



HITACHI

Hitachi Solutions Europe

G-Cloud 15 Service Definition Document

Accessibility + Inclusive Design
Delivery Support

Accessibility + Inclusive Design Delivery Support

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

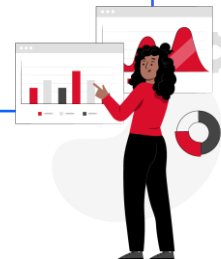
Service Description

Support teams to design, build and run accessible digital services. We provide accessibility and inclusive design guidance, usability testing with assistive technology, and reviews against Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. Deliver prioritised fixes, evidence, and accessibility statements aligned to public sector requirements.



Service Features

- Accessibility discovery and risk assessment for digital services.
- Inclusive design support using GOV.UK service guidance.
- Reviews against Web Content Accessibility Guidelines (WCAG) 2.2 AA.
- Manual testing using screen readers and keyboard navigation.
- Assistive technology testing with real user scenarios.
- Design system review: components, patterns and content.
- Developer support to remediate issues and retest fixes.
- Accessibility statement drafting and improvement planning.
- Evidence packs for assurance, audits and service assessments.
- Training for designers, developers and product teams.



Service Benefits

- Reduce legal and reputational risk from accessibility non-compliance.
- Improve usability for disabled users and wider audiences.
- Identify issues early to avoid expensive rework.
- Increase confidence through evidence and repeatable testing.
- Speed up delivery using clear remediation priorities.
- Improve design quality with inclusive patterns and content.
- Support service assessments with updated accessibility statements.
- Increase team capability through coaching and practical training.
- Improve consistency using accessible components and design systems.
- Enable compliant releases through retesting and assurance checks.



Accessibility + Inclusive Design Delivery Support

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Practical support to design, build and run accessible services



What this service is for

Making accessibility part of everyday delivery, not a last-minute fix

This service supports teams who are designing, building, or running digital services that must meet public-sector accessibility requirements but lack the time, confidence, or specialist capability to do so safely.

It is designed for services that need to identify and remediate accessibility risks, demonstrate compliance with WCAG 2.2 Level AA, and improve real user experience for everyone, without slowing delivery or relying on last-minute audits.



Why this service is useful

Reduce risk while improving real user experience

Accessibility often fails not because teams do not care, but because responsibility is unclear, evidence is weak, and issues surface too late to fix properly.

This service provides a structured, delivery-aligned way to:

- Identify accessibility issues early, when they are cheaper to fix
- Prioritise remediation based on risk and user impact
- Embed inclusive design into everyday decisions, not just audits
- Produce evidence that stands up to scrutiny from assessors and auditors

Teams gain clarity on what needs fixing, why it matters, and what “good” looks like, while leaders gain confidence that accessibility risks are understood and managed.



Why this service is different

Evidence-led, practical and human-centred

This is not a one-off audit or compliance checklist. We combine inclusive design, hands-on testing, and delivery support, working alongside teams to fix issues, retest changes, and improve capability over time. Accessibility is treated as part of normal service delivery, not a specialist bolt-on.

What makes this service distinct:

- Manual testing using assistive technologies, not automated scans alone
- Inclusive design guidance grounded in real user scenarios
- Clear remediation priorities tied to delivery reality
- Evidence packs designed for service assessments and audits
- Coaching that improves team confidence, not just compliance

Putting users first to create even better experiences

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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.

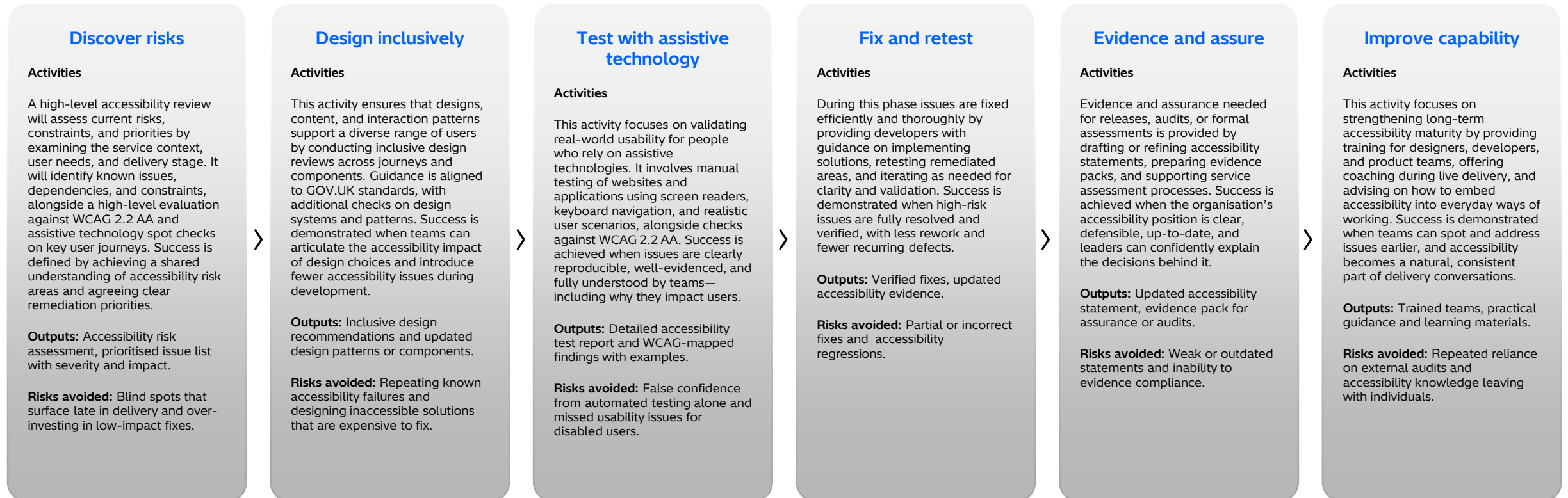
How we will deliver

Supporting teams from understanding risk to confident delivery

Delivery follows a structured but flexible flow, aligned to government ways of working. We gather evidence early, assess risks collaboratively and agree priorities with teams. Findings, decisions and outputs are documented throughout, supporting assurance, audits and confident release decisions without slowing delivery.

You receive clear, prioritised findings that teams can act on immediately, alongside guidance to improve design, code and content. Where needed, we support teams to retest fixes and confirm issues are resolved before release.

The service produces evidence that stands up to scrutiny, helping teams prepare accessibility statements, support service assessments and demonstrate progress over time. Training and coaching help build internal capability beyond the engagement.



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 decorative 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

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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

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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

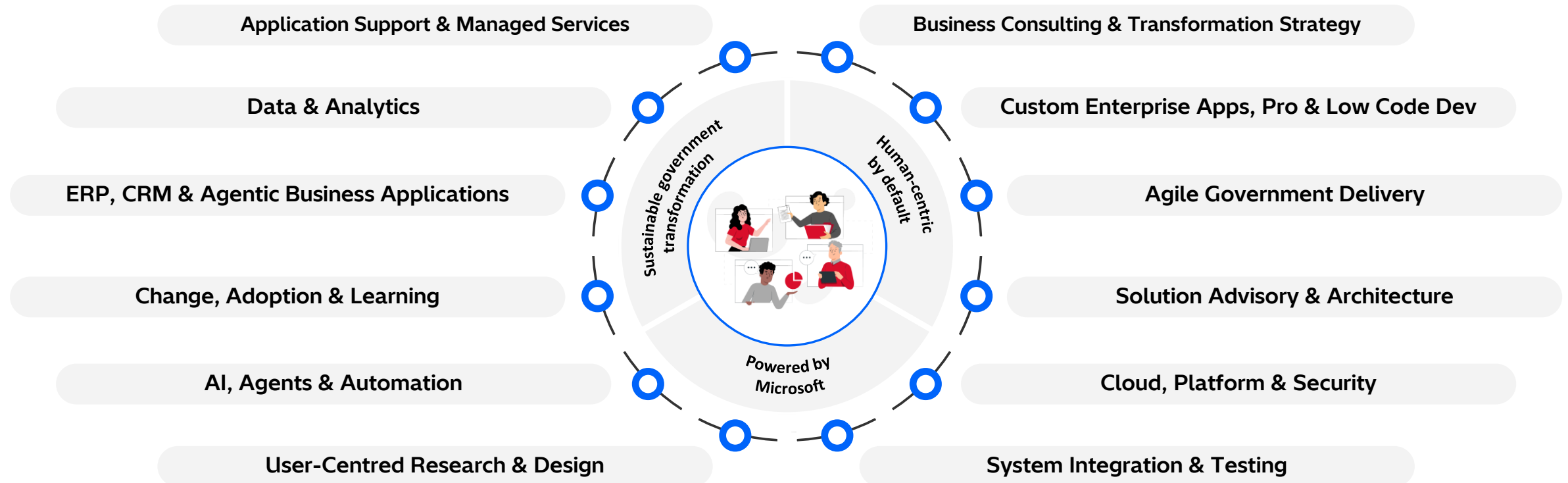
ISO-certified across Quality, Environment, Service,
Business Continuity, Information Security, and
Privacy Management

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

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"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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