused on Efficiency & Effectiveness	 MATURED	ISO 27001 ISO 9001:2015 Cyber Essentials certified

AI at the Core

Agentic AI-led end to end QE solutions | QA of AI systems

Recognized by Analysts and research organizations			
	Leader Quality Engineering		Leading vendor in Gartner Market Guide Application Testing Services 2025
	Leader and Star Performer QE Specialist Services		Rising Star AI-driven ADM Services 2025

Recognized by Industry



Certified 6 times
in a row

Recognized by Community				
				
WINNER The Asia Pacific Software Testing Awards 2025	FINALIST The AI Awards 2025	FINALIST North American Software Testing Awards 2025		
				
FINALIST National DevOps Awards 2025	FINALIST The European Software Testing Awards 2025			



Customer Satisfaction:
4.7/5 Average **Source Gartner Peer Insights Reviews

Key Accessibility Customers



Banking & Fintech



Customer engagement and revenue execution



ISVs and Technology



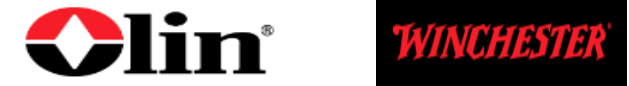
Education



Non-Profit



Chemicals Manufacturing & Ammunition



Life Science & Healthcare



Specialized Projects



Tx collaborates with clients from diverse industries, delivering tailored solutions with excellence and innovation



Manual Web Accessibility Testing

- We ensure full compliance with Digital Accessibility Policy & WCAG 2.1 Level A & AA.
- Manual verification using Assistive Technology Testing: NVDA, JAWS, VoiceOver, Dragon and keyboard-only navigation is conducted to ensure compliance.
- Identification and reporting of barriers faced by people of determination in accessing digital content
- Multi-device & browser testing to ensure access for all in the country.



Automated Web Accessibility Testing

- We leverage industry leading automation tool like Axe, CCA, Wave , ANDI and Accessibility insights to deliver effective automated accessibility testing report.
- We use our inhouse developed AI enabled Accessibility tool to provide clear insights on the accessibility failures to the users.



Mobile Accessibility Testing

- Testing native & hybrid apps for iOS & Android to ensure Digital Accessibility across devices.
- Validation with TalkBack, VoiceOver, Magnification, touch target size, gesture accessibility and other tools are performed



Hardware Testing

- Our experts conduct thorough evaluations to ensure that hardware meets global other standards and are accessible to all.
- We include individuals with and without disabilities to assess hardware accessibility with various tools and assistive technologies, ensuring the hardware is accessible to everyone, including People of Determination.



Document Accessibility Testing

- We thoroughly evaluate documents for compliance with accessibility standards, reviewing all elements manually and with automated tools against WCAG Digital Accessibility Policy.
- Our team provides detailed reports and recommendations to ensure documents are accessible to all users, including People of Determination



AI Accessibility Testing using Agents

- AI agents auto-detect accessibility gaps and suggest fixes in real time.
- Continuous monitoring ensures WCAG policy compliance across platforms.

With knowledge of accessibility regulations like W3C's WCAG 2.0/WCAG 2.1/WCAG 2.2, Section 508 , Policy for Digital Accessibility & other country specific acts Tx ensures all practices to standardize accessibility are followed within your application. Tx takes these personas and incorporates disabilities including (for example):

- *Impaired vision*
- *Colour-blindness*
- *Blindness*
- *Deafness*
- *Hard-of-hearing*
- *Motor Impairment*
- *Mobility Impairment*



Expert Testing

Knowledge gained in user testing is fed back into the expert testing process, ensuring our evaluations are continuously refined to meet the specific needs of People of Determination. We ensure that Experts understand how the underlying web technologies interact, act as a clearinghouse for knowledge about different user groups and have the inclination to learn dedicated testing tools.

Four components to expert testing:

- **Tool-guided evaluation:** where a tool looks for accessibility problems and presents them to the evaluator
- **Screening:** where the expert simulates an end-user experience of the application
- **Tool-based inspection:** the testers use a tool to probe how the various bits of an application are working together
- **Code review:** the tester looks directly at the code and assets of an application to look for problems

User Testing

Bringing in actual users to testing process enhances the overall experience as users are the real experts in their own abilities and their own assistive technology. User testing allows us to reveal usability gaps between more and less technical users, and between people who are familiar with the application in question and people who aren't.

- Blind
- Deafness
- Hard-of-hearing

Knowledge gained in user testing is fed back into the expert testing process

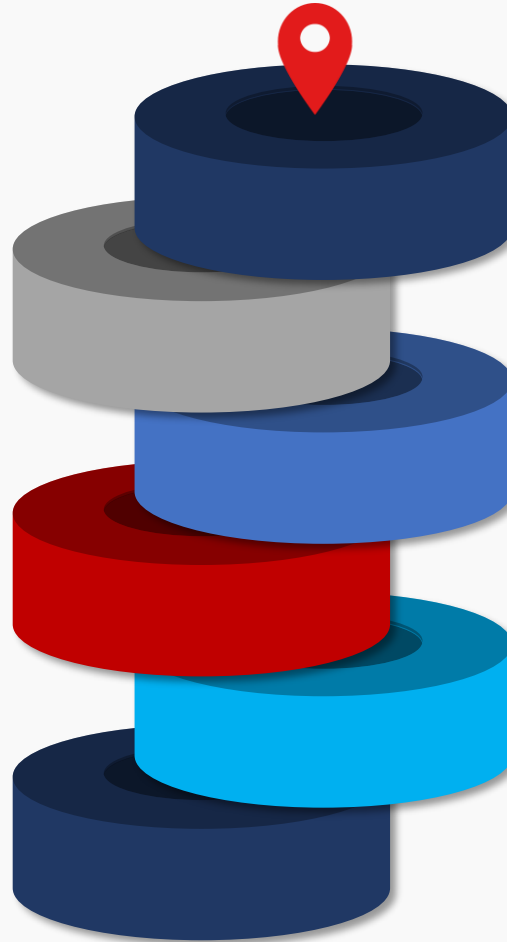
UAE – UAE National Policy for Empowering People of Determination (2024)



US – Section 508 of the US Rehabilitation Act of 1973



Country Specific Standards,
Many other countries have laws that favour or mandate accessibility of websites and applications, e.g., **Sweden, Philippines, etc.**



UK – Equality Act 2010

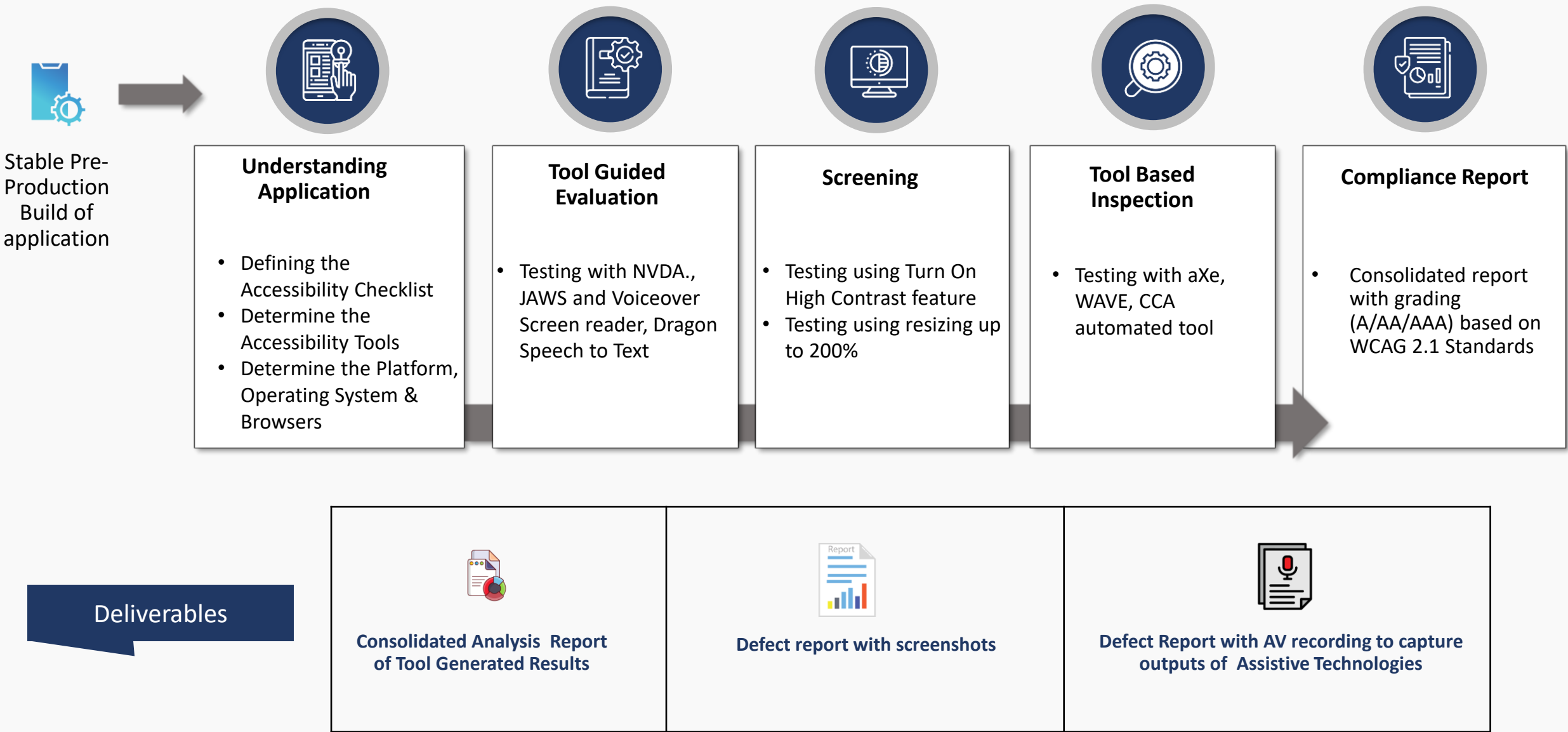


India – Rights of Persons with Disabilities Act, 2016 (RPD)



Canada – The Accessible Canada Act (ACA), 2019

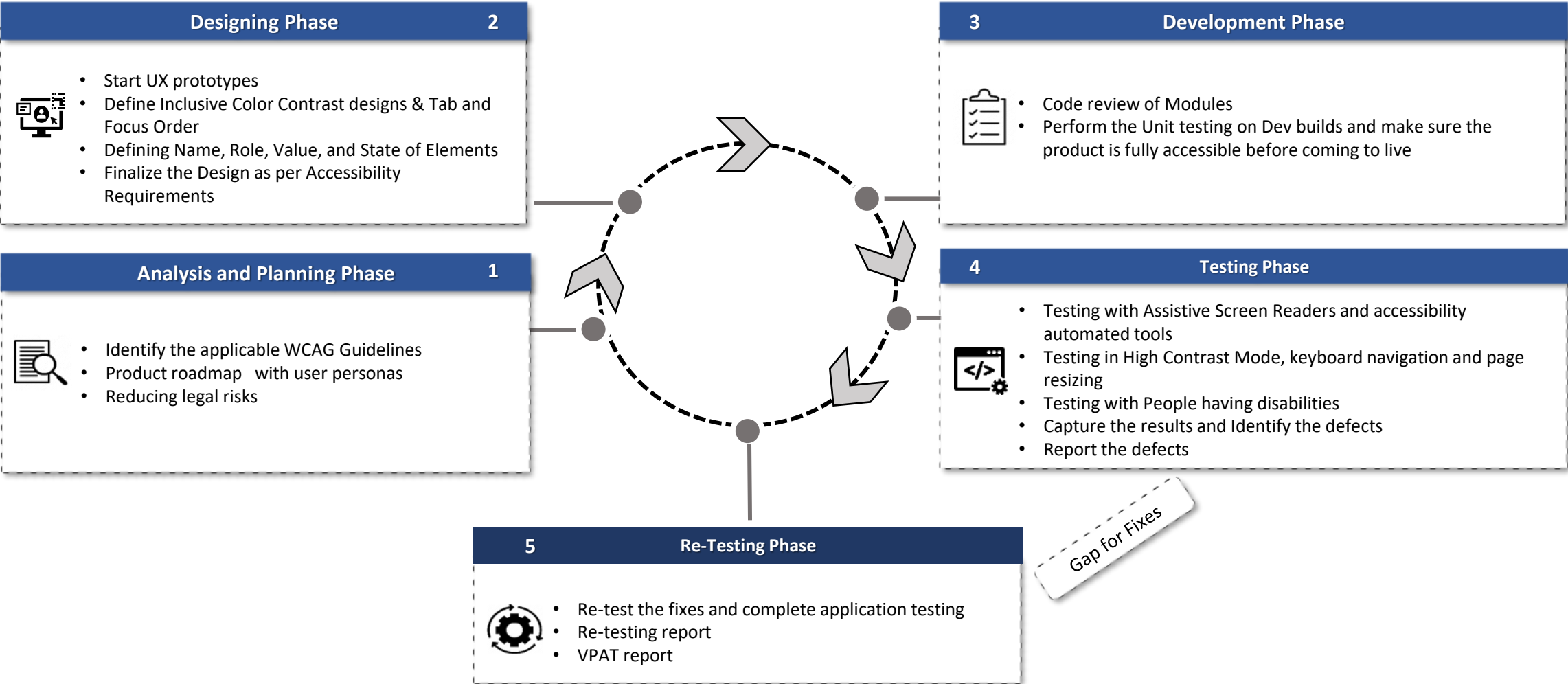






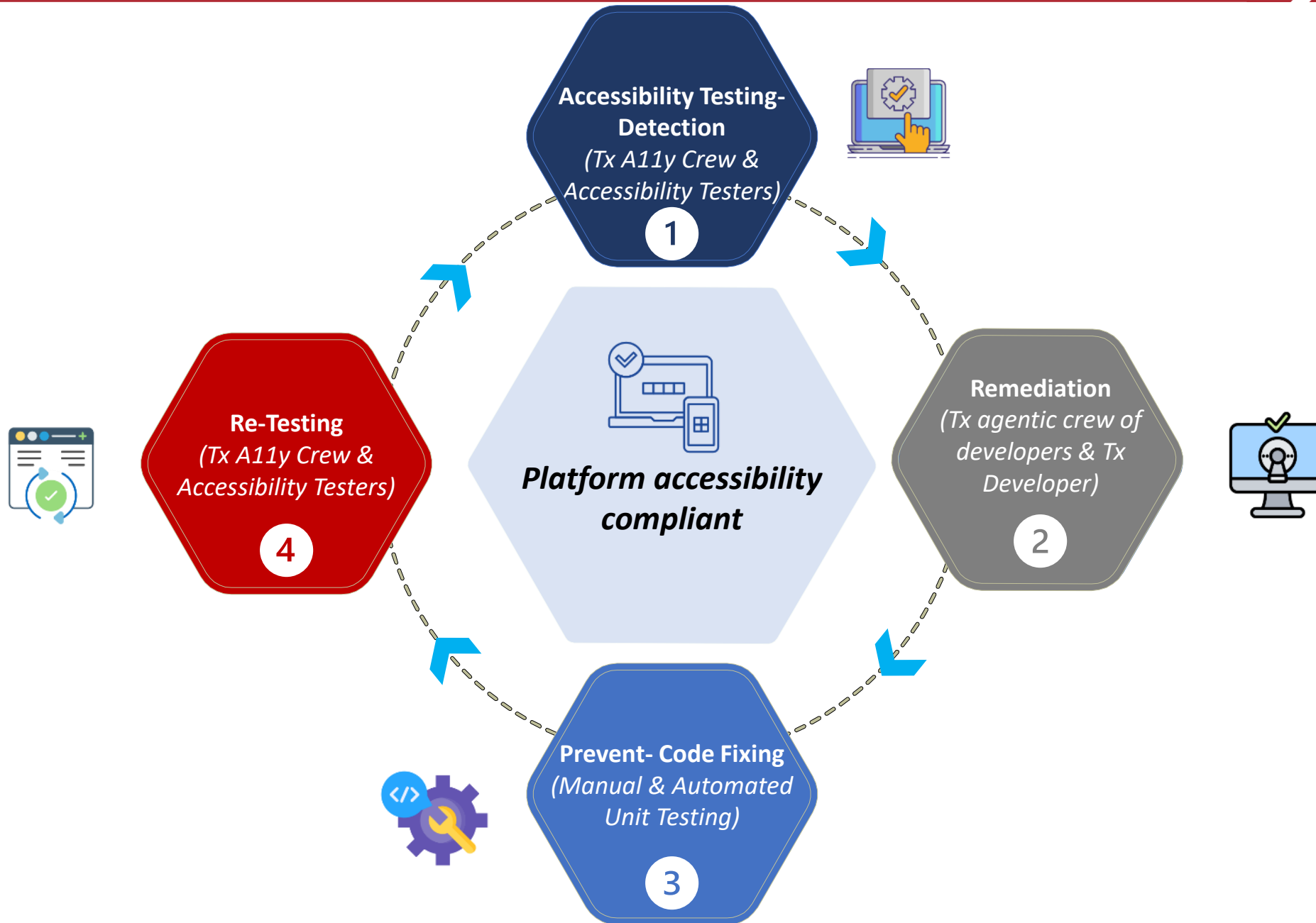
Accessibility Testing

Well planned Accessibility Testing, use of appropriate tools to make applications accessible to larger audience.



Accessibility: AI Capabilities

Accessibility Approach Using A11y Agents



Our Approach addresses Testing needs Now and Creates an A11y Future



Detect



Remediate



Prevent



Re-Test

What

Leverage Agentic AI to scan, prioritize, and recommend fixes to WCAG 2.1 A/AA failures.

Address WCAG issues, including backlog, to your Engineering team can focus on BAU

Create Assessments and Consulting activities to ensure a minimum level of WCAG 2.1 quality

Verify fixes and validate stability after remediation

How

Tx AgentiQE A11y Agents continuously scan applications and produce actionable reports

Tx Engineering works as an Engineering Pod dedicated to addressing A11y defects

Leverage Tx's A11y Maturity models, office hours, and assessments to build A11y Journeys for Client Teams

Re-execute impacted guidelines, run regression suites, and leverage automation for quicker validation.

Outcomes

- Scans run and reports generated in minutes
- Can be integrated into a sprint cycle
- Mitigate legal exposure

- Dramatic reduction in WCAG 2.1 defect backlog
- Client Engineering Teams work on new features

- Create Inclusive Technology at Client
- Level set a minimum level of A11y set at the organization level

- Defects confirmed as resolved
- No regression introduced, and readiness for release assured.

Tools

Web Accessibility



aXe



Voiceover



Accessibility Insight



ACCESSIBILITY
CHECKER

Accessibility Checker

Screen Reader



NV Access



JAWS



Voiceover

Mobile Accessibility



Google Talkback



Accessibility Scanner



Voiceover

Wireframe Accessibility



Accessibility Checker



Color Contrast Analyser

Assistive Technology



Color Contrast Analyser



Magnifier

Case Studies

Case Study: Data and Accessibility testing using A11y Agent



A multinational financial services corporation providing investment management, retirement planning, brokerage, and data-driven advisory solutions to millions of individual and institutional investors.

BUSINESS NEED

Fidelity required a strategic quality assurance partner to:

- Profile, analyze, and validate large volumes of data spanning **Salesforce Advisor, Salesforce Investor, Snowflake, and Marketo**.
- Align data quality validation efforts with the AEP data dictionary, **Ataccama glossary**, and domain-specific rules.
- Establish a **scalable automation framework** integrating frontend and backend validations.
- Enable ongoing **data governance** through a sustainable roadmap and test data management best practices.
- Implement **AI-powered accessibility testing** within web applications to ensure compliance, enhance user inclusivity, and mitigate legal and reputational risks.

KEY HIGHLIGHTS OF OUR APPROACH

- Deployed a **hybrid automation framework** combining **Ataccama (backend)** and **Katalon (frontend)** to enable end-to-end validation across large-scale datasets and UI workflows.
- Performed comprehensive data profiling and quality analysis across Salesforce Advisor, Salesforce Investor, and Snowflake datasets, covering over **441 million records**.
- Aligned all data quality validations with Fidelity's AEP data dictionary and Ataccama's default glossary, ensuring rules-based consistency and governance.
- **Verified bad data ingestion** using the AEP Query Editor, enabling early detection of anomalies and ingestion failures.
- **Developed ~1000 automated test scripts** and categorized them by complexity to drive optimized execution and maintenance.
- **Deployed two skilled data testing resources** to perform framework design, test implementation, and CI/CD integration.
- Integrated automated test suites into **Fidelity's DevOps pipeline**, enabling continuous validation and faster feedback loops.
- Collaborated closely with Fidelity's Data Governance team to define a scalable, long-term roadmap for managing data quality and QA automation maturity.
- **Agentic AI for Web Accessibility**: Integrated A11y Agents across Fidelity's web applications to simulate assistive technology behavior, flag accessibility issues, and generate WCAG-compliant remediations.

BUSINESS OUTCOMES

- **Enhanced Data Reliability**: Validated over 441 million records across critical systems, significantly improving confidence in data accuracy for analytics and reporting.
- **Accelerated Testing Cycles**: Achieved faster release velocity by integrating ~1000 automated test scripts into CI/CD pipelines, reducing manual effort and enabling continuous testing.
- **AI-Driven Accessibility Assurance**: Leveraged AI-powered accessibility testing to ensure compliance with accessibility standards, enhancing user inclusivity and reducing legal and reputational risks.
- **Scalable QA Framework**: Established a reusable, hybrid automation framework supporting long-term test data management and enabling ongoing QA maturity across Salesforce, Snowflake, and Marketo ecosystems.

Tools & Technologies: Ataccama, Katalon Studio, AEP Query Editor, Git, Jenkins, Salesforce, Snowflake, Marketo (TBD), Tx A11y Agent, Excel/Confluence (for test documentation)

KEY BENEFITS WITH Tx's VALUE ADD



Increased Operational Efficiency: Accelerated release cycles through automation integration, reducing manual testing effort and enabling faster time-to-market.



Enhanced Regulatory Compliance and Risk Mitigation: AI-driven accessibility testing ensures adherence to accessibility standards, lowering legal exposure and reinforcing brand reputation.



Improved Data Accuracy and QA Scalability: Robust validation of massive data sets and a scalable hybrid automation framework drive data integrity and support continuous QA maturity across critical platforms.

Case Study: Accessibility Testing of Leading Technology Service Provider



A leading technology solutions provider that inspire greatness in classrooms and workplaces worldwide. SMART delivers an integrated solution of software, hardware, training, and services designed for superior performance and ease of use.

BUSINESS NEED

The client needed a strategic partner to:

- **Hardware Accessibility Testing:** To ensure accessibility and usability, perform comprehensive testing of interactive hardware components such as interactive displays, interactive whiteboards, document cameras, and smart podiums.
- **Software Accessibility Testing:** Test websites, including Notebooks and smart tech applications, for accessibility to ensure they meet user needs and comply with standards.
- **Comprehensive Accessibility Testing:** Conduct hardware and software accessibility testing to provide a unified solution for the client's products and websites.

KEY HIGHLIGHTS OF OUR APPROACH

- **Accessibility Test Deployment:** A team of accessibility test engineers from the Tx offshore Test Centre in India was deployed to conduct comprehensive accessibility testing, ensuring thorough testing coverage for hardware and software components.
- **Application Understanding and Testing Scope:** Developed a test plan and defined the scope for accessibility testing based on a thorough understanding of the application, leading to a more targeted and effective testing process.
- **Accessibility Testing Execution:** Conducted accessibility testing for hardware components such as interactive displays, whiteboards, and software applications by Section 508, ensuring the application meets accessibility standards and enhances user usability.
- **Browser Compatibility Testing:** Performed accessibility testing across the latest versions of browsers like Chrome, Firefox, Edge, and Safari to ensure cross-browser compatibility, guaranteeing a seamless experience for users across different platforms.
- **Reporting and Re-testing:** Shared detailed accessibility reports (VPAT and Section 508) with client stakeholders, including re-testing and validating findings to ensure compliance and usability, enhancing overall product quality and accessibility standards.

BUSINESS OUTCOMES

- Cost Optimization through Offshore Testing
- Risk Mitigation and Compliance
- High-Quality Output through Standardization
- Effective Tool Selection and Methodology

Tools & Technologies: Digital Camera, user manual, VoiceOver, Talkback, JAWS and NVDA

KEY BENEFITS WITH Tx's VALUE ADD



Regulatory Compliance and Risk Mitigation: By providing the VPAT and Section 508 reports, the client was assured that their products were accessible and compliant, helping safeguard the organization from potential legal challenges.



Comprehensive Accessibility Coverage: The Tx team conducted thorough accessibility testing across both hardware and software, ensuring that critical areas such as Contrast, Real-time Text Functionality, Audible Signals, and Timed Responses were addressed according to Section 508 standards.



High-Quality Reporting: The provision of detailed reports, including the VPAT and Section 508 documentation, ensured that the client had comprehensive documentation of the accessibility testing results.

Accessibility Testing Success Stories: Snapshot



S.no.	Client	Synopsis
1	 UNIVERSITY OF OREGON	Performed Accessibility Testing as per WCAG 2.2 standards on the Career Information System (CIS) website and identified vulnerabilities to be fixed, increasing site responsiveness
2	 SMART®	Performed hardware and software accessibility testing for Chrome, Firefox, Edge and Safari web browsers as per Section 508 and WCAG 2.2 leading to vulnerability resolution and increased application responsiveness
3	 Vietnam Airlines	Performed mobile application testing for Android and iOS platforms ensuring the application was responsive and operational for all users
4	 capture®	Performed Web application accessibility testing for National Archives- the official archive and the publisher for the UK government and for England and Wales and submitted a VPAT report
5	 i-Sight®	Client is looking for a QA partner to provide Accessibility Testing services for their Web Application browsers - Chrome, Safari Tested against WCAG 2.1 Level AA standards and issued VPAT report



Accessibility Compliance:

- We Align applications with all accessibility standards like WCAG 2.0, 2.1, 2.2, Section 508, ADA, RPWD, and Stanca Act standards to ensure accessibility for all.



In-House Team with AI Capabilities:

- Our in-house team has extensive experience leveraging Agentic AI to enhance accessibility testing by automating issue detection, personalizing user experiences, and ensuring comprehensive and adaptive evaluations.



Continuous Accessibility Improvement:

- We offer ongoing assessments, feedback loops, and remediation support to help organizations maintain and enhance accessibility as technologies and standards evolve.

Tx Accessibility Testing Services with A11y Agents empower organizations to accelerate compliance with global accessibility standards through AI-driven, automated, and manual testing, delivering scalable, precise, and actionable insights for inclusive user experiences.



Tool Proficiency:

- Our experienced engineers leverage leading accessibility testing tools such as ANDI, Color Contrast Analyzer, WAVE, aXe, and screen readers NVDA, JAWS, Voiceover and Dragon to ensure precise and reliable results.



Detailed Reporting:

- We provide detailed VPAT reports, Accessibility statements ensuring transparency and informed decision-making for stakeholders



Broader Market Reach:

- Ensuring accessibility opens your applications to over a billion people with disabilities globally, expanding customer base and driving growth.

A background image showing a close-up of two hands shaking in a firm grip, symbolizing a business deal or agreement. The image is dark and moody, with a large, solid red diagonal shape overlaying the right side. The text 'Thank you' is centered in a white box on the left side.

Thank you