

SOLUTION OVERVIEW

# OpenText™ Automated Output Accessibility

Transform high-volume print streams into Accessible PDF documents



**Create** an inclusive experience



**Comply** with regulations and legislation



**Improve** customer satisfaction and loyalty



**Increase** self-service and self-engagement

**The online and document accessibility needs of persons with disabilities, especially those who have limited or no vision, is an increasingly prevalent issue.**

**26.9M**

In 2017, over 26.9M adults in the U.S. reported having vision loss.<sup>1</sup>

**2M**

In 2020 over 2M Canadians reported living with a seeing disability.<sup>2</sup>

**5-17%**

Evidence suggests 5-17% of the world's population may have some form of dyslexia.<sup>3</sup>

**74.6%**

A 2018 survey found that 74.6% of individuals with vision loss had a significant impact to their ability to use a computer.<sup>4</sup>

Governments worldwide, including the US, Canada and parts of Europe, have passed legislation demanding online and document accessibility for the public sector, with private sector enforcement not far on the horizon. High-volume output accessibility in particular poses a major challenge for all levels of organizations and governments. Inconsistent compositions, along with ever-changing specifications and diverse interpretations of accessibility standards, leads to a crisis in the accessibility of documents.

<sup>1</sup> American Foundation for the Blind. Facts and Figures on Adults with Vision Loss. (2019). <https://www.afb.org/research-and-initiatives/statistics/adults>

<sup>2</sup> Fighting Blindness Canada. 2020 Vision Summit - Living With Vision Loss. (2020, January 17). <https://www.fightingblindness.ca/living-with-vision-loss-2020-vision-summit/>

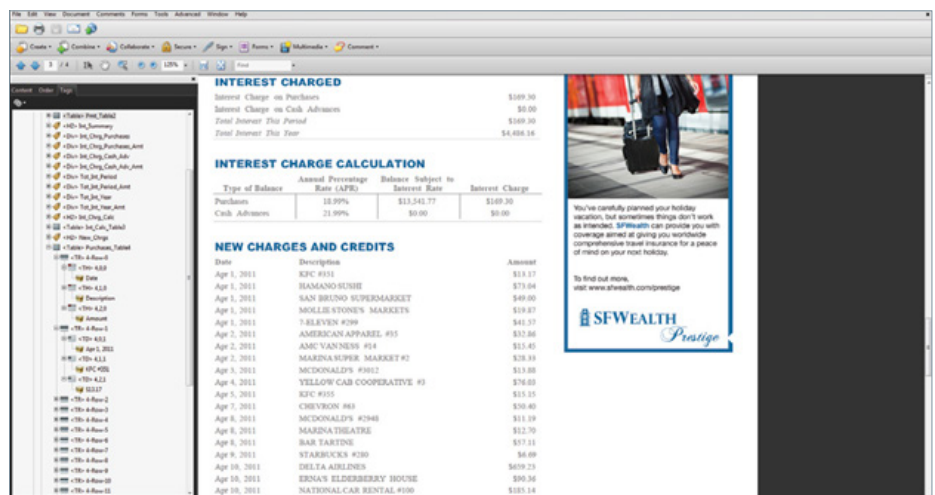
<sup>3</sup> Cache. (2018). Dyslexia - the facts. <https://www.cache.org.uk/news-media/dyslexia-the-facts>

<sup>4</sup> WebAIM. Survey of Users with Low Vision #2 Results. (2018). <https://webaim.org/projects/lowvisionsurvey2/>

Enterprises have historically approached high-volume document transformation in one of two approaches; outsourcing the creation of Braille, large print or audio to a secure alternate format document processor, or contracting third parties or an in-house group to manually tag individual PDF documents for assistive technologies. Unfortunately, these approaches are unable to provide the scalability, consistency, timeliness, or privacy standards required, and often bring a high cost.

Today, persons with disabilities are often provided with formats such as Braille, large print and audio, but have few options in terms of dealing with their high-frequency documents online, like financial statements. They can use assistive technologies, such as screen readers and text-only browsers, however, these solutions are not designed to describe graphs, logos or charts. This makes it difficult for users to understand the content within PDF documents if not appropriately tagged.

OpenText Automated Output Accessibility provides a way to solve that need. It is built on proven technology that can process, extract, transform, repurpose and personalize high volumes of data and documents into PDF documents that are designed for use with assistive technologies. Automated Output Accessibility is ideal for organizations that are consistently producing high-volume documents such as invoices, monthly banking, credit card or investment statements and presenting them online. It enables these businesses to address the needs of an underserved portion of the population— those who have limited or no vision, a learning disability, or an impairment that present a challenge to technology use and prefer an online solution. Organizations that are producing high-volume transactional documents can now present them with online information as PDFs, ensuring they are accessible and usable for all customers.



A properly formatted financial statement in an accessible PDF format

## Easily transform documents

Users can easily create, update and approve relevant alternate text for images using the Alternate Text Administration Console. Document layout can be easily defined for tagging through a rich graphical user interface using modern heuristic automatic detection algorithms for common page layout features. For repeatable documents, the generation of accessible PDF documents from high-volume print streams and PDF formats can be automated, reducing the manual effort required. Users can store documents in any format, perform on-the-fly remediation of legacy, archived and current documents, and accessible PDFs are easily accessed on-demand through a central repository.

***"Right out of the gate, we were pleased with the performance. We've also been very pleased with how easy it is to define a template for a given document."***

Barry Usry  
Senior Manager of  
Product Development at MOHELA

[📄 Read the Success story](#)

## **OpenText Professional Services help you get started right away**

The Professional Services team has both deep understanding and practical experience of making customer documents accessible. Working in this field for many years they bring their expertise to the challenges of making different document types accessible, meeting assistive technology and regulatory requirements, and ensuring the solution is correctly configured and integrated with existing customer systems.

Services include creating accessible customer documents, document accessibility consultancy, product training in accessibility, software installation and project management.

To talk to an OpenText Professional Services expert about this solution or other service offerings, please contact [ProfServices@opentext.com](mailto:ProfServices@opentext.com), or visit [www.opentext.com/services](http://www.opentext.com/services).

## **Designed for high volume**

Automated Output Accessibility is ideal for financial institutions, healthcare providers, utilities, governments and other industries that are consistently producing high-volume documents and presenting them online. It enables these organizations to address the needs of an underserved portion of the population by removing a barrier to their ability to access critical information they need each day. The solution is also highly scalable, leveraging advanced technologies to increase in efficiency and performance with the number of documents transformed, meaning faster processing as the amount of content increases.

## **Embed within existing infrastructure**

Automated Output Accessibility integrates with an organization's existing Enterprise Content Management (ECM) infrastructure to dynamically retrieve and transform archived print streams and PDF documents into accessible PDF documents for online presentation. Projects can be easily created and deployed using built-in, cost-effective project flow components and seamlessly integrate with your existing workflows.

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**MOHELA uses OpenText Automated Output Accessibility Solution to convert one million Advanced Function Presentation (AFP) print streams into Accessible PDF documents every month. OpenText configured Automated Output Accessibility to receive MOHELA's AFP print streams, convert them into accessible PDFs to match each document-specific templates, and to be up and running within a 6 week timeline. By offering Accessible PDFs, MOHELA has improved their customer experience to blind and visually impaired borrowers. These customers can now enjoy instant online access to all of their loan documents; they no longer have to request alternate hard copy formats, such as Braille or large print—and wait extra time for them to be created and delivered.**

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## **About OpenText**

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](http://opentext.com).

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