Foxit

How a Government Institution Ensured Document Accessibility Compliance Using *Foxit*

Learn how a European governmental institution tackled the challenge of accessibility and streaming processed by using Foxit PDF Editor.

ANONYMOUS CASE STUDY

A mission for inclusivity

Our client, a prominent European governmental institution, was committed to making all its documents accessible to all members of the public. Legal requirements were one reason they needed to make the change. However, a more significant reason was a genuine commitment to inclusivity. Citizens with disabilities had a more challenging time accessing documents than they should, and the institution wanted to rectify that.

Achieving this level of accessibility wasn't simple, though. The process of converting documents into accessible formats while staying compliant with PDF/UA-1 standards was time-consuming and labor-intensive. The time employees had to spend on the project impacted their productivity in other areas.

The accessibility conundrum

The institution was left with the challenge of making these documents fully accessible and compliant with the relevant standards without overburdening staff or compromising the quality of the data. At the time, their manual process was convoluted and prone to human error. They had to:

1 Convert documents to PDF format

2 Manually configure accessibility settings

3 Use pre-flight functions to ensure PDF/UA-1 compliance

As the number of documents that needed converting increased, the institution knew it had to devise a new solution.

The state of accessibility in government institutions

Although this case study concerns a specific European institution, the challenges it raises are not unique. Government bodies worldwide are under increasing pressure to ensure digital accessibility.

WebAIM is an organization that tracks website accessibility. Although government websites scored well compared to other organizations, they still averaged almost 36 errors per page, according to the 2024 survey. This illustrates the need for efficient, automated solutions to address accessibility requirements.

Government agencies perform so well compared to other industries because of the increasing regulation mandating sites become more accessible. This is great for citizens who need access to vital information, but it strains government institutions to find software solutions that streamline accessibility compliance.

A collaborative approach to innovation

In this instance, the client was already using Foxit PDF Editor for various document management tasks. However, they realized that areas of the software could be improved and approached Foxit with their idea. They wanted to streamline the process of converting Word documents into accessible, PDF/UA-1 compliant formats.

Foxit's development team saw the utility of the request and went to work. They developed a new feature for the Foxit Word add-in, working closely with the client to ensure that it achieved the goals it needed to. The result allowed users to convert documents directly into PDF/UA-1 compliant formats in a single step. Removing the need for manual post-conversion saved the institution a significant amount of time and effort.

The power of one-step conversion

The new feature in Foxit PDF Editor's Word add-in became a game-changer for the institution. Here's how it transformed their workflow:

1. **Simplified process:** Word documents could now be converted to accessible PDFs in a single click, even while ensuring PDF/UA-1 compliance.

2. **Time savings:** Reducing the multiple steps that were previously required to a single click freed up employees to focus on other critical tasks.

3. **Consistency and accuracy:** Automation reduced the need for human intervention and, with it, human error.

4. **Cost-effective solution:** The institution saved on the cost of additional conversion tools, as Foxit PDF Editor now fulfilled all of their accessibility requirements.

Measurable impact and intangible benefits

The results experienced by the institution after this change were significant. Here's what they shared about their results:

Quantitative benefits

Time efficiency: The new workflow reduced the time required to process each document for accessibility compliance by 60%.

Resource optimization: Employees previously spent time on manual accessibility configuration could reallocate their time to other value-adding activities.

Compliance assurance: With automation in place, the institution easily reached 100% compliance with PDF/UA-1 standards.

Cost savings: The company already had Foxit PDF Editor licenses, so they realized these changes at no additional cost.
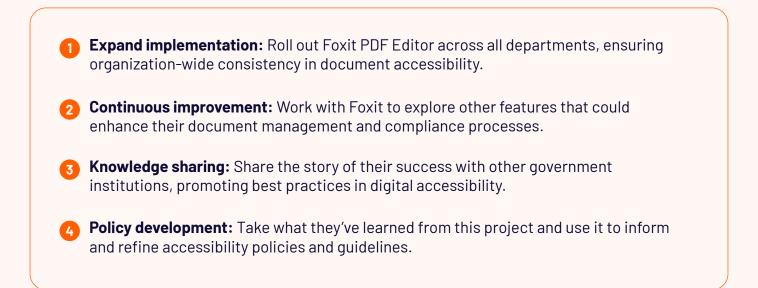
Qualitative benefits

Improved employee satisfaction: Thanks to the reduced workload, staff members reported higher job satisfaction.

Enhanced public service: The faster turnaround time for accessible documents meant citizens could access information more quickly and easily.

Reputation enhancement: Due to their commitment to accessibility and their efficient use of technology, the institution bolstered its reputation as a forward-thinking organization.

A foundation for future accessibility

Removing a significant barrier to their goals inspired the institution to look to the future. After the success of this project, they've furthered their accessibility initiatives. In the future, they plan to:

1 **Expand implementation:** Roll out Foxit PDF Editor across all departments, ensuring organization-wide consistency in document accessibility.

2 **Continuous improvement:** Work with Foxit to explore other features that could enhance their document management and compliance processes.

3 **Knowledge sharing:** Share the story of their success with other government institutions, promoting best practices in digital accessibility.

4 **Policy development:** Take what they've learned from this project and use it to inform and refine accessibility policies and guidelines.

Foxit's commitment to customer success is strong. The company's development team is ready to listen to the next ideas that come out and is willing to work hard to make them a reality.

Conclusion: A model for accessible governance

With government websites still lagging behind where they should be in terms of accessibility, this European governmental institution's journey with Foxit PDF Editor provides a stellar example of how technological solutions can improve legal compliance. By working with software vendors like Foxit, governments can increase inclusivity and improve their workflows at the same time.

Many government agencies may not realize how easily they can achieve their inclusivity goals. The success of this project serves as a powerful example of how the right tools and a commitment to innovation can make previously difficult challenges much easier. As digital accessibility becomes even more of a focal point, tools like Foxit PDF Editor will be a large part of the digital transformation required to make it happen.