

G-Cloud – Assistive Technology Service

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Service Overview

Capgemini's Assistive Technology (AT) service supports the inclusion of Accessibility (enabling systems to be useable by people with disabilities) in requirements definition for the design of new systems, enhancement of existing systems and selection of products to satisfy business requirements. Capgemini can offer a range of discrete services relating to Accessibility:

- **General Accessibility advice and guidance:** approach to organisational readiness for accessibility;
- **Advice and guidance on 'Design for accessibility':** defining non-functional Accessibility requirements, working alongside system development projects in setting Accessibility standards and defining good practice for development teams;
- **Compliance and Conformance testing for Accessibility based on standards (WCAG – Web Content Accessibility Guidelines):** advice on approach, test execution, review of defects and corrective action planning. This can be done for internal as well as external-facing systems, including Cloud-based solutions and SAAS (Software As A Service);
- **Accessibility Optimisation:** Tailoring solutions for Accessibility – supporting optimisation of third party tools, AT tool selection, tailored configuration of AT products like JAWS, MAGIC, Dragon, Zoomtext, Read & Write, Lunar, Supernova, MindGenius, NVDA and WindowEyes;
- **End-user education & support:** Desk-side visits (where remote assistance is ineffective) to help staff start using their new AT products, provide awareness training and 'know how' sheets for helpdesk operators so they can answer queries from AT users, help to set-up self-help user communities.

Capgemini can work alongside existing IT departments to support the delivery of AT standards and tool kits and help you embed them into your processes. Capgemini can also provide guidance on how you can enhance your IT systems or change the methods of AT interacting with your IT systems. Where your organisation does not have an existing IT department, Capgemini can provide resources to develop these AT standards and tool kits with you.

For systems that are used by staff, Capgemini can work with your Occupational Health teams to evaluate AT products they recommend. When IT systems are found to be inherently inaccessible, Capgemini can provide expertise to help you deploy AT products so that staff with disabilities can make better use the organisation's systems.

Capgemini can also assist in the preparation of any AT accreditation that your organisation may be working towards – in the UK, this is normally WCAG or BS8878.

Capgemini has experience of supporting public sector organisations; the Capgemini Assistive Technology Service currently provides support to HM Revenue and Customs (HMRC).

This service supports Cloud based projects and services.



Business Need

Organisations are required by law to make reasonable adjustments to workplace technology and tribunals typically determine “reasonable” by virtue of size of organisation. Employees are entitled to “unlimited compensation” if reasonable adjustments are not made by the employer. Prosecution can also be damaging to an organisation’s reputation. Capgemini’s Assistive Technology (AT) service can help your organisation ensure that it is regulatory compliant and can therefore enable it to avoid the penalties of non-compliance, whilst helping you meet your Corporate and Social Responsibility commitments.

Implementing Accessibility measures can have benefits for all employees. Estimates suggest that 62% of all workers could benefit from disability-related software access features. For example, automation introduced to get visually-impaired users around excessive screen based activity can reduce the amount of manual processing time and this can be equally applicable to all users.

With approximately 1 in 8 UK employees having a disability, an estimated 23.9%¹ of disabled people in work in management or professional occupations and 2%¹ of the working age population becoming disabled every year, staff with disabilities may often have vital experience and long-held knowledge. Capgemini can help your organisation to develop and implement an AT strategy to help make the changes required to your IT systems to allow your staff to make a valued contribution.

Capgemini’s AT support can help your people improve productivity, reduce work-related injuries, and reduce or potentially avoid the need for Disability Allowance Leave. AT adjustments can be utilised to increase job satisfaction, enable talented people to be retained long into their careers, and reduce the cost of ill-health retirement.

Additionally, it is suggested that 83%¹ of disabled customers will move away from a supplier that does not provide an accessible solution. Capgemini’s AT service may equally be applicable to your organisation’s externally facing web-sites as it is to your internal systems.

¹ Business Disability Forum



Our Approach



Figure 1: Standard Approach

Our standard approach is two-fold, depending on the services purchased, we can:

- Perform an assessment of the needs of groups of people with disabilities and look at what assistance they need. This can enable strategic selection of AT products and setting up of targeted focus user groups based on specific disabilities or self-help groups on specific AT products;
- Perform an initial healthcheck (Accessibility assessment) that can be high-level (testing samples from a number of IT application systems) or in-depth (testing a selected IT application system thoroughly). The IT application can be an internally-facing application for the employees of your organisation or an externally-facing web-site for the customers of your organisation. Either type of healthcheck can deliver a detailed report of any Accessibility issues that have been identified.

Capgemini can work with clients to help embed knowledge and expertise into their in-house IT function by educating IT developers on the accessibility changes they need to make to business applications. Additionally, Capgemini can also assist in the building of tool kits that can be embedded into your organisations' software development life cycle. Over a period of time, this can support an increase in the Disability confidence of your organisation and help reduce your need for external support to provide the service.

Capgemini can work alongside Occupational Health providers to evaluate and implement Assistive Technology products like party tools, AT tool selection, tailored configuration of AT products like JAWS, Magic Pro, Dragon, Zoomtext, Read & Write, Lunar, Supernova, MindGenius, NVDA and WindowEyes. Capgemini experts can configure Assistive Technology products to integrate with your IT applications, enabling reasonable adjustments to be made for disabled staff and thereby potentially increasing staff productivity.



Additionally, Capgemini can provide support and education in the use of Assistive technology products, through things such as the establishment of self-support groups within your organisation in order to help the users of Assistive Technology to become self-sufficient over time.

Service Management

The Capgemini AT service can be delivered on a Time and Materials day rate basis or as a defined project based upon the rate card provided.

Vendor Accreditations/Awards

Capgemini is a member of the Business Disability Forum (BDF) and is also a sponsor of the BDF Briefing Papers, which is a set of papers on industry trends and best practice in this arena. Capgemini is committed to employing people affected by disability and has achieved the Positive About Disabled People Two Ticks accreditation every year since 2008.

HMRC won the Business Disability Forum disability smart ICT award for the Assistive Technology Service delivered in collaboration with Capgemini.

Capgemini provides Assistive Technology (AT) Services for HMRC to help ensure staff with a disability receive the right support and to help the department comply with the Equality Act (previously Disability Discrimination Act). Services include evaluating new and emerging technology, accessibility design and testing of new products and systems, composition and maintenance of specialist scripts, configuration of specialist AT products and where appropriate, visits to staff in offices throughout the UK.

Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini India Private Ltd.

Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis, subject to negotiation.



Ordering and Invoicing

Please refer to the Supplier Terms for this service.

Termination Terms

Please refer to the Supplier Terms for this service.

Further Information

For more information about any of our G-Cloud services, please contact publicsector.opps.uk@capgemini.com





About Capgemini

With almost 140,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

A deeply multicultural organisation, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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