CASE STUDY:

PIONEERING ACCESSIBILITY IN THE WORLD OF WORK

A FRENCH PUBLIC INSTITUTION HAS BEEN USING SEFAS ACCESSIBILITY SOLUTIONS FOR OVER 10 YEARS.

Serving Employment and Accessibility.

With more than 50,000 agents mobilized daily, this agency embodies a dual mission: supporting jobseekers in their professional reintegration and assisting companies in their recruitment processes. This mission is underpinned by core values of guidance, training, support, and proximity, all aimed at meeting the evolving needs of the job market. By anticipating changes and promoting inclusivity they ensure no one is left behind.

Championing Accessibility.

With a team fully dedicated to supporting individuals with disabilities, the head of ATE is instrumental in ensuring that staff can continue their careers, receive appropriate training, and work in environments tailored to their needs. The department focuses on engineering workstations for agents with disabilities, offering solutions like vertical mice, adapted keyboards, larger screens for the visually impaired, and voice command systems for those with motor disabilities.

Digital Accessibility: A Top Priority.

Ensuring digital accessibility is a key priority for ATE. This includes maintaining compliance with RGA2A/WCAG standards for the agency's website and business applications. Software is rigorously selected based on its accessibility, with extensive testing conducted to ensure usability for the visually impaired. When tools are found to be inaccessible, specific developments and adaptations are made to bridge these gaps.

The Story of a Collaboration between a Software Publisher and its client.

When the PDF/UA format was first established and long before it became the basis of an international standard, the agency was asking itself the question of how best to produce accessible documents. Document accessibility was not yet a regulatory obligation and no CCM solution could produce this output format.

The agency, determined to push accessibility forwards, submitted the idea to Sefas that it would be useful to implement an accessibility feature into the Open Print software suite (predecessor of Harmonie Communication Suite) it was using at that time.

Aware of the need to support this approach and understanding that document accessibility would one day become a regulatory obligation, Sefas first became involved in developing this necessary functionality in 2012.

Since then, this client has upgraded from Open Print to Harmonie Communication Suite (HCS), benefiting from the backward compatibility guaranteed by SEFAS.

HCS: An Innovative Solution for Document Accessibility.

In the realm of documentation and outgoing communications, this agency has found an effective solution in Sefas's Harmonie Communication Suite (HCS). HCS has been seamlessly integrated to ensure that all outgoing documents meet accessibility requirements. With specialized functionalities, HCS allows communications to be adapted to the needs of recipients, whether they are visually impaired, deaf, or have other disabilities.

A standard PDF document is typically not accessible to individuals with disabilities. To make a document accessible, it needs to be structured with tags that comply with accessibility rules and are compatible with assistive technologies.

Thanks to HCS, PDF documents received by jobseekers are now fully accessible, particularly to the visually impaired. These documents can be easily read and interpreted by systems such as voice synthesis, screen readers, and text magnification tools. This enhancement eliminates unnecessary repetition, provides descriptions for images, and ensures a logical reading order, thereby improving the overall reading experience.

Benefits of Using HCS.

1. Time Savings:

- By integrating accessibility directly into the design of document templates staff can save significant amounts of time — up to 80% in some cases — compared to post-processing adjustments.

2. Enhanced Experience for Jobseekers:

- The most vulnerable jobseekers benefit from a better, more inclusive experience, ensuring that they have equal access to essential information.

3. Compliance and CSR Commitment:

- HCS helps the agency comply with European legislation and directives, while also supporting its corporate social responsibility (CSR) commitment to offer 100% accessible and inclusive services.

A Fruitful Partnership for Inclusion.

The partnership between this employment and benefits agency and Sefas, the publisher of Harmonie Communication Suite, reflects a shared commitment to innovation and inclusivity in the professional world. By refining desktop publishing practices and integrating advanced technological solutions, both entities are pushing the boundaries of document accessibility, making significant strides toward a more inclusive workplace.

Exemplarity and Commitment.

The agency's commitment to accessibility goes beyond mere compliance with current standards. By anticipating legislative and technological developments, the institution is positioning itself as a leader in accessibility. Whether through adapting workstations, ensuring digital accessibility, or designing accessible documents, this government agency is setting a benchmark for inclusion in the workplace.

Through its unwavering commitment to accessibility this agency demonstrates that inclusion is not only a social responsibility but also a driver of performance and innovation. By embracing the advanced capabilities of HCS they pave the way for a more equitable and inclusive world of work for everyone.

About Sefas.

Sefas is a global leader in omni-channel customer communications management solutions. Its technology provides end-to-end solutions to manage the creation, efficient production, secure storage, and distribution of omnichannel customer communications.

Sefas is a business unit within the Docaposte division of La Poste headquartered in Paris, France, and home to its research, development, and quality assurance operations. Sefas global offices are located in France, USA, and UK with clients worldwide leveraging composition, multi-user digital collaboration, advanced workflow automation, orchestration and digital distribution services.

Sefas's clients include Strategic Communication Outsourcers, insurance, finance, healthcare, government, and telecommunications companies.

Visit us at www.sefas.com **to learn more.**