



G-CLOUD 15 SERVICE DEFINITION

Accessibility & Usability Testing Services

Transforming IT QA Services

Delivering secure, innovative and effective IT QA solutions tailored for client needs.



ISO 27001 Certified



Cyber Essentials Plus



ISO 9001 Certified



ISO 14001 Certified



98% Client Satisfaction



88% KT retention



SERVICE OVERVIEW & PURPOSE

Evidence-Based Insight

Generates evidence-based insight and prioritised recommendations to inform design, remediation and acceptance decisions.

Barrier Identification

Identifies barriers to access, usability issues and user journey friction impacting compliance, inclusion and adoption.

Flexible Delivery

Delivered as assurance-led evaluation, execution-focused testing, or a hybrid approach based on buyer needs.



WHEN BUYERS NEED THIS SERVICE



Public-Facing Services

Digital services subject to accessibility regulations and service standards.



Diverse User Groups

Services supporting users with disabilities or specific access needs.



Pre-Release Assurance

Pre-go-live or major change assurance requiring independent assessment and satisfaction.



Adoption Challenges

Services where usability issues affect task completion and user satisfaction.



User Journey Assessment

Programmes requiring independent assessment of user journeys and interaction design.



Compliance Evidence

Accessibility compliance evidence required for audit, assurance or governance review.



SERVICE SCOPE & WHAT WE PROVIDE

✓ In Scope

- Usability testing of user journeys, tasks and interactions
- Accessibility testing aligned to WCAG expectations and public sector standards
- Assessment of navigation, content clarity, interaction patterns and task completion
- Testing across prototypes, pre-production and live services
- Identification and classification of usability and accessibility issues

✗ Out of Scope

- Design ownership or implementation of fixes
- Certification or legal sign-off ownership



USABILITY & ACCESSIBILITY TESTING CAPABILITIES



Usability Testing

- Task-based user evaluations reflecting real public sector use cases
- Moderated and unmoderated user sessions
- Heuristic and journey-based usability assessment
- Persona and scenario development
- Behavioural observation and interaction analysis
- Identification of usability risks affecting task success or adoption



Accessibility Testing

WCAG-Aligned Assessments

- WCAG 2.1 (A / AA / AAA) aligned assessments
- Manual accessibility reviews by trained specialists
- Screen reader and assistive technology compatibility testing
- Keyboard-only and alternative input navigation checks
- Mobile and responsive accessibility validation
- Mapping of findings to WCAG success criteria with severity classification



TOOLS, TECHNIQUES & ASSURANCE OUTPUTS

Testing Approach

- ✓ Manual and automated techniques with assistive technologies
- ✓ Industry-standard tooling supporting coverage and evidence capture
- ✓ Human-led assessment and judgement driving outcomes
- ✓ Tooling selection governed by scope, accessibility needs and buyer constraints

Typical Outputs

- 1 Usability and accessibility findings with severity and user impact classification
- 2 WCAG-mapped accessibility issues and compliance insight
- 3 Evidence examples supporting findings
- 4 Prioritised recommendations for improvement
- 5 Retest results confirming resolution effectiveness



DELIVERY MODEL & RESPONSIBILITIES

Delivery Footprint

Onshore and offshore delivery based on:

- Buyer requirements
- Data sensitivity
- Security constraints
- Supports continuity, scalability and resilience

Buyer Responsibilities

The Buyer retains responsibility for:

- Acceptance and release decisions
- Ownership of remediation and design changes
- Compliance accountability
- Provision of access, environments and user participation

Service Entry & Exit

Entry:

Engaged at any stage where accessibility or usability assurance is required

Exit:

Concludes on delivery of agreed outputs with no ongoing obligation

Training & Knowledge Transfer

Where agreed, enablement may support buyer teams in understanding accessibility and usability findings, evidence interpretation and prioritisation, without creating dependency or operational reliance.



MARKETPLACE POSITIONING

Core Value Proposition

Evidence-based accessibility and usability testing enabling inclusive, compliant and user-centred digital services



Independent Assurance

Clear boundaries between testing, design ownership and acceptance authority maintained throughout



Clear Accountability

Supports informed decision-making without replacing buyer accountability



Decision Support

Provides actionable insights to guide project direction and compliance



ABOUT SPECTRUM IT HUB LTD

Spectrum IT Hub is a UK-based professional IT services provider delivering independent, evidence-based quality assurance and testing services. We support the delivery of accessible, usable and compliant digital services through a flexible onshore and offshore delivery model, aligned to UK public sector standards and assurance expectations.



Mission

To provide secure, high-quality and independent assurance services that support public sector organisations in making informed acceptance, release and go-live decisions for cloud-hosted digital services, through structured testing, governance and evidence-led assurance

COMPANY DETAILS

COMPANY NUMBER
13649954

HEAD OFFICE
3 Newbridge Square,
Swindon, England, SN1 1HN

OFFSHORE ADDRESS
No.6, 2nd floor, Jayanagar
housing society layout,
Uttarahalli Main Rd, 2nd Stage,
Chikkalasandra, Bengaluru,
Karnataka 560061



| DELIVERY MODEL & COMPLIANCE STANDARDS

Hybrid Delivery Model

Onshore

UK-based senior consultants and delivery managers providing stakeholder engagement, governance, assurance leadership and buyer-facing activities.

Offshore

Specialist global delivery teams providing cost-effective execution of testing activities under defined quality controls and governance.



Flexible Mix: Tailored to security constraints and buyer preferences.

Certifications & Standards



ISO Certified
27001 / 9001 / 14001



Cyber Essentials Plus
Government Accredited



GDS Service Standard
Alignment



WCAG 2.2 AAA
Accessibility Compliance



PROVEN VALUE & TRACK RECORD

100%

20-Day SLA Met

Consistent adherence to agreed mobilisation and readiness timelines

88%

People & Knowledge Retention

Through stable team continuity, structured KT, documentation and controlled handover

24/7

Support Coverage

Continuous support availability

99.5%

Defect-Free Delivery

With comprehensive test coverage and risk-based testing outcomes

98%

Client Satisfaction

Proven excellence with measurable outcomes

80%+

Client Repeat Engagements

Demonstrating trust, continuity and long-term partnerships

HOW TO ENGAGE (G-CLOUD 15)



G-Cloud Marketplace Process

1 Search the Marketplace

Locate the Spectrum IT Hub – Accessibility & Usability Testing Services offering.

2 Statement of Work

Define scope, objectives, environments and delivery timelines.

3 Contract & Delivery

Commence service delivery under agreed terms.

Support & Hours

Standard Working Hours

Monday to Friday: 09:00–17:00 (UK time)
Excluding UK public holidays.

Support Availability

- Email, ticketing and web chat support available during standard working hours
- High-priority issues impacting active testing acknowledged within accelerated timeframes
- Out-of-hours and weekend support available where agreed

Service Levels

Spectrum IT Hub provides tiered support aligned to cloud assurance and testing services:

- ✓ **Standard Support**
Included during published support hours
- ✓ **Enhanced Support**
Extended hours or faster response times during critical phases
- ✓ **Premium Support**
24/7 availability or senior escalation where contractually agreed

Support levels, availability and response targets are agreed in advance.

Contact Information

PRIMARY CONTACT

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OUR OTHER QUALITY ASSURANCE & TESTING SERVICES



Assurance and Functional Testing

For building confidence that core functionality behaves as expected and supports informed acceptance decisions.

Automation Testing

For reducing manual testing effort and increasing consistency through reliable, repeatable automated coverage.

Performance Testing

For gaining confidence that services can handle the expected demand, load and operational pressures.

Security Testing

For identifying security and operational risks early, helping protect service integrity and user trust.

User Acceptance Testing (UAT)

For supporting confident business sign-off by validating readiness against agreed acceptance expectations.

QA Governance

For establishing control, visibility and consistency across testing activities and multiple suppliers.

End-to-End (E2E) Testing

For confirming that complete business journeys work seamlessly across integrated systems.

Managed Testing Services

For maintaining ongoing testing support under clear governance while delivery teams stay focused on outcomes.