

Atos

Accessibility as a  
Service

**Atos**



# Ensuring an Accessible and Inclusive Digital Workplace



## Challenges

**The WHO estimate 20% of the population have a disability. Throughout the world there is a legal requirement to ensure equivalent access to people with disability and the financial and reputational damage of not doing so can be significant.**

**Accessibility and interoperability issues with line of business applications have a negative impact on both the productivity and experience of end users and expose organizations to legal compliance risks.**



## Ideal Solution

**Workplace offerings embed accessibility features and Assistive Technologies (AT) deliver inclusive experiences that enable employees with disabilities to contribute fully and enhance everyone's experience. Specialist AT builds upon & integrates with the inbuilt workplace offerings.**

**Workforces around the world are aging & the prevalence of disability increases with age. Organisations want to ensure that older & disabled employees can be fully supported with solutions appropriate to their needs as well as the needs of users with temporary and situational disabilities.**



## Desired Outcomes

**Offering Accessibility as a Service and effectively leveraging solutions already part of the customer offering where appropriate will maximize client investment while ensuring employees can participate to the best of their abilities.**

**Ensuring the employee tools are accessible is a cornerstone of an effective, inclusive and diverse work environment. The benefits of a diverse workforce are well documented. Accessible workplaces attract more diverse talent & increase innovation.**



## Ensuring an Accessible and Inclusive Work Environment

### Accessible by Design

#### **Accessibility is integral to the Atos Digital Workplace Offering:**

- We understand Enterprise Digital Workplace.
- We integrate accessibility throughout all aspects of Enterprise processes.

### Appropriate Technology

#### **Avoiding fragmentation to maximize compatibility & reliability.**

- We build on and maximize your existing investment with inbuilt accessibility features & manage 3<sup>rd</sup> party solutions and ensure their interoperability when they are required.

### Accessible Data

#### **Inaccessible data is useless data:**

- We help design and integrate processes to ensure data is fully accessible.
- We ensure employees have the tools they require to access the data effectively.

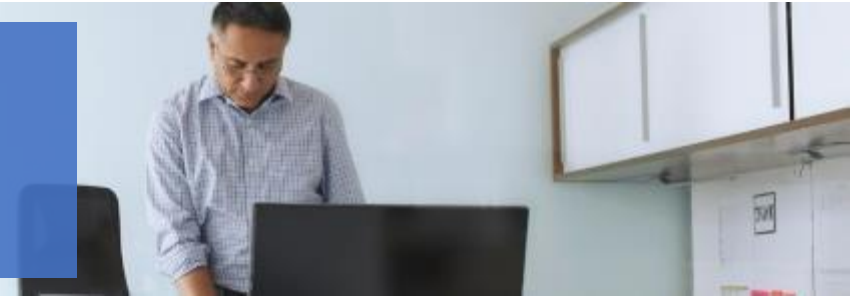
### Trusted Partner

#### **Working with developers & end users to improve experiences.**

- Atos's unique experience in delivering full eco-system accessibility, enables us to assist partners in improving their existing Assistive Technologies, ensuring they are fit for purpose.

**Atos has played a significant role in enabling CQC to provide better customer service to its staff through Accessibility**

# Atos Accessibility as a Service using Microsoft 365



**Building on the tools available in Microsoft 365, we will help your employees be enabled by technology not hindered by it.**

## Solution Alignment

### Access Features Embedded

**Basic accessibility features available to all employees by default.**

**In built tools to support the creation of accessible content.**

**People are enabled “by design”.**



### Specialist Support When Required

**Building upon the inbuilt Assistive Technologies in M365 integration and managed support of additional Access Technologies into the Digital Workplace offering.**

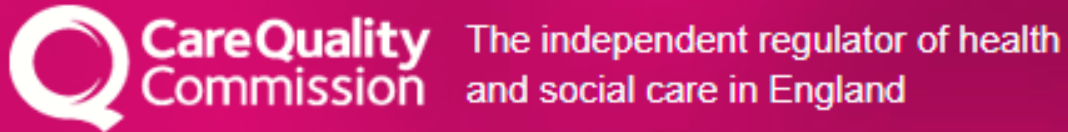


### Full eco-system accessibility

**We combine our accessibility expertise, deep technical knowledge, to proactively and systematically deliver “Accessibility as a Service” dramatically improving compatibility, interoperability and compliance.**



# Customer Success Story



**Atos has played a significant role in enabling CQC to provide better customer service to its staff using assistive technologies. The Atos team have been engaged in projects to integrate Microsoft accessibility features with other assistive technologies and CQC line of business tools.**

Manuel Barradas  
Digital Training Manager  
Digital Training Team,  
Digital Directorate  
Care Quality Commission

## Win Results

**Between July and September 2019 Atos were integral to the roll-out of Microsoft Teams to 3500 CQC employees. Atos ensured that users were supported in their accessibility requirements and the transition was as smooth as possible for users of Assistive Technology.**

**Atos accessibility specialists also provided best practice advice and sign-posted CQC managers to additional resources. This is important in helping CQC identify how they can with the support of Atos improve processes and customer delivery.**

# Customer Success Story



Ministry of Justice  
Digital & Technology



Ministry  
of Justice

**The Ministry of Justice is committed to equality and inclusion & wants to ensure that employees have access to workplace adjustments and support for Assistive Technology (AT) to enable them to work effectively.**

Sharon Fearby  
Head of EPIC  
MoJ D&T  
(Event, Problem, Incident, and CSI Management)

## Win Results

**“As part of the End User Compute Services the dedicated Accessibility and Digital Inclusion Team at Atos provide our employees with expert support across a range of assistive technologies and accessibility features. ”**

**“The continuous interoperability testing of new releases with Assistive Technology (AT) as part of the update cycle for Windows and Office helps ensure AT users have equal access to new features and improvements in quality of experience. ”**

## Customer Success Story



**"For over a decade Atos has been providing assistive technologies and dedicated accessibility expertise supporting the BBC to deliver an inclusive working environment for our staff as part of the provision of End User Computing. "**

**Steve Dafnis,**

**Senior Service Manager**

**BOSM Service Assurance**

**BBC**

## Win Results

**"Atos experts work in partnership with our internal accessibility teams to continuously improve the availability of assistive features and quality of experience across the organisation." Steve Dafnis**

**The BBC is recognized globally for its pioneering work on the accessibility of public facing services Atos works to provide accessibility for employees around the world as well as supporting interoperability of complex broadcast systems with assistive technology.**