

RESOURCE INTEGRATED

Accessibility Remediation with CrawfordTech Service Bureau



BACKGROUND

Resource Integrated is a small and focused team with extensive capabilities. They focus on design, print, and data driven communications as well as logistics and distribution.

One of Canada's largest wireless telecom companies came to Resource Integrated with a challenge. They needed help in fulfilling and distributing mandatory Wireless Code of Conduct Contracts to their clients, but at the same time had to provide disclosures in accessible formats for those that are blind, partially sighted or have a cognitive disability. Resource Integrated turned to the Crawford Technologies Document Accessibility Services team to fulfill accessible document delivery.

The Challenge

In order to be in compliance with accessibility requirements and to meet Canadian Radio-television and telecommunication Commission Telecom Public Notice 2008-8, Wireless Code of Conduct (WCOC), wireless contracts must be delivered in accessible document formats such as braille, large print, eText and audio so that a person with a visual disability may understand the terms of their contract and the wireless companies' code of conduct. Manual accommodation is not possible as there is a strictly defined timeframe for this disclosure. All documents must be delivered within 72 hours of a client signing up for wireless or data mobile services.

The Solution

Resource Integrated contacted Crawford Technologies looking for a solution and a partner to provide automated high-speed accessibility remediation, converting from PDF format to accessible document formats like braille, large print, eText and Audio. Because of the volume of documents and turnaround requirements, Crawford Technologies' Accessible Document solutions service bureau had to turn around these documents in less than 48 hours.

Crawford Technologies collaborated with Resource Integrated to take their client's multi-branded documents and automated the receipt of PDF files for conversion, all processed in a high security setting.

Results

Content with personal and private information is now easily accessible. This means that blind and partially sighted individuals, or those with cognitive disabilities will no longer rely on another person to read or review these communications. Consumers are now able to access time sensitive information in the format they prefer to fit their needs, within a set given timeframe, without having to compromise on privacy.

At a Glance

CrawfordTech Products:

- Accessible Document solutions service bureau, producing multiple accessible formats (braille, large print, eText and audio).

Objective:

- To be in compliance when distributing Wireless Code of Conduct Contracts to their clients.

Challenge:

- Supporting multiple formats, delivering communications within 72 hours.

Solution:

- Crawford Technologies secure service bureau has automated the receipt of PDF files for conversion to multiple formats.

Results:

- Content with personal and sensitive information is now easily accessible to blind, partially sighted, and cognitively disabled individuals.

