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accessibility services

Cloud Based Services

G-Cloud 15



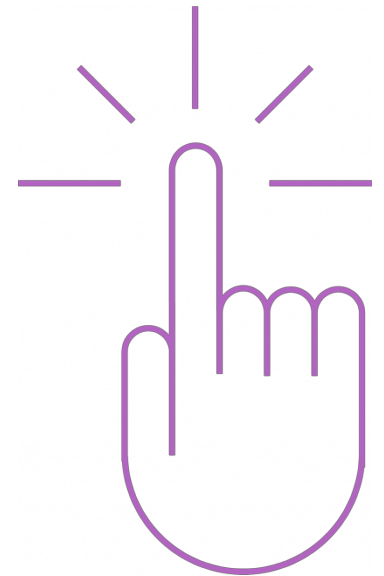
accessibility services

When is it right for you?

Whether you're developing a new website or need to check compliance of your existing digital services, our comprehensive accessibility services cover the full lifecycle of your project. An accessibility audit (covering desktop, tablet and mobile) will verify compliance against the Web Content Accessibility Guidelines (WCAG 2.2) to your required level (A, AA, or AAA).

We work with a panel of people with disabilities who provide advice and support accessibility assumptions around the use of assistive technology, particularly screen readers. This gives your organisation a much clearer understanding of how disabled people navigate your services, which in turn informs the design and development of your product or service.

We can also support your organisation in future accessibility planning through the creation of supporting documentation such as Accessibility Statements and Accessibility Conformance Reports (ACR), a globally recognised format for assisting buyers and sellers in identifying ICT products and services with accessibility features.



accessibility services

Features and benefits

Every decision made by your project team has potential accessibility implications. We can guide your team in making informed decisions on how to implement accessibility requirements, create realistic accessibility goals, map WCAG requirements to user stories, and plan for the integration of accessibility testing into your delivery pipeline.

From development to delivery and beyond, we help ensure your website or app continues to be accessible through regular Accessibility Audits and annual spot-checks. Our in-house experts use assistive technologies, combined with their personal experience and expertise, to audit your site or app against WCAG 2.2 and provide recommendations on fixes and metrics on how your accessibility improves over time.

Features

- Cross-functional workshops to analyse your current workflow and identify accessibility gaps
- Personal development plans for all levels and disciplines
- Empower Architects, Business Analysts, and Product Owners with knowledge of accessibility requirements and commitments
- Define a roadmap for organisational change through the implementation of ISO 30071-1 (Code of practice for creating accessible ICT products and services)
- Equip existing accessibility advocates for thought leadership in your organisation
- Manual testing by our in-house accessibility experts across multiple browsers, platforms and applications
- Issues identified and categorised against WCAG 2.2 compliance levels: A, AA and AAA
- Prioritised list of issues to address
- Workshop to discuss findings and create an action plan for resolution
- Re-testing service to confirm you have addressed highlighted issues
- Support for GOV.UK Design System and GDS Service Standard guidelines

Benefits

- Ensures collaboration between product teams and leadership
- Provides a clear accessibility roadmap with actionable next steps
- Ensures your website and content meets WCAG 2.2 standards
- Ensures compliance with the Public Sector Bodies Accessibility Regulations 2018 and Equality Act 2010
- Better articulate accessibility requirements during the procurement of third-party services
- Creates a common frame of reference for the whole organisation when making accessibility-related decisions
- Create more inclusive and accessible products by testing with people with diverse needs
- Identify real-world issues that would be missed in a technical-only audit
- Direct support from in-house accessibility experts
- Holistic service covering all aspects of your product lifecycle
- Practical, actionable recommendations compatible with your existing project management tools (e.g., JIRA, Azure DevOps)

Who are we

We're an award winning, full-service, digital solutions agency, covering all aspects of development and delivery

With over 20 years experience in the digital world, we have experience across every sector and clients across the globe.

Our locations

Although we have physical offices, **we can work from anywhere!** We've got clients in the UK, US, Europe and many more...

Our team

We have an amazingly talented team of developers, designers, software engineers, accessibility experts and UX specialists



Our services

We believe good design is based on user needs

We've delivered and hosted over 1,500 websites and online systems and have built up a profound understanding of websites and platform requirements across all sectors, all with the user at the heart. We work with our clients to understand their goals and objectives, developing a collaborative approach to deliver creative solutions that meet business and user needs.

Some of the ways we can help



Discovery & research

- User research
- Business strategy definition
- Usability testing & evaluation
- Content strategy & planning
- Service design & strategy
- User-centered design
- User Journey Mapping
- UX training



Design & creative

- Brand strategy
- Brand development
- Visual identity
- Creative design
- Marketing campaigns
- Corporate communications
- Digital design
- Responsive web design



Accessibility evaluations & testing

- Consultancy & strategy
- Accessibility audits
- Accessibility testing
- Accessibility training



Development & integration

- Website development
- Content management
- Systems integration
- Bespoke development
- Product development
- Enterprise solutions



Hosting & support

- Virtual private servers
- Bespoke hosting solutions
- CMS optimised managed hosting
- ISO 27001 certified
- Maintenance & technical support

Our discovery and research GCloud services

We provide a range of UX research across all stages



Discover & Strategise

Understand both business objectives and user needs by empathising with your users, defining who they are and what they need from your service

- Discovery research
- Brand research
- Online survey
- User interviews
- Focus groups
- Diary studies
- Ethnography
- Stakeholder workshops
- Personas / Empathy maps
- User Journey Maps



Design & Test

Innovate and design based on user and business requirements, testing at all stages of development

- Co-design workshops
- Content strategy
- User testing
- Accessibility testing
- Information architecture (IA)
- Card sorting
- Tree Testing
- Expert usability review
- Heuristic review
- Accessibility audit
- Wireframes / prototypes



Optimise & Iterate

Track how well your service offering is doing and iterate to provide the best experience to your users while defining your future strategy

- Competitor review
- Benchmarking
- Conversion rate optimization
- Iterative user testing
- Service Design
- Digital strategy
- UX Strategy / Road map

Our clients

Some of our wonderful clients include...



Our accreditations

We strive to deliver the best service to our clients



In recognition of our Quality Management System the NQA has awarded CIVIC ISO9001 accreditation for project delivery and online marketing.



The ISO27001 acknowledges CIVIC's best practices across digital and web-based communications and, in particular, recognises our quality assurance and Information Security Management System (ISMS).



The Cyber Essentials Scheme (CES) is a set of measures that all organisations should implement to protect against basic cyber threats on the internet.



Lets chat

Got a question? Need some advice? We're here to help.

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