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***accessibility testing with
disabled users***

Cloud Based Services

G-Cloud 15

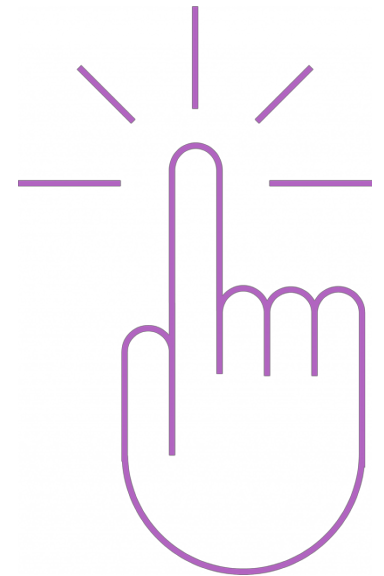


accessibility testing with disabled users

When is it right for you?

Technical audits can identify many accessibility issues, but testing with real users who have disabilities reveals how your service performs in practice. 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.

This service is particularly valuable when you want to go beyond technical compliance and ensure your service is genuinely usable by people with disabilities.



accessibility testing with disabled users

Features and benefits

A typical panel of testers includes people with a variety of protected characteristics. In addition to disabilities such as hearing loss, partial sight, blindness, dyslexia, and autism, we will work with you to identify additional testing needs from various socio-economic backgrounds, users with English as a second language, across a range of ages, genders and skill levels in the use of assistive technology and digital devices.

Features

- Consultation with leadership and stakeholders to define service goals and testing objectives
- Recruitment of a representative sample of participants reflecting your user base
- Definition of realistic tasks and user journeys to test
- Remote observation of testing sessions (including recording for future review and sharing with your team)
- Experienced accessibility consultants guide and facilitate testing sessions
- Comprehensive, accessible reports with examples of issues and practical recommendations for remediation

Benefits

- Create more inclusive and accessible products by testing with people with diverse needs and abilities
- Identify real-world usability issues that would be missed in a technical-only audit
- Gain genuine user insights into how people with disabilities experience your service
- Understand the practical impact of design and technical decisions
- Ensure your website and content meets WCAG 2.2 standards in practice, not just in theory
- Ensures compliance with the Public Sector Bodies Accessibility Regulations 2018 and Equality Act 2010
- Demonstrates your commitment to inclusivity and user-centred design
- Builds empathy and understanding within your team through observing real user experiences

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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