

Global Education Giant
Implements **Accessibility
Compliance** Across All Content
and Platforms





Accessibility Compliance Support for a Learning Services Organization

Recognized as one of the largest and most influential learning services organizations across the globe.

Our customer has been a pioneer of the digital-first business model with expertise in educational courseware and assessment. Headquartered in London (UK), our customer provides a wide range of teaching and learning products steered by technology. The organization believes in creating real-life impact through vibrant and enriching learning experiences.

Business Requirement

As the demand for digital education materials and products surged, our customer had committed to ensure accessibility in all their learning materials to empower all types of learners, including specially-abled learners with equal access and opportunity.

The organization needed to establish additional capacity to ensure accessibility compliance across all their content and platforms.



The Solution

Integra had proposed an FTE model as the best approach to augment their in-house accessibility auditors as this required close collaboration between our customer's inhouse team and the extended team stationed at Integra.

- Customer's accessibility auditors audit their content, platform, and report the accessibility gaps
- Additionally, end users also raise tickets on accessibility issues related to content and platforms
- Both internal reports and external tickets are assigned to Integra FTE resources for their analysis
- Integra experts analyze the tickets, run additional audits to understand the nature of these accessibility issues
- Based on the analysis and audits, a final report on the identified accessibility gaps with recommended fixes are sent to the customer

In addition to the above, we also perform isolated accessibility audits on the customer's content and platforms, and provide audit reports with recommended solutions.

Outcome

With Integra's ongoing accessibility support, our customer has found significant improvement in their overall business performance. Outcomes include:

- 100% improvement in quality
- 200% increase in new FTEs

We help our customer resolve their accessibility tickets, and ensure all their content and platforms stay compliant. In this process, we:

- We have expanded our team in these three years and started working with two additional business units
- Our team is working as an extended team with these business units and has become part of the core group setting up processes and finding ways for continuous improvements in work
- Set-up robust resource and knowledge management system in place backed by a pool of in-house accessibility experts who can be quickly deployed to manage special projects or manage peak loads



Integra is a trusted partner in Business Process and Technology Services for many leading organizations worldwide. With a focus on providing end-to-end solutions for digital content, learning services, and content workflows, we help our customers realize transformational business value.

For more information, please visit:
www.IntegraNXT.com