



LARGE VOLUMES OF NON-ACCESSIBLE PDFS MADE ADA-COMPLIANT

Key Challenge

A large global investment bank and financial services company was facing a logjam of 10,000 non-compliant PDFs on its website, placing it at risk of a lawsuit for ADA violation. The key challenge was eliminating the logjam by checking the documents on 25 compliance parameters, categorizing the pages based on complexity, and making it accessible to WCAG 2.1 AA standards within a short turnaround time of 6 months.

The client experienced other difficulties, including:

- Calling out numerous acronyms and abbreviations separately
- Adding another layer of complexity with a special standard for screen reader testing
- Ensuring page compatibility with JAWS and NVDA

The Williams Lea Solution

The Williams Lea team leveraged its proprietary AI/ML-based accessibility platform, analyzed files, and identified the ones needing processing.

It utilized the Expert-in-the-Loop model to perform quality checks and validate exceptions while meeting the highest compliance standards. It also ensured that the accessibility platform constantly evolved to enrich machine learning and reduce manual interventions.

Outcomes Achieved

Williams Lea's services helped the client accomplish:

- ADA compliance for 55,000 pages
- Early project completion within 5 months
- Validation of accessibility through third party tools
- Scalability through automation
- Greater inclusion
- An expanded customer pool

About Williams Lea

Williams Lea is a global provider of tech-enabled skilled business-critical support services to financial, legal and professional services firms, connecting people, processes and technology to streamline key business and administrative functions and helping companies adapt to a more virtual and digital workplace. Built on a strong heritage, great client relationships and a talented team, Williams Lea is the trusted global outsourcing provider to clients in highly regulated environments. Williams Lea serves clients in 20 countries across four continents and has 7,000 employees worldwide. For more information, please visit www.williamslea.com