Accessibility
Solutions

Your accessibility partner

From compliance audits through to full deployment support, we help you at every stage of your accessibility journey.

Whether you are navigating ADA and EAA requirements, retrofitting existing kiosks, or launching new accessible infrastructure across airports, QSR, retail or transit environments, our vendor agnostic approach puts honest guidance first, integration planning second, and hardware only when it is genuinely the right solution.

Self-service Accessibility Audit

Understand where you stand today across compliance, user experience, and operational risk before you invest in fixes.

Most self-service accessibility failures come from guessing. An accessibility audit gives you a clear, evidence-based view of how your kiosks and interfaces perform for people with disabilities, how they measure against ADA, EN301549 and other standards, and where the real risks and opportunities lie.

What we audit
- Kiosks and self-service touchpoints (check-in, ticketing, ordering, payment, information).
- Hardware interfaces: keypads, audio navigation, touchless and assistive input devices.
- User flows for people with impaired vision, restricted mobility, limited dexterity or reading difficulties.
- Compliance against relevant accessibility standards and internal policies.

What you get
- Executive summary for senior stakeholders, highlighting key gaps, risks and quick wins.
- Detailed findings by touchpoint, with clear severity levels and impact descriptions.
- Compliance gap analysis mapped to ADA, EN301549 and other relevant regulations.
- Prioritised remediation roadmap: immediate fixes, medium-term changes, and structural improvements.
- Recommendations on when hardware, software or process changes are the right lever.

How it works
1. Scoping call – Agree scope, locations, standards and timelines.
2. Review & testing – Remote and/or on-site assessment of kiosks, flows and interfaces.
3. Synthesis & validation – Draft findings reviewed with your core team.
4. Delivery – Final report, presentation session, and Q&A with key stakeholders.

Accessibility Design & Specification Roadmap

Turn audit findings and user needs into a practical plan for accessible self-service, backed by clear requirements, specifications and rollout steps.
Once you know your gaps, the hard work begins. The design & specification roadmap engagement translates audit insights, user feedback and compliance obligations into a concrete
plan your teams and vendors can execute against, without guesswork or endless reinterpretation.

What we do
- Run co-design workshops with product, operations, procurement and accessibility stakeholders.
- Define accessibility requirements that balance standards, user needs and operational realities.
- Map hardware and software options
- Sequence pilots and rollouts to minimise disruption and retrofit risk.
- Align vendors, kiosk manufacturers and software partners around a single, clear specification.

What you get
- Accessibility requirements document, written for designers, engineers and vendors.
- Hardware and software options analysis, with pros, cons, costs and lead times.
- Rollout strategy: pilots, phases, timelines and dependencies.
- Implementation checklist covering design, build, testing and go-live.
- Clear owner map: who does what internally and externally.

How it works
1. Inputs – Audit report (ours or existing), known risks, current roadmap, vendor landscape.
2. Workshops – Structured sessions to agree requirements, constraints and success criteria.
3. Draft roadmap – Iterative build of the specification and rollout plan with your team
4. Final handover – Signed-off roadmap, briefings for vendors and internal teams.

A full end-to-end solution

Accessibility Suite

As part of our comprehensive accessibility solutions, we provide Storm's Accessibility Suite, designed to enable seamless hardware and software integration.

The suite supports screen reader integration, centralised management and control, and dependable, measurable performance across your full self-service estate.
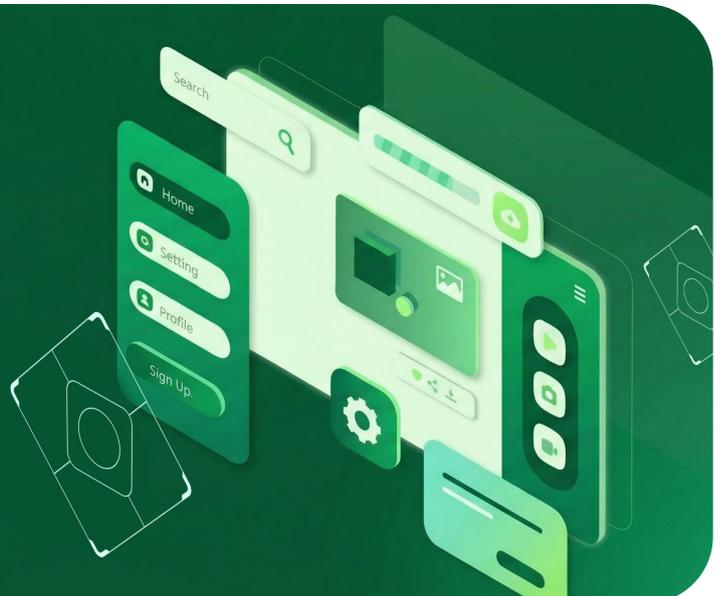
From compliance to implementation, we've got you covered.

Deployment & integration support

Ensure your accessibility plans survive in real world deployments with our expert integration, testing and rollout support. Even the best accessibility roadmap fails if it isn't deployed correctly. Our deployment & integration support keeps your accessibility intent intact as you work with kiosk manufacturers, systems integrators and internal teams, and as you bring new interfaces and hardware into service.

Where we help
- Hardware integration and planning: selecting and integrating the right devices into each kiosk concept and environment.
- Coordination with kiosk vendors, software providers and systems integrators.
- Test planning for accessibility, durability and performance in real environments.
- Staff training for operations, support and frontline teams.

What you get
- Integration specification: how hardware and software components fit into your existing systems.
- Test plan and acceptance criteria for accessibility and functional performance.
- Go-live checklist for each kiosk or interface type.
- Structured pilot programme design, including success criteria and feedback loops.
- Post-deployment support window for troubleshooting and fine-tuning.

How it works
1. Deployment planning – Agree timelines, locations, vendors and technical constraints.
2. Integration design – Work directly with your technical teams and suppliers to define how solutions fit together.
3. Pilot deployment – Support initial rollouts, observe real-world use, refine as needed.
4. Scale-up – Apply lessons learned to larger deployments with reduced risk.

Ongoing Governance, Estate Management and Technical Support

Keep accessibility on track as standards, technology and your operations evolve with structured governance and support.
Accessibility is not a one-off-project. Regulations change, user expectations rise, and your own product roadmap moves on. Our ongoing governance and capability-building support
helps you stay compliant, avoid slipping back into retrofit mode, and build internal skills that outlast any single project.

What it covers:
- Quarterly accessibility reviews of your self-service estate and new initiatives.
- Monitoring of relevant accessibility regulations and standards, with impact summaries.
- Advisory support on new kiosk concepts, vendor RFPs and system changes.
- Training and capability building for product, design, engineering and operations teams.

What you get
- Quarterly governance reports with risks, actions and decisions recorded.
- Annual accessibility roadmap refresh aligned with your wider digital and infrastructure plans.
- Access to specialists for ad-hoc questions and reviews.
- Targeted training sessions (live and recorded) tailored to your teams and vertical.

Engagement model
- Structured as a retainer, typically 12 months, with an agreed number of hours per quarter.
- Clear service catalogue (e.g. reviews, training sessions, RFP input) so you know what's included.
- Dedicated Storm contact who understands your estate, vendors and history.
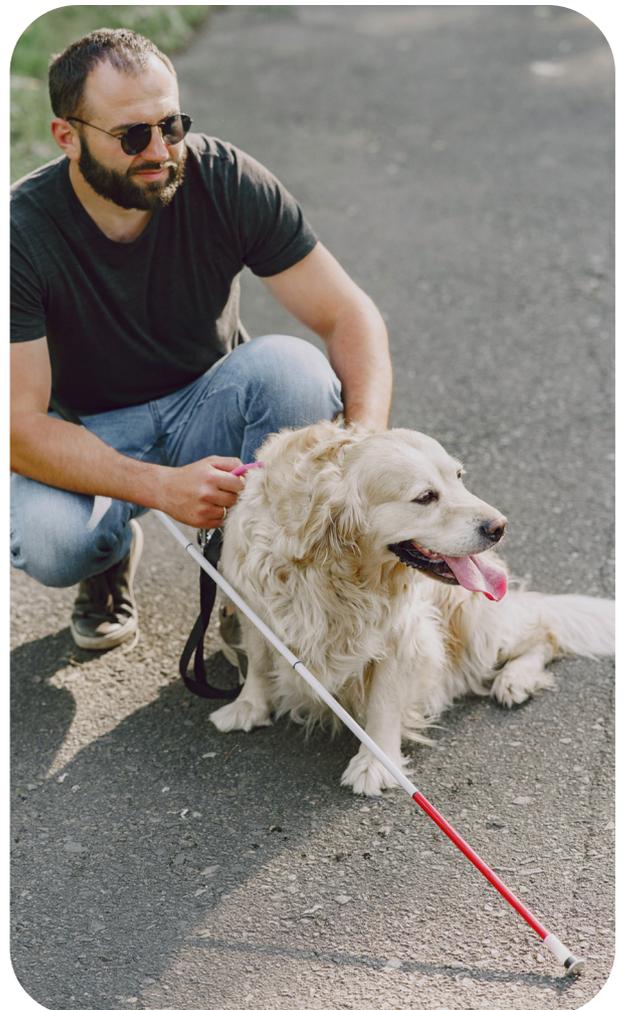
Storm Interface

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