

SSB Capabilities Statement

WHY ACCESSIBILITY?

Avoid litigation - Legislation requires organizations to maintain accessible IT systems. In addition, anti-discriminatory litigation enables both employees and customers to pursue legal action against organizations if IT systems do not provide equal access for people with disabilities.

Protect your brand - Inaccessible IT systems, such as public facing Web sites, place an organization's brand in jeopardy. An organization that excludes people with disabilities will lose business.

Increase revenues - Current and future revenues are at risk. Accessibility is required when selling IT systems to the U.S. Federal government. Similar legislation in the EU, Canada, Australia, and Japan provides accessibility requirements for global businesses. In addition, people with disabilities are an attractive market. In the U.S. alone, there are more than 50 million people with disabilities who command over \$175 billion in discretionary income.

SSB TECHNOLOGIES

SSB Technologies provides solutions that resolve the revenue loss, punitive damages, and compliance risks created by inaccessible Information Technology (IT) systems, including Web sites, Web applications, software, and hardware. SSB's proven Assess, Address, Assure™ solution integrates the business and technical requirements necessary to transform accessibility from a liability into a competitive advantage. With over 400 public and private sector customers, 600 successfully completed projects, and award-winning software, SSB has the experience and expertise to ensure that your organization achieves its accessibility goals.

WHY USE SSB?

SSB Technologies is the proven accessibility partner. We offer the best:

Experience - SSB has worked with over 400 public and private sector customers and successfully completed more than 600 consulting projects.

Methodology - Our Assess, Address, Assure solution integrates the business and technical requirements necessary for achieving and maintaining accessible IT systems.

Expertise - Founded by people with disabilities, SSB maintains a proprietary knowledge-base developed through years of experience, participation in standards-setting organizations, and collaboration with disability advocacy groups.

Technology - SSB developed the first commercial accessibility software after extensive research. The InFocus Suite still leads the field, offering the highest levels of automation and the most complete set of accessibility tests. SSB software can save up to 90% of the cost and time required to become compliant.

SSB CAPABILITIES

This Capabilities Statement describes products and services offered by SSB Technologies to help organizations create and maintain accessible IT systems. SSB's product and service offerings are most effective when integrated into SSB's Assess, Address, Assure™ accessibility solution. The Assess, Address, Assure accessibility solution defines the three critical phases necessary for developing and maintaining accessible IT systems.

A comprehensive accessibility initiative includes the following steps:

Assess - SSB begins by assessing your organization's business goals for accessibility as well as the current status of your IT systems. This analysis identifies your organization's highest risk areas, and is used to develop a prioritized plan to obtain the highest return on investment for your accessibility initiative.

Address - Using a plan mapped to business requirements and processes unique to your organization, we work with your team to achieve the appropriate level of accessibility for your IT systems. SSB's experience, expertise, and powerful technology ensure the success of your implementation project.

Assure - Once your organization reaches its goals, SSB can provide help maintaining the accessibility of its IT systems over time. SSB's monitoring and certification offerings ensure the ongoing accessibility of IT systems, enabling your organization to increase market share, decrease help desk costs, and enhance brand.

Developed over years of experience with over 400 public and private sector customers and 600 successfully completed projects, the Assess, Address, Assure solution transforms the risks of accessibility into an ongoing competitive advantage for your organization.



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SELECT CUSTOMERS

U.S. Federal, State and Local

- Social Security Administration
- Department of Defense
- Department of Homeland Security

Hardware Manufacturers

- Hewlett-Packard
- Cisco Systems
- Fujitsu

Software Manufacturers

- BEA Systems
- SAP
- PeopleSoft

Financial Services

- Bank of America
- VISA International
- Royal National Bank of Canada

CONTACT SSB

To learn more about how SSB can help your organization achieve accessibility, contact us to speak with an Accessibility Expert today.

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ASSESSMENT SERVICES

Assessment - An Assessment analyzes your organization's IT systems to determine your current accessibility status. An Assessment includes code-level testing against applicable accessibility standards, as well as functional evaluation by people with disabilities using assistive technology. An Assessment is used to determine current levels of accessibility risk and develop a prioritized plan for implementing accessibility enhancements.

User Evaluation - A User Evaluation provides Assistive Technology (AT) analysis of your organization's IT systems. A User Evaluation supplies insights into the usability of your IT systems by people with disabilities focusing on core usage patterns. Testing is performed by people with disabilities using relevant assistive technologies.

Benchmarking - Benchmarking enables your organization to track its accessibility progress over time, both internally and in relation to your competition. This regular service allows your organization to document the positive steps it has made in its accessibility initiative and determine what areas require additional resources.

Audit - An Audit is performed after your organization has addressed known accessibility violations. An Audit checks for any remaining accessibility errors, ensures that the IT systems are actually usable by people with disabilities and prepares your organization for Accessibility Certification. As new versions of your IT systems are released, an Audit can be used to ensure that accessibility continues to be effectively addressed.

Accessibility Certification - The National Federation of the Blind offers a certification of non-visual accessibility for IT systems that meet its criteria. An Accessibility Certification provides your organization with significant marketing and legal benefits. As the first certified National Federation of the Blind Accessibility Consultant, SSB can guide your organization through the certification process.

BUSINESS PLANNING SERVICES

Project Plan Development - SSB works with your organization to develop a project plan that achieves the appropriate level of accessibility based on your organization's goals. The plan ensures your organization derives the greatest value for each dollar spent on accessibility.

Risk Assessment and Modeling - SSB examines your business operations and IT systems to determine the accessibility risk your organization faces. Incorporating a multi-faceted risk model, Risk Assessment and Modeling offers a quantified analysis of your organization's risk enabling project managers to prioritize an accessibility initiative against other business needs.

IMPLEMENTATION SUPPORT

Accessibility Management Program - The Accessibility Management Program provides your organization with expert guidance throughout your accessibility initiative. SSB implementation specialists work with your organization to create a detailed accessibility plan and are on call to help with all aspects of your accessibility initiative, from legal to technical.

Documentation Development - Documenting your accessibility efforts is an important component of reducing accessibility risk. SSB will develop marketing and technical documentation on your organization's accessibility efforts including the Voluntary Product Accessibility Template (VPAT) required to do business with the Federal government.

Outsourced Accessibility Support - Once your organization has created accessible IT systems, it is customary to provide help desk support for assistive technology users. SSB can serve as the point of contact for assistive technology users with questions about how to use your IT systems and work to create quick, non-invasive solutions, reducing the risk that users will take legal action against your organization.

SSB EXPERTISE

SSB's country-specific standards expertise can ensure your compliance with:

- Section 508 of the Rehabilitation Act (USA)
- Disability Discrimination Act (United Kingdom)
- W3C Web Content Accessibility Guidelines (International)
- Section 255 of the Telecommunications Act (USA)
- Section 504 of the Rehabilitation Act (USA)
- Americans with Disabilities Act (USA)
- Disability Discrimination Act (Australia)
- eEurope Initiatives (European Union)
- Common Look and Feel Standards (Canada)

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PRODUCTS

InFocus™ Suite - The InFocus Suite includes InFocus Desktop and InFocus Enterprise. These powerful products work together to analyze, report and fix the accessibility issues found in your organization's Web sites and Web applications. The InFocus Suite products help marketing, legal, development, and QA teams prioritize, implement and monitor an accessibility initiative.

InFocus™ Desktop - InFocus Desktop automates the process of finding and fixing accessibility violations in Web sites and Web applications. InFocus Desktop was the first commercial Web accessibility software and remains the market leader. With over 115 tests encompassing all major accessibility standards and the most automation available, InFocus Desktop is the most complete and accurate solution on the market. Designed specifically for Web developers and QA engineers, InFocus can save up to 90% of the cost and time required to implement accessibility.

InFocus™ Enterprise - InFocus Enterprise is an automated accessibility manager for your organization. InFocus Enterprise allows Web administrators and project managers to monitor ongoing compliance risk. Web developers are able to access detailed accessibility information about their Web properties, enabling them to effectively address any issues that are identified.

TRAINING

SSB offers general and custom accessibility training courses. Courses can be delivered on-site or on-line in either half-day or full-day sessions. Training sessions are tailored to help your organization meet its specific accessibility goals. Topics include:

Web Accessibility - Teaches developers how to create Web sites and Web applications that are accessible to people with disabilities.

Software Accessibility - Teaches programmers how to create software that is accessible to people with disabilities.

Hardware Accessibility - Teaches engineers how to create hardware that is accessible to people with disabilities.

InFocus - Teaches developers how to use InFocus to find and fix accessibility violations in Web sites and Web applications.

JAWS - Teaches QA engineers how to operate JAWS, the most widely used screen reader by people who are blind or have low vision.

Acrobat Accessibility - Teaches content authors how to produce PDF files that are accessible to assistive technology users.

Office Suite Accessibility - Teaches page authors how to create Microsoft Office documents that are accessible.

Java Accessibility - Teaches developers how to create accessible software using the Java programming language.

Windows Accessibility - Teaches developers how to create accessible software using C, C++, and C# programming languages and the .Net platform.

Flash Accessibility - Teaches developers to create accessible Flash applications.

Federal Sales - Teaches your organization's Federal sales team how to market accessible IT systems to government agencies.

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