



Helping Alemba achieve AA-level accessibility compliance

The Client

Alemba Ltd is a UK-based company specialising in IT Service Management (ITSM) solutions. Its product, Alemba Service Manager (ASM), is designed to help organisations streamline and deliver exceptional service experiences. The software offers a comprehensive suite of features, including incident management, change management, and service request fulfilment, all within a user-friendly interface.



The Project

Ten10 was engaged by Alemba to conduct an accessibility audit across their ASM and Nano solutions, utilising the WCAG 2.2 level AA accessibility guidelines to identify the areas that are not accessible to all their customer base.

There are three levels of accessibility compliance, of which Alemba had a deadline to be fully AA-compliant by March 2025. Ten10 supported Alemba to meet the challenging timescales and utilised their accessibility practice to conduct a fixed-priced packaged audit. The scope of the audit covered two devices and three browsers:

- Windows 11 Laptops
 - Chrome
 - Edge
- Mac OS 15 Sequoia Mac Devices:
 - Safari

“At Alemba, accessibility isn’t just a checkbox; it is a core value that drives everything we build. Working with Ten10 was key to achieving WCAG 2.2 AA conformance, and their thorough, collaborative approach helped us deliver an inclusive solution on time.”

- Emily Taggart, Alemba General Manager



The Results

The work with Alemba delivered several key benefits:

- **Accelerated Compliance:** By identifying and documenting all areas of non-compliance against the WCAG 2.2 AA standards, Alemba met their challenging deadline of March 2025.
- **Enhanced User Experience:** The audit ensured that the Alemba Service Manager and Nano solutions are accessible to all users, including those with disabilities. This aligns with Alemba's belief that "technology should empower everyone".
- **Actionable Insights:** The detailed defect reports with photographic and video evidence provided Alemba's development teams with clear, actionable insights to fix the issues efficiently.
- **Independent Validation:** Ten10 provided an independent, third-party validation of the software's accessibility, giving Alemba confidence in their solutions and their commitment to inclusivity.
- **Improved Reputation:** Achieving WCAG conformance allows Alemba to demonstrate its commitment to innovation and inclusivity, which is a significant competitive advantage in the IT Service Management industry. The CEO, Simon Nugent, noted this achievement "reflects our ongoing commitment to innovation, inclusivity, and delivering exceptional user experiences".



Book your own accessibility audit

Accessibility is a regulatory requirement and a business priority – if your website fails to meet accessibility standards, you could be losing 1-in5 customers and leaving your company vulnerable to expensive fines.

Read more about our [web accessibility consultancy](#) and [contact our experts](#) to book your audit today.