



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Accessibility Audit, Accessibility Testing
and WCAG 2.1 AA Standard Compliance

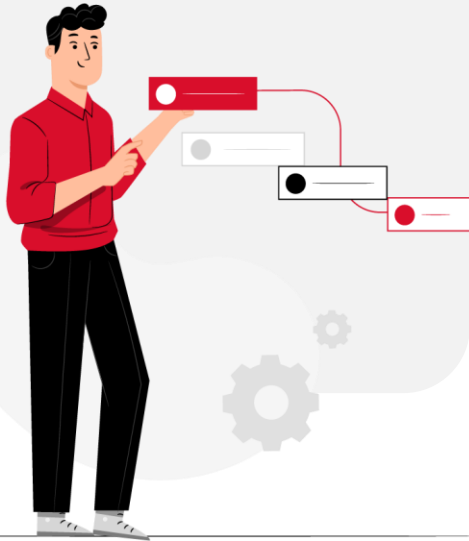
Accessibility audit, accessibility testing, and WCAG 2

HITACHI

What the service is, what you get, and the benefits

Service Description

Assess and improve digital accessibility for UK public sector services. We deliver WCAG 2.2 AA audits, manual and automated testing with assistive technology, and user testing with disabled people. Get prioritised issues, remediation guidance, and compliant accessibility statements to support GDS assessment and Equality Act duties.



Service Features

- WCAG 2.2 Level AA accessibility audits for websites and applications
- Manual testing using screen readers, keyboard-only navigation, and voice control
- Automated accessibility scanning using industry-standard tools and CI pipelines
- PDF and document accessibility checks with remediation guidance
- User testing with disabled participants covering key service journeys
- Prioritised issue backlog by severity, user impact, and remediation effort
- Clear remediation guidance for design, content, and development teams
- Accessibility statement creation or validation aligned to UK regulations
- Retesting of remediated issues to confirm fixes
- Evidence packs and audit trails to support GDS assessments and assurance



Service Benefits

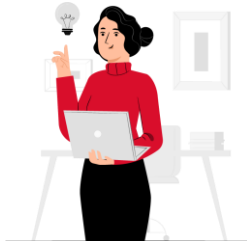
- Reduce legal and reputational risk related to accessibility non-compliance
- Demonstrate conformance with WCAG 2.2 Level AA and Equality Act duties
- Identify high-impact accessibility issues quickly and clearly
- Support confident go-live decisions through verified evidence
- Avoid disputes by providing traceable, defensible findings
- Improve usability for assistive technology and keyboard users
- Reduce rework by prioritising fixes based on risk and impact
- Strengthen assessment readiness with audit-ready documentation



Accessibility audit, accessibility testing, and WCAG 2

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Independent accessibility assurance for public sector digital services



What this service is for

Evidence you can rely on for decisions and assurance

This service is for teams who need independent assurance and clear evidence of accessibility compliance.

It is suited to situations where services must demonstrate WCAG 2.2 Level AA conformance, respond to known accessibility risks, or prepare for formal scrutiny such as GDS Alpha, Beta, or Live assessments.

Typical situations include:

- Pre-go-live assurance before release
- Preparation for GDS service assessments
- Responding to accessibility complaints or legal risk
- Auditing legacy services or inherited platforms
- Validating accessibility after major design or platform changes



Why this service is useful

Reduce risk and uncertainty before issues become incidents

Accessibility risk often remains hidden until assessment, complaint, or legal challenge, when remediation becomes expensive and disruptive.

This service provides a structured, independent view of accessibility compliance, combining WCAG audits, assistive technology testing, and research with disabled users. Findings are prioritised to support decision-making, allowing teams and leaders to understand what must be fixed now, what can be planned, and what is already acceptable.

The result is confidence grounded in evidence, not assumption.



Why this service is different

Independent, traceable, and focused on real user impact

We combine formal WCAG auditing, manual assistive technology testing, and user research with disabled people to surface both technical non-compliance and real usability barriers. The service is designed to support assurance, audit, and assessment needs, with outputs that stand up to scrutiny.

What distinguishes this service:

- Independent, evidence-led assessment
- Manual testing alongside automated scanning
- Findings framed for risk management and decision-making
- Retesting to confirm fixes, not just recommendations
- Outputs aligned to GDS and public-sector audit expectations

Putting users first to create even better experiences

HITACHI

User-Centred Design is an iterative approach to create digital products, solutions or services, which focuses on the users and their needs to **make everyone's experience as good and frictionless as it can be.**



We develop **understanding of users** and the problem they're trying to solve to help you **build the right thing.**



We design **joined up experience** across all channels and help you make better, **evidence-based decisions.**



We **reduce the risk** by finding what works well, what doesn't and why, and ensure you product or service is simple, and **everyone can use them.**

BENEFITS OF USER-CENTRIC APPROACH

Enhanced user satisfaction and adoption

Higher user satisfaction levels lead to increased adoption rates and better utilisation of the software.

Improved productivity and efficiency

Reduce the learning curve and minimise errors, allowing users to perform their tasks more effectively and efficiently to enhance overall productivity.

Return on Investment

Achieve quicker realisation of business benefits by delivering a product that meets user needs.

How we will deliver

Independent evidence for confident accessibility decisions

We follow a structured assessment approach that gathers evidence early, validates findings through testing, and provides clear outputs for decision-makers. The service is time-boxed, remote-first by default, and aligned to government assurance expectations, with clear checkpoints and documented acceptance criteria throughout.

We help public sector teams demonstrate WCAG 2.2 compliance through rigorous testing, prioritised findings, and assurance-ready evidence that stands up to assessment and audit.

Scope and Audit Setup

Activities

Establish a clear and unambiguous scope for an accessibility assessment by confirming the service's journeys, platforms, and content, agreeing the WCAG 2.2 AA criteria to be covered, and identifying all relevant documents and non-HTML materials. Success is achieved when the scope and standards are fully agreed with no ambiguity.

Outputs: Audit scope definition and WCAG coverage plan.

Risks avoided: Incomplete or misaligned audits.

WCAG 2.2 AA Audit

Activities

Evaluate formal compliance with WCAG by carrying out a detailed manual review of content, structure, and interactions, and capturing clear evidence for any failures. Success is achieved when findings are transparent, well-documented, and traceable directly to WCAG success criteria.

Outputs: WCAG audit report and issue list with references.

Risks avoided: Disputed or unverifiable compliance claims.

Manual and automated testing

Activities

Ensuring usability is validated beyond formal specification checks by testing with screen readers, keyboards, voice control, and assessing focus order, supported by automated scanning where useful. Success is achieved when issues can be reliably reproduced and demonstrate a clear impact on real users.

Outputs: Manual testing report and automated scan results.

Risks avoided: False confidence from automation alone

User validation

Activities

This activity uncovers real-world accessibility barriers by recruiting disabled participants, testing priority user journeys, and capturing the usability impacts they experience. Success is achieved when findings are rooted in lived experience, providing authentic insight into how the service works for real users.

Outputs: User research findings.

Risks avoided: Compliance without usability.

Prioritised remediation and retesting

Activities

Enabling the support of risk-led, effective remediation by prioritising accessibility issues based on severity, effort, and user impact, and by providing practical guidance on how to fix them. Success is achieved when teams clearly understand what to address first and the rationale behind those priorities.

Outputs: Prioritised remediation backlog and remediation guidance.

Risks avoided: Fixing low-impact issues first

Evidence and statement

Activities

Confirmation that fixes have been implemented correctly and preparation of the documentation needed for assurance or audit by retesting remediated issues, producing evidence packs, and drafting or updating the accessibility statement. Success is achieved when fixes are fully verified and the supporting documentation is clear, defensible, and ready for scrutiny.

Outputs: Retest results, evidence pack and accessibility statement.

Risks avoided: Unverified remediation and weak or outdated statements.

The Hitachi logo is displayed in a bold, white, sans-serif font in the upper right corner of the image. The background is a photograph of a grand, multi-story classical building with a curved facade, many windows, and a balcony with a black wrought-iron railing. A large Union Jack flag is flying from a pole on the right side of the building. The overall image has a muted, greyish tint.

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Hitachi Solutions Europe

UK Government Overview

Hitachi Solutions for the UK Government

HITACHI

Our **vision** is to be government's partner of choice for the design and delivery of **sustainable, human-centred, Microsoft Solutions and digital services**.

Human-centred Services

Every service starts with people and how technology can make their day simpler.

+

Deep Microsoft Expertise

Hitachi Solutions is dedicated exclusively to the Microsoft ecosystem.

+

Emotionally Aware Delivery

Our former civil servants bring deep understanding and cultural alignment.

=

+

One Hitachi

Hitachi Solutions is part of Hitachi, Ltd., one of the world's largest and most respected organisations.

Sustainable government transformation.

Human-centric by default.

Powered by Microsoft.



Our Credentials

HITACHI

Microsoft



Microsoft global Government and Finance
Partner of the Year 2025

Microsoft Partner of the Year 2025 Finalists in
Build and Modernise AI Apps, Dynamics 365
Supply Chain, Dynamics 365 Sales and Customer
Insights, and Low Code Application Development

22 Years in **Microsoft's Inner Circle**
(including 2025)

Microsoft Solutions Partner across AI Business
Solutions, Cloud and AI Platforms and Security
with **18+ specialisations**

Industry



Keystone member of the **Government Digital
Sustainability Alliance**

Crown Commercial Service Supplier

Cyber Essentials Plus Certified

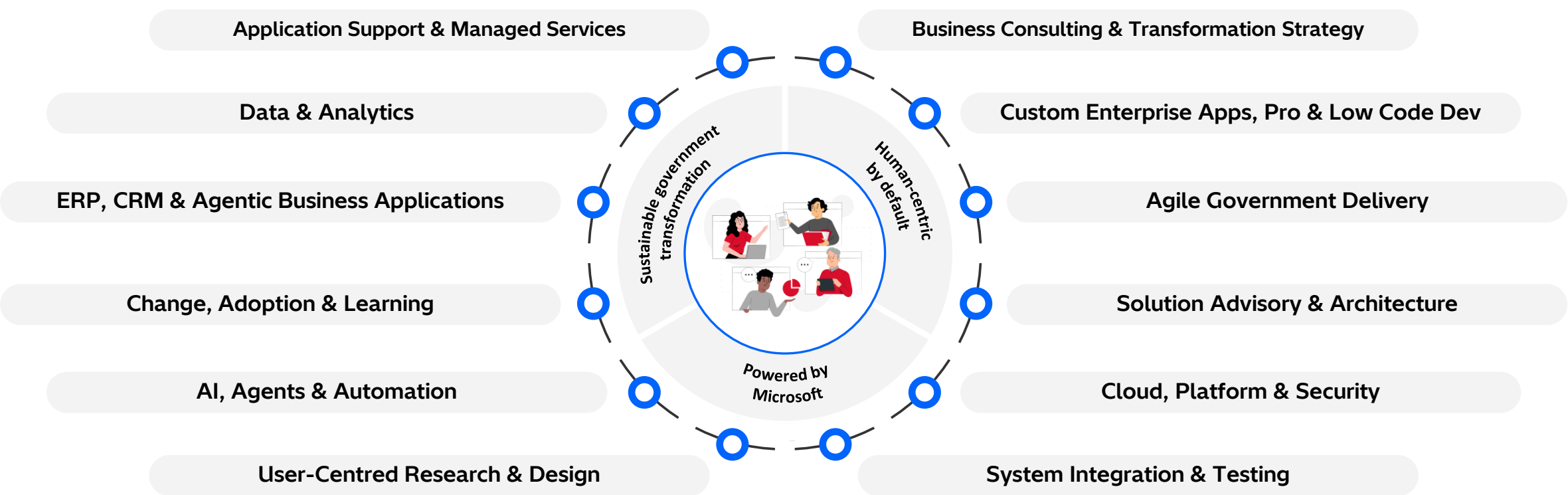
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

Recognised in the **Smarter Working Live Awards**
for our regulatory services Customer Experience
work with the Environment Agency

Our Services and Expertise

HITACHI

Sustainable business transformation through tailored advisory, consulting, and technology solutions.



Our Clients



"Hitachi Solutions brings substantial digital expertise to the table, complementing our robust business experience. Their insights have been instrumental in identifying opportunities for enhancement and accelerating our initiatives."

Gillian Pratt
Deputy Director Future Regulation
at Environment Agency



"Hitachi Solutions brought in a great project team who we kept for the full duration; they engaged with The Royal Mint side of things very effectively. It really felt like they were part of our own team."

Richard Hobbs
CIO The Royal Mint



"Hitachi Solutions bring the innovation, space and expertise needed to deliver digital transformation at a pace that is needed."

Andy MacDonald
Director of Customer Services,
Aberdeen City Council



"Hitachi Solutions were really good to work with, expertly turning our processes into slick system functionality. Their patience, understanding and "one team" approach to this project facilitated a free-flowing, inclusive environment. Hitachi Solutions' expert technical teams have delivered a great user experience, employing creative thinking to deliver to our often complex requirements."

Daniel Saward
OIA Head of Digital Technology



"DHSC collaborates closely with Hitachi Solutions LTS, emphasising the significance of our enduring partnership characterised by collaborative teamwork and mutual trust. Operating with a framework of high trust and capability, Hitachi Solutions ensures the delivery of quality and excellence to DHSC. Hitachi Solutions should be very proud of their track record in DHSC."

Bryan Rayner
Head of IT Business Systems



"Right from the start, we recognised in Hitachi Solutions a potential partner that would listen to us and really recognise the value of what we were trying to achieve, the lifesaving benefits of what we were trying to build and support."

Alex Duncan
Chief Technology Officer



Centre for Environment
Fisheries & Aquaculture
Science



Department
for Environment
Food & Rural Affairs



Valuation Office
Agency



HM Revenue
& Customs



Rural Payments
Agency



City of Westminster



Homes
England



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



UK Export
Finance



Forestry and
Land Scotland
Coilltearachd agus
Fearann Alba

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