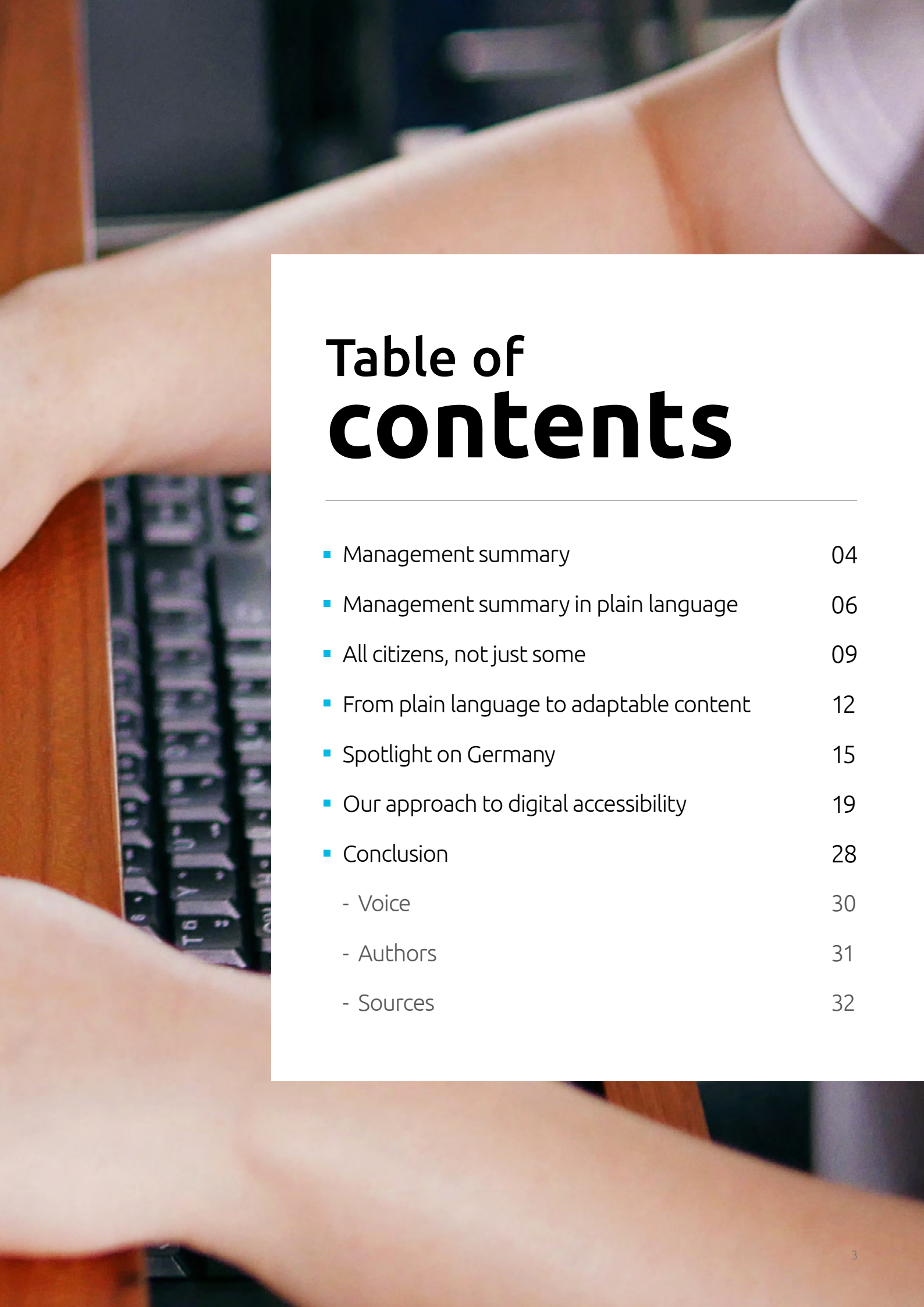
Public means everybody

Accessibility first, design second
in citizen services

Capgemini



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01

Management summary

Inclusive, efficient, and impactful digital public services

What do we mean by the term "digital accessibility" and why does it matter? As the public sector continues its drive to give citizens online access to public services, it is vital that no-one is excluded due to a disability or impairment. Inclusive government means providing digital services that citizens can access, regardless of their capabilities. There are basic human rights in this digital ambition.

Of course, digital accessibility has been a legal obligation in most countries for many years. But beyond regulatory compliance, digital inclusivity has wider implications for the impact of government services. It is an opportunity to create public value. How? By making digital channels work better for everyone, governments can improve the adoption and reach of services. Digital accessibility is thus a lever for both strategic impact and inclusivity.

This reflects the EU's digital targets for 2030, which include the determination to have key public services 100% online. To achieve this, the aim must be to create digital citizen experiences that work for everyone.

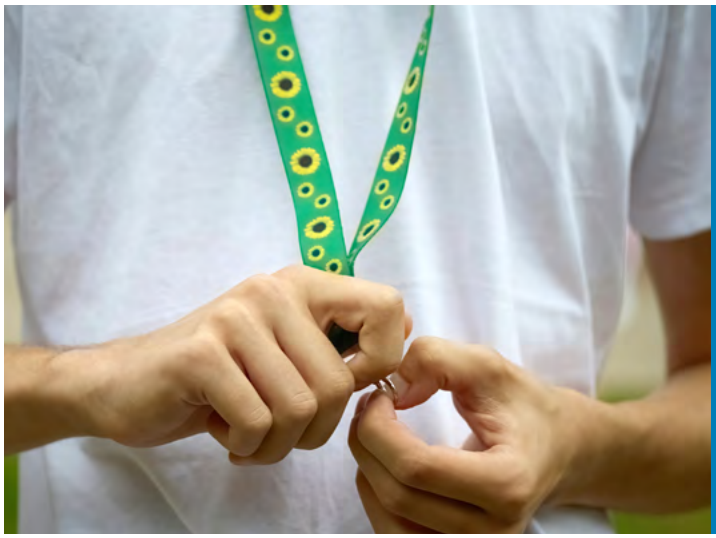
What does the research tell us?

We aren't there yet. Recent research and monitoring exercises show that Europe's public sector still has significant shortcomings in the provision of content in plain language, sign language, and for people with visual impairments.

- The broad ranging eGovernment Benchmark 2024 led by Capgemini on behalf of the European Commission found that, on average, within the European Union, 65% of all websites surveyed failed to meet all eight of the specially selected web accessibility criteria designed to measure how accessible services are to users with specific disabilities.
- A more focused regional study undertaken by Capgemini in Germany evaluated the websites of 228 public organizations and found that a third of them did not provide any information in plain language.

These findings emphasize the urgent need for a quickly implemented, scalable solution to make the information and services of public organizations in Europe available to all citizens.

The following pages describe our approach to digital accessibility in the public sector. It's an efficient, holistic, and scalable way to address the current shortfall in the provision of digital services for everyone—and it is built on practical steps that all government agencies can take.



The better able citizens are to use government and local authority websites and mobile apps, regardless of their visual, hearing, motor, and cognitive abilities, the more effective and cost efficient the delivery of public services becomes.

In the UK the sunflower is a discreet sign that the wearer has a hidden disability and may need additional support.

02

Management summary written in plain language

The following replicates and expands the previous pages to illustrate text written for readers needing content in plain language

Making sure everyone can use digital public services

More and more people are using government and public sector websites. But how can we make sure that everyone is able to access digital public services via a computer or on their mobile phone? This includes disabled people and those with neurodiverse conditions who might have learning difficulties or experience the world differently to others.

Making this happen is what digital accessibility is all about. It is important because nobody should miss out on being able to use online services due to a disability.

At the moment, however, many people cannot use digital content, especially disabled citizens. So, it is not surprising that Europe has several laws aiming to make it easy to use digital public services. Governments know they must work hard to make this happen.

There is another reason why digital accessibility is so important. If online services are easier for everyone to use, governments can reach many more people with information and services. This makes society fairer and more inclusive. It also improves the impact of government policies.

The European Union agrees with this. It has a target to have key public services 100% online by 2030. To hit this target, governments should aim to create digital citizen experiences that work for everyone.

The more citizens who can use government and local authority websites and mobile apps, regardless of their abilities, the better and more cost efficient the delivery of public services will become.

Plain language summary continued...

Making sure everyone can use digital public services

We aren't there yet. Recent research shows that Europe's public sector still isn't providing content in plain language, sign language, and for people who struggle to see well.

- The eGovernment Benchmark is an annual study led by Capgemini on behalf of the European Commission. The 2024 study found that, on average, 65% of all websites surveyed in the European Union did not meet all eight of the measures rating how easy it is for disabled users to access online services.
- Another study undertaken by Capgemini in Germany looked at the websites of 228 German public organizations. This found that a third of them did not provide any information in plain language.

We can see from this that there is an urgent need for a solution to make the information and services of public organizations in Europe available to all citizens.

The next pages explain how we approach digital accessibility in the public sector. We have a practical plan to improve digital services for everyone. It is built on four simple steps that all government agencies can take with us as we ask:

- **What does digital access look like right now?**

  We take a long hard look at a public organization's digital services. This helps us see what is stopping disabled people and citizens with neurodiverse conditions using them. This includes complicated websites that do not use Easy Read or plain language.

- **How can we rethink the design of online tools?**

  We work with the users and designers of online tools. Together, we work out what needs to be done to make digital access better for people with a range of disabilities. This includes using large print, speech, symbols, and simpler language.

- **How will GovTech help?**

  Working with clever start-up companies and other partners, we use government technology (GovTech) to make online tools work harder for everyone. This includes technology that automatically turns difficult-to-understand words into plain language.

- **How do we make sure government online tools work for all citizens?**

  We involve end users in checking the quality and ease-of-use of websites and applications. It is important that this includes people with physical, sensory or cognitive (thinking) differences.

Alongside the regulations and guidelines that set out a clear path to digital accessibility, people also expect to be able to use digital public services, regardless of any disability. With new technology and a practical approach to transformation, public sector organizations now have a chance to provide quality services to everyone. This is also an opportunity to deliver those services in a more effective and cost-friendly way.

65%

of all websites surveyed in the European Union did not meet all eight of the measures rating how easy it is for disabled users to access online services.

Plain language summary continued...

03

All citizens, not just some

Setting standards for equal access to digital public services

What do citizens want?

Citizens increasingly expect public information and administrative services, such as tax returns or resident parking permits, to be available digitally. However, many people are excluded from using digital content due to poor accessibility, especially disabled citizens.

To ensure parity in the citizen experience, websites should be presented to users in ways they can perceive, be operable in terms of user interface and navigation, be understandable and easy to follow. This is according to the globally recognized Web Content Accessibility Guidelines (WCAG) 2.2 standard developed by the World Wide Web Consortium (W3C). WCAG 2.2 also asserts that websites should be robust in terms of being interpreted by a wide variety of agents, including assistive technologies.

A strategic approach to equal access

Ensuring all citizens have access to public services has wide ranging ramifications:

- **Impact**

  Digital accessibility is as much a strategic impetus as it is a societal obligation. If you're not reaching a broad spectrum of citizens with your digital services and online information, you minimize the impact of your policies and create an unequal society. In turn, this has a detrimental impact on your global competitiveness and limits the value of services delivered.

- **Inclusivity**

  According to the W3C, following their guidelines "will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations."

- **Efficiency:**

  Government technology (GovTech) and applications designed with the user at their core improve the operational efficiency of public service providers. Automation that makes self-service channels work harder for citizens reduces the resources needed to handle people's queries, freeing up workers to focus on other tasks and improve the citizen experience.

- **Compliance:**

  Is your online presence compliant? Numerous laws, regulations, and guidelines are shaping the public sector's approach to digital accessibility. For example, in the EU, digital inclusion is mandated by the European Accessibility Act, which was adopted in 2019 and must be put into practice from 28 June 2025. Beyond the regulatory aspect, compliance leads to greater citizen trust in the public services being accessed.

According to studies and estimates, in Germany alone, there are approximately 16 million people who are hard of hearing, around ten million who rely on plain language (leichte Sprache), four million who are color blind, 350,000 people who are visually impaired, and around 80,000 people who are deaf.

What is digital accessibility?

Accessibility affects many facets of digital services, from content to navigation to visual presentation. Getting all these elements right demands a particular focus on the needs and requirements of disabled people and those with neurodiverse conditions. In this way, they can contribute to the creation of an inclusive society in which every person participates equally.

So, when exactly is a digital application accessible?

According to the UN Convention on the Rights of Persons with Disabilities, accessibility means, among other things, that "[...] people with disabilities have equal access [...] to information and communication [...], as well as to other facilities and services open to the public [...]".

For public sector organizations, this includes access to educational and research services as well as to administrative services. This content is often assumed to be easily accessible digitally, yet there are barriers that go unnoticed by non-disabled people and are therefore usually deemed insufficiently critical.

Creating workplace opportunities in the public sector

While our digital accessibility narrative is largely outward focusing, governments should also be aware of the value of digital inclusivity in their own workplaces. Why? Because without talented people, public sector organizations cannot deliver a citizen experience fit for the 21st century. Wherever digital barriers can be broken down, the workplace becomes accessible to potential employees who were perhaps previously constrained by a disability, such as limited vision.

Breaking down digital barriers also opens up opportunities for workforce diversity. This not only promotes inclusion and equal opportunities but expands the pool of potential talent. This is particularly important given demographic change and the shortage of skilled workers.

04

From plain language to adaptable content

Setting standards for equal access to digital public services

The EC's 2024 eGovernment Benchmark report stated: "…. in most EU27 countries, users with visual impairments experience accessibility barriers when accessing services".

Addressing the barriers: What's going wrong?

Whether physical, linguistic or technical, there are various barriers to the use of digital public services. One of the most serious is language.

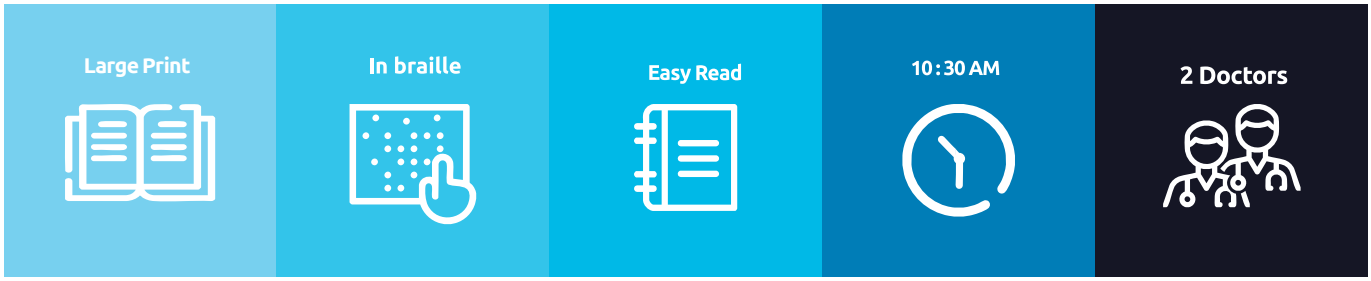
Millions of people across Europe rely on plain language. This includes those with learning difficulties, people with poor knowledge of the local language, and those who have difficulty understanding complex text. They might also be people with neurological conditions that hamper their understanding.

Do you use plain language? Our survey of 228 public sector websites in Germany found that 32% did not offer plain language.

What is plain language?

Definitions may vary but, in essence, plain language is a way of writing or presenting information so that readers or listeners can understand and use it quickly and easily.

Another term often associated with written content for disabled people is Easy Read. This is a way of making written information easier to understand for people with learning disabilities and those with neurodiverse conditions. It typically uses simple language, large print, and illustrates the information with pictures — see below.



Whether in plain language or Easy Read format, the use of accessible language should be a priority for all public sector organizations. Currently, text produced by public administrations is all too often difficult to understand and particularly inaccessible to disabled people. Even non-disabled people can have difficulty fully understanding it due to its lack of clarity.

Accommodating diverse disabilities

Getting digital accessibility right also benefits people who are injured or ill, either temporarily or permanently. Further, older people who, for example, have vision or hearing problems or have difficulty typing or navigating on digital devices, can keep pace with the digital world more easily and remain more independent through digital accessibility.

The WCAG 2.2 guidelines are an excellent starting point for this. For example, they cover the provision of text alternatives, such as large print, braille, speech, symbols, or simpler language. And they recommend the creation of content that is adaptable so that it can be presented in different ways, such as with simpler layout, without losing information.

There is no doubt that addressing barriers and maturing the public sector approach to digital accessibility is of immense importance, especially in today's aging society.

05

Spotlight on Germany

A digital accessibility case study

How easy is it to access online public services in Germany?

Using Germany as a case study, we examined the digital accessibility of public sector websites at local, state, and federal levels. In total, the websites of 228 public organizations were examined.

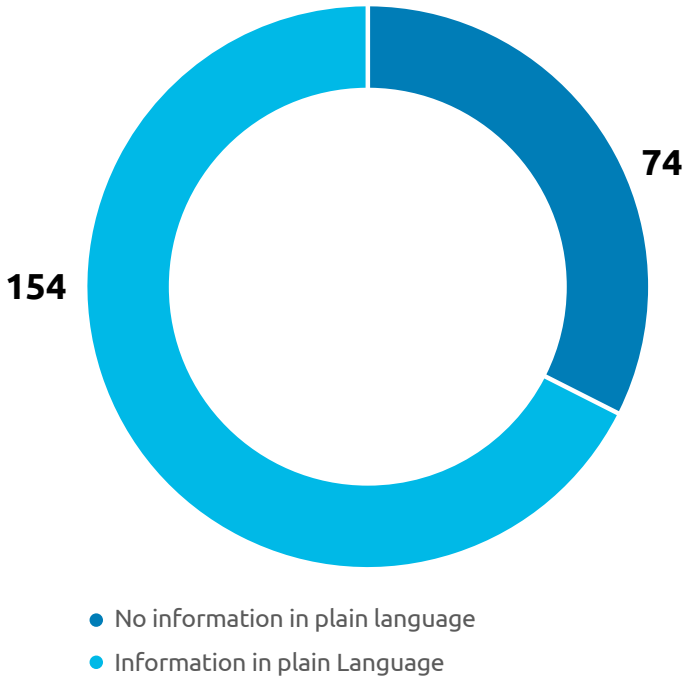
We wanted to find out if the digital content of public organizations was digitally accessible, and whether the relevant guidelines and laws were being met.

We asked the following:

- Does the public organization's website offer content in plain language?
- Is the website only providing information about the organization itself in plain language or can more in-depth information be accessed in plain language?
- Does the public organization's website offer content in the form of videos in sign language (Deutsche Gebärdensprache, DGS)?
- Is it possible for people with impaired vision to adapt the display on the websites, e.g. by changing the contrast or color settings?

The random survey took place in February 2023 and was validated in August 2023.

Information provided in plain language



Of the 228 public sector websites examined, 32% (74 websites) did not contain any information in plain language.

The Capgemini survey should be understood as a snapshot. Subsequent changes to the websites examined here after August 2023 cannot be ruled out.

Room for improvement

Our survey of German public sector websites revealed a big disparity between federal government website accessibility and both state and municipal websites.

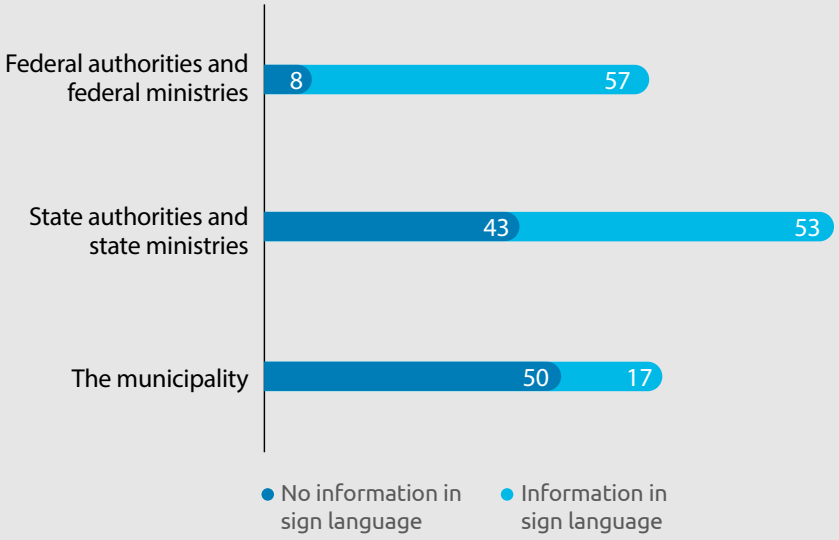
Impact:

- 65 federal authority and federal ministry websites — only five websites (8%) did not contain any information in plain language (leichte Sprache).
- 96 state authority and state ministry websites — 35 websites (36%) did not contain any information in plain language.
- 67 municipal websites — 34 websites (51%) did not contain any information in plain language.

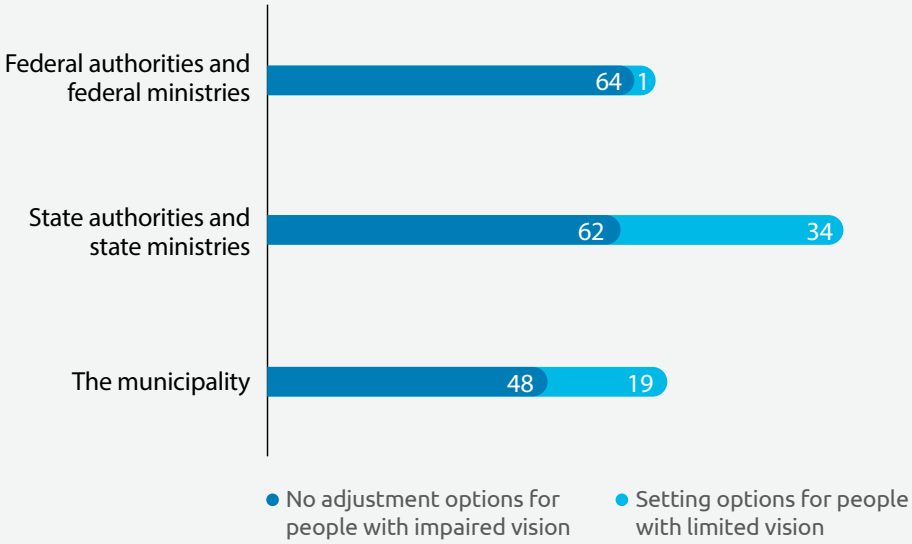
In a first step, the level of detail of the information in plain language was not assessed.

As the graphs on this page illustrate, citizens with hearing difficulties are better served than those with visual impairments.

Providing information in sign language



Setting options for people with limited vision



Results at a glance

Taking our survey in Germany as a touchpaper for other countries in Europe, there is clearly a massive potential for optimization in the public sector.

It should be noted, however, that this is purely a regional study and, as revealed in previous eGovernment Benchmark surveys, several other countries are ahead of the game in terms of the percentage of web services that meet all web accessibility criteria evaluated.

Undoubtedly, Germany is not alone in the limited extent to which it meets the formal and social requirements for digital accessibility. Millions of disabled people in Europe and further afield currently only have partial access to public sector information or access to the services of public organizations. At the same time, the public sector is missing the opportunity to create a more inclusive working environment for its own employees and thus enable more people to enter the labor market more easily.

Building on the results of our survey, we can see that there is an urgent need for improvement of digital accessibility in the public sector.

Government technology (GovTech) offers a set of innovative solutions that can help us make the vision of accessible public services and information for all citizens a reality. It is time to make these necessary changes now.

06

Our approach to digital accessibility

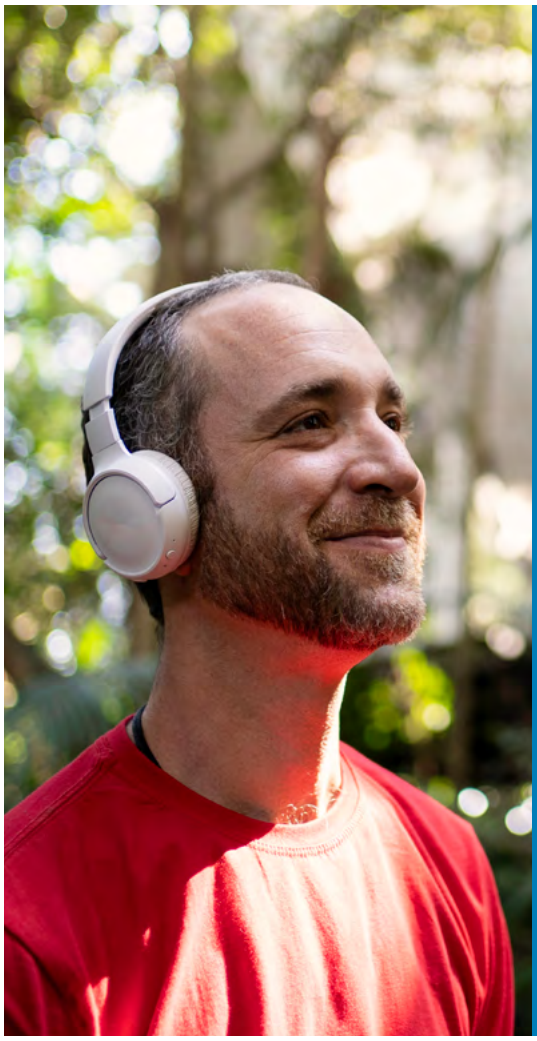
Using technology in the right way, for the right outcomes

Innovation for inclusion

We argue that public sector organizations can best address these issues by thinking accessibility first, design second when planning and creating their strategies for online communication with citizens. Efficient, scalable, and holistic digital accessibility solutions should be based on both innovative technologies and cultural change within an organization.

To help public sector organizations achieve this transformation, we have developed a practical and proven approach. It comprises four consecutive phases designed to provide public organizations with the tools and a clear path to actively respond to the need for action.

The following pages describe this approach in more detail.



How we get results

Everything we do within the four-phases of digital accessibility transformation is underpinned by inclusion. That's the outcome all government and public service organizations can achieve with digital accessibility, yielding a fairer, more impactful, more efficient citizen experience.

Status quo analysis

Needs assessment

Innovative technology implementation

Quality assurance for the target user

Continuous orchestration

Phase 1

What is the current picture?

How accessible are your current digital services? That's our starting point before we can begin to think about any measures needed to improve the accessibility of digital products and services.

Phase 1: Status quo analysis

Our in-depth analysis helps us to identify and understand existing barriers and problems. This provides us with a sound basis for developing measures aimed at removing any digital barriers.

Here's how we do it:

- We assess the current status of digital accessibility on an organization's website, as well as in its publications—how clear and easy to use are they?
- To gain a deeper insight into the anchoring of digital accessibility, interviews are conducted with those employees entrusted with the design of digital products and services, as well as with disabled staff members. The table below highlights typical questions asked during these interviews.

Area	Key questions of the current analysis
Culture	• Is (digital) accessibility anchored in the mission statement or vision of our organization? • Are our employees aware of the issue? Have we created a sensitivity to this throughout the organization?
Communication	• Is the topic of participation and inclusion present in our employer branding? • In the public perception, do we pride ourselves on our inclusiveness and digital accessibility?
Staff	• Do we have trained staff in digital accessibility within the organization? • Are our HR processes (application receipt, virtual interviews, etc.) inclusive and accessible? • What existing accessibility certifications do employees have and how are they encouraged to gain more?
Processes	• Do we use the existing guidelines as quality assurance for our product development processes? • Do we incorporate the guidelines on digital accessibility into our product development processes in a timely manner or only afterwards?
Organizational	• Do we have a central contact and competence point in our organization where expertise is bundled and passed on? • Are requirements in the area of inclusion and digital accessibility sufficiently recognized and proactively addressed in our organization?

All organizations have different needs and levels of digital maturity, which is why we adapt the key questions. This then shapes the method chosen for moving ahead, which depends on the complexity of those guiding questions, the available resources, and the goals identified in the initial digital accessibility assessment.

Phase 2

What needs to be done differently?

Rethinking the design of online tools so that they work better for disabled users and those with neurodiverse conditions.

Phase 2: Needs assessment

With a comprehensive data foundation providing insights into the current situation, we now have the information required for a well-founded needs assessment. This asks both the users of online tools and services and those designing them: what needs to be done to make digital access better for people with diverse disabilities?

At this stage, public sector organizations can implement local/country-specific needs-based specifications and thus comply with the formal requirements. However, given the social value of digital accessibility, they also have an opportunity to record user needs that go beyond mandated or recommended local requirements. In taking this further step, the organization can position itself as a pioneer in the field of digital accessibility.

Here's how we do it

- **User surveys:**
  - Online surveys on the organization's website or social media extend the reach to a wide range of users. Questions should be carefully selected to elicit relevant information—and should specifically target disabled users.
  - The use of focus groups makes it possible to obtain deeper insights and qualitative feedback.
  - Interviews with users who use assistive technologies can also provide valuable information to understand the needs of people with different abilities.
- **Best practice analysis:**
  - It is important to consider a variety of organizations and industries when undertaking best practice analysis.
  - Websites and digital services of companies, government, educational institutions, and non-profit organizations can reveal best practices that might be relevant for different contexts.
  - The analysis should not only consider effective examples of accessibility, but also, based on existing information, consider how these organizations have integrated accessibility into their overall corporate culture.

How have you integrated accessibility into your overall corporate culture?

Phase 3

How will GovTech help?

With the current status identified and needs defined, the next step is to address inaccessible content and website structures. A key element of this is the use of digital technology with specific application in the public sector—GovTech.

Phase 3: Innovative technology implementation

Manually adapting individual content (e.g., through the work of translators for plain language or the manual creation of image descriptions) requires significant personnel, monetary, and time resources.

That's why we recommend using digital solutions that comply with standards and, above all, efficiently advance the accessibility of public organizations. Many of these solutions come from the GovTech ecosystem.

Here's how GovTech helps

Start-ups from the GovTech sector are particularly valuable in the field of digital accessibility because they bring innovative technologies with a unique understanding of the conditions and requirements of public institutions. These range from digital infrastructure, assistive technologies, and data standards to participation and feedback, as well as training and awareness raising.

Various GovTech start-ups have now taken on the topic of digital accessibility and the technologies to be used in this context. They have all recognized that public organizations are faced with massive pressure to act.

What is GovTech?

GovTech is the application of digital technologies for the public sector. GovTech is seen as a scalable option—a solution that works across multiple application contexts. Start-ups in this arena often have a deep understanding of the specific requirements and framework conditions of public organizations and are able to offer tailor-made solutions.

Practical applications of GovTech

There are many examples that make it clear how technology can accelerate the implementation of digital accessibility.

Here are just a few of them:

Phase 2: Needs assessment

- **Automatic creation of image descriptions using artificial intelligence:**

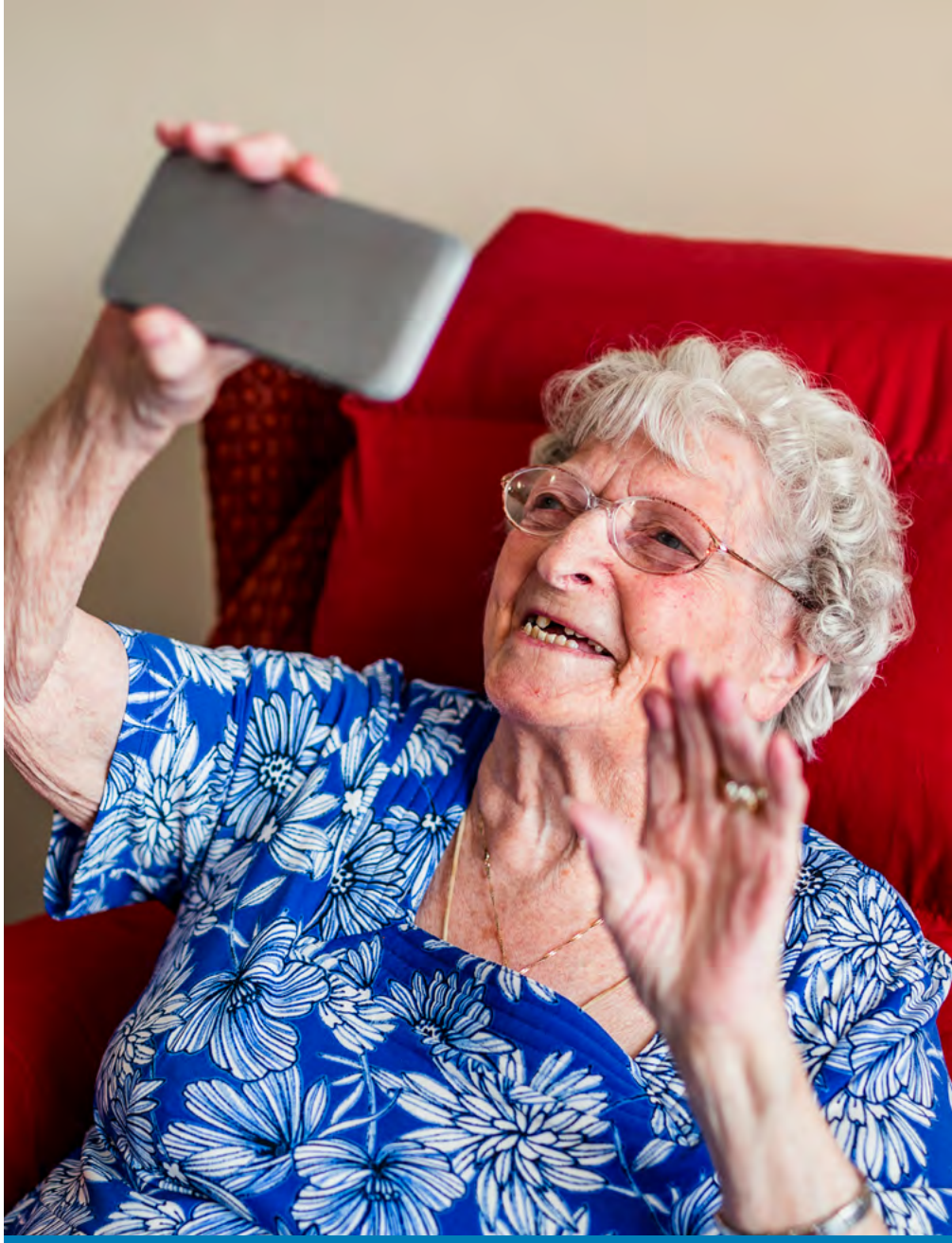
  Instead of manually creating each individual image description, algorithms can be used to analyze images and automatically generate precise descriptions. This allows for quick adaptation of a large number of images, saving significant time and resources.

- **Automation of checking and optimizing websites for accessibility:**

  Tools providing automatic scans and analysis identify potential barriers and offer concrete recommendations for removing barriers and improving the accessibility of websites.

- **Setting options for people with impaired vision:**

  This includes technological tools such as screen readers, magnification software, image description tools, apps that convert text into speech, and AI-supported solutions that interpret visual content and convert it to text or speech.



How start-up Eye-Able® identifies and addresses accessibility shortcomings

Eye-Able® is a holistic approach to digital accessibility that supports organizations and companies in becoming digitally accessible as efficiently as possible. Eye-Able® Audit checks web interfaces for WCAG conformity and suggests solutions. The Eye-Able® Report dashboard presents the current status of accessibility across domains. With Eye-Able® Assist, adjustments to the operation within the web interface are possible, for example through font adjustments.

The company's approach is based on modern testing technologies for WCAG/BITV (Web Content Accessibility Guidelines/Accessible Information Technology Regulation), as well as on classic usability approaches. Ultimately, it also includes human-centered aspects, such as manual usability tests.

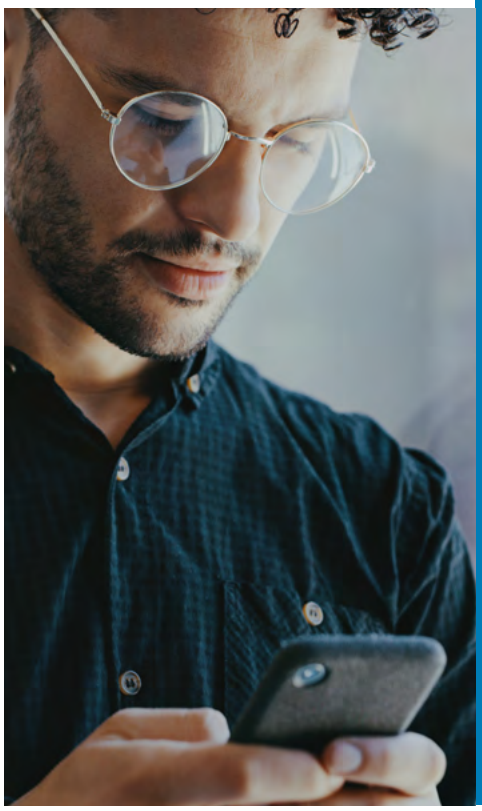
Plain speaking — practical applications continued

We highlighted the lack of plain language on government websites earlier in our case study on Germany. GovTech offers a solution to this.

Here's one way in which this happens:

- **Automatic conversion of text content into plain language:**

  Language processing technologies analyze existing text and reformulate it into simplified language. This allows public organizations to make their content accessible without having to manually edit each individual piece of content.



How the AI tool from SUMM AI makes content accessible

SUMM AI's translation tool provides a quick and cost-effective way to translate content into an easy-to-understand form. The AI-based solution is specifically tailored to the needs and expectations of public organizations.

The tool uses various technical components, including a Natural Language Processing (NLP) model specifically trained for plain language, as well as several rule-based systems to improve the translation result. SUMM AI is particularly suitable for complex administrative texts, which are made more accessible by translating them into plain language.

Part of a bigger picture

Digital solutions support and accelerate the process of accessible design. They do not replace the need to determine the organization-wide "maturity level" with regard to digital accessibility. Nor do they analyze the needs and requirements of disabled people in the form of a definition of needs and, if necessary, to manually adapt the content during implementation. Rather, they offer an efficient addition to reduce effort while effectively promoting accessibility.

That's not all. It is also crucially important to consider how diverse and truly representative the technological solutions on offer are. So, for example, while AI offers remarkable potential, the output of AI tools needs practical testing. Further, while plain language tools can achieve significant efficiency gains through the clever use of AI, there are still clear challenges in other areas, such as sign language, which are relatively resource-intensive even with the inclusion of digital aids. For example, how do you authentically display the facial expressions of avatars?

Investing in additional resources

In the context of defining needs, a targeted assessment is what's needed at this point. Where exactly should additional resources be invested to ensure higher user acceptance and increased effectiveness of the solution?

Phase 4

Engaging with users on quality

How do you ensure that your digital services and tools really work for all citizens, including those with physical, sensory or cognitive differences?

Phase 4: Quality assurance for target user groups

We believe it is only by including end users in the process that online information and services can truly become accessible for target groups. Engaging users in quality assurance is a valuable step and represents phase four of our approach to digital accessibility transformation.

Depending on the available resources and the scope and complexity of the online information, quality assurance can be implemented differently by users of all genders and capabilities.

Here's how we engage with users

- **Technical test groups with affected individuals:**

  We recommend creating technical test groups comprising people with different skills and backgrounds. These groups can carry out specific tasks or scenarios on the public organization's website or application, identifying barriers or ambiguities.

- **Participation platforms:**

  Invite those affected to share their opinions and experiences via online participation platforms or forums. These platforms can be specifically designed for the exchange of feedback about accessibility and provide an anonymous or open feedback option.

- **User feedback tools:**

  Digital applications can integrate user feedback tools, such as feedback buttons or surveys, to actively ask users for feedback. These tools can be strategically placed at specific locations on the website or application to provide targeted feedback on specific elements.

How do you capture feedback from the people most affected?

Disabled people have diverse needs and digital capabilities. Feedback tools don't always capture input from the most disabled users. Making people aware that you are looking for their feedback and asking them the best way to understand their perspective is often better than simply providing a tool and expecting them to use it.

The insights and feedback from users are incorporated into the quality assurance process to identify possible weak points and challenges, and to enable continuous improvement of digital accessibility.

Orchestrating digital accessibility transformation

What does it take to ensure our four-phase model truly brings about the changes needed for public service digital accessibility? To ensure success, we work in partnership both with the public sector organizations seeking to transform and within an ecosystem of GovTech partners.

Building on our in-depth understanding and many years' experience in the public sector, we manage the entire process, from assessing the current situation to developing accessible content and quality assurance involving users.

Managing collaboration

In the role of orchestrator in the GovTech ecosystem, we manage the collaboration between specialized start-ups and public organizations. We bring in our technical expertise to seamlessly integrate the start-ups' solutions into public organizations' existing environments.

Our extensive knowledge of public sector requirements makes us a reliable partner in the implementation of the four-phase approach, helping to drive innovation in digital accessibility and successfully shape the inclusivity of public organizations.

We are committed to putting the needs of citizens at the center of public services and, at the same time, continuously optimizing the efficiency and quality of technical solutions.

07 Conclusion

Making digital accessibility work

As more citizens use online public services, governments are under pressure to transform how they communicate digitally. Regulations and guidelines define clear obligations and citizens now expect to be able to access digital public services, regardless of any disability.

Yet, as our investigations show, equitable digital access is still absent in many instances. There remains a lack of information in plain language or in sign language, while support options for people with impaired vision are also insufficiently available.

Missed opportunities

The inability to serve all members of society digitally has many indirect consequences. These include:

- **Policy:**

  The failure of government communications to reach a large, untapped segment of society makes it difficult to effectively convey policy decisions, which ultimately minimizes their impact.

- **Wellbeing:**

  Disabled people are often those in most need of government help, yet they are significantly under-supported online. Improving digital accessibility provides an opportunity for people to self-help, which increases self-esteem and wellbeing, while reducing the load on statutory public services.

- **Efficiency:**

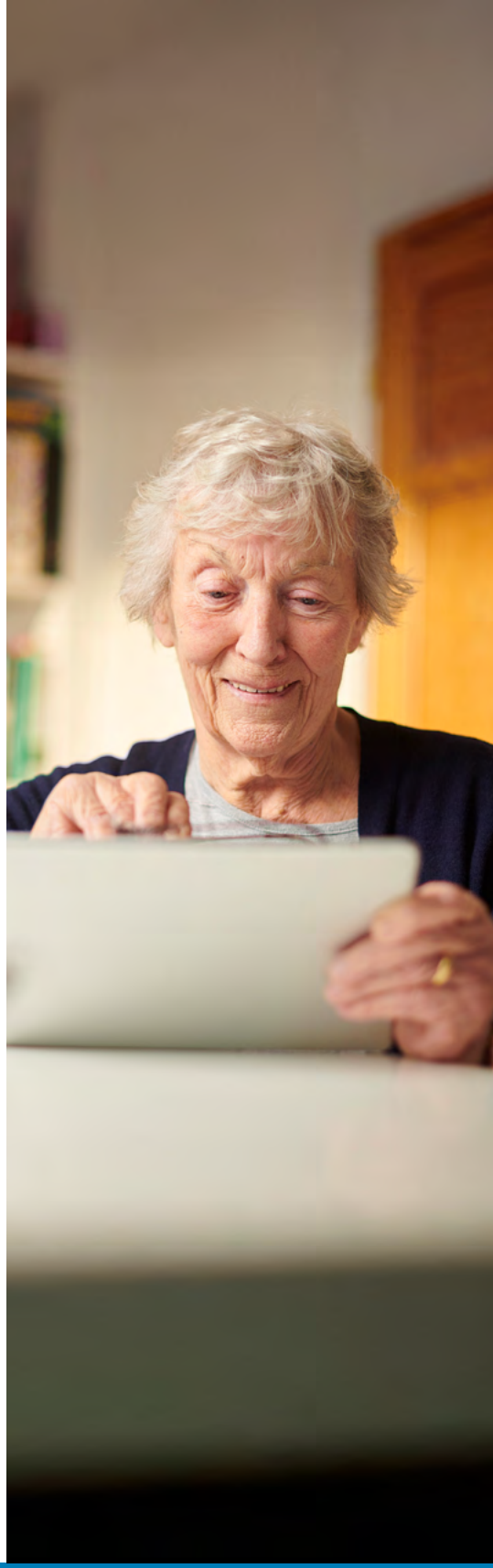
  GovTech that drives a more inclusive online citizen experience reduces the administrative burden on the state as citizens are able to access the services and information they need without recourse to human interaction.

Our approach to end-to-end transformation

With digital accessibility a lever to improving the reach and quality of services, public sector organizations have an opportunity to deliver benefit both to the citizens they serve and in terms of policy and operational effectiveness.

Our end-to-end approach incorporates innovative technological solutions, accompanied by a preparatory as-is analysis and requirement definition, as well as follow-up quality assurance. It is a well thought out and proven model for sustainably and efficiently advancing digital accessibility in the public sector.

As an expert in public administration and innovative technologies from GovTech start-ups, we ensure accessible digitalization of public organizations across Europe.



Together with start-ups, we enable efficient, holistic and scalable implementation of digital accessibility in public organizations by combining administrative and project management expertise and innovative technology.

Voice

Timo Graf Von Koenigsmarck

Head of Public Sector Germany,
Capgemini Invent

The public sector has a legal and social responsibility to make services and information accessible to all citizens.

Our study of the situation in Germany highlighted significant deficiencies, particularly in the areas of plain language, sign language, and for people with impaired vision. Decisive steps are now required: In cooperation with start-ups, we are committed to using innovative technological approaches to advance digital accessibility in public organizations.

Our pragmatic and proven model for transforming digital accessibility presents a comprehensive and scalable solution. Based on a thorough analysis and identified user needs, it enables public organizations to develop digital accessibility expertise and implement accessible digital applications.

We are pleased to act as an orchestrator that balances the needs of public organizations with innovative technologies and manages the implementation process."

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About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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