

# DOCUMENT ACCESSIBILITY SERVICES

Comprehensive Services for Document Accessibility



## OVERVIEW

Crawford Technologies is a leader in providing high-speed, high-value client communications such as invoices, statements, letters and documents in accessible formats.

Are you meeting your document accessibility regulatory requirements?  
Are you accommodating your print disabled clients with accessible documents?

Do you believe communicating with your clients is important? What happens when transactional information is unclear?

Communicating with all your customers is of utmost importance in today's fast paced society. Personal and confidential information must be provided to individuals with disabilities and they must be able to consume content independently as a sighted person can. Companies and organizations working with Crawford Technologies understand the value of servicing and keeping their clients by providing communications in the format they desire. Delivering accessible documents ensures that you are in compliance with current regulations, reduces customer service costs and wins lifelong clients.

### Secure Facility for Document Accessibility Services

We provide both manual and automated transcription, production, fulfillment and distribution of your critical customer communications at our secure facility. Our services include production of braille (grade 1 and 2), large print, audio, DAISY, e-text, and transcription to accessible PDF and Accessible HTML5 in multiple languages. Our expertise in accessibility and alternate formats ensures that you'll get the highest quality results – even with highly complex transactional documents.

Our U.S. and Canadian service bureaus are PCI-DSS compliant and have successfully completed Service Organizations Controls (SOC) 2 Audit Type II and HITRUST CSF audits. This ensures that we comply with regulations such as the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act of 1999 (GLBA) and ISO 27001, providing the highest security for our customers and their customers.

A One-Stop Shop  
Transcription, production,  
fulfillment & distribution  
of your critical customer  
communications on demand

Using our MasterONE Architecture – single set up to all formats, we can transcribe and produce your mission critical documents into any of the available accessible formats. The setup can be easily re-used as the basis for additional formats, saving time and money, and ensuring document integrity. We maintain a repository of your output files to quickly produce your customers' alternate format requests to save you from the unneeded cost of overproducing or re-transcription.

We will help you reach out to your clients who are:

- Individuals with low or no vision
- The aging population with diminishing vision
- Individuals with dyslexia and other cognitive disabilities

We will transcribe all of your mission-critical documents including:

- Informational documents such as white papers and reports
- Marketing materials such as brochures, press releases, polls and booklets
- Information about your services
- Event details, maps and schedules
- Scholarship or grant applications
- Donation request forms

## Accessible Document Formats

Crawford Technologies offers a full service delivery and archive solution for all alternate format transactional documents in English, French and Spanish:

### Transcription

We provide both automated and manual document transcription and remediation services to make your documents accessible. We offer high volume and high speed document conversion with our application and software tools.

### Braille

Offered in English, French and Spanish grade 1 (uncontracted) braille and English and French grade 2 (contracted) braille.

### Accessible PDF

Accessible PDF produced to either the PDF/UA ISO standard or WCAG 2.0 guidelines. Compatible with assistive technologies such as screen readers, braille displays, screen magnifiers, joysticks and other technologies, this format allows PDF documents to be delivered in an accessible format.

### Accessible HTML5

Compliant HTML5 supports a variety of digital channels to meet individual delivery preference needs.

### Large Print

Large print is produced for people with low vision using larger font and print, heavier paper and content reformatting. Content is resequenced in read order and not simply photocopy enlarged

### Audio

For clients who are auditory dependent, audio provides clear and precise information of their transactional documents. This service is available on CDs in CD audio and mp3.

### E-text

Often used with screen reader and enhancement technologies, this format is utilized by a growing number of blind and low vision people. Offered as ASCII, this format can be used with any operating system and text editor.

### DAISY

For clients that use DAISY (Digital Accessible Information System) readers allowing for audio output and easy document navigation.

## Accessible Document FAQs

### What is the most popular format?

Currently large print is the most commonly requested format, but with current and upcoming legislation, it is crucial to make online PDFs accessible as well.

With Crawford Tech, that is all part of the service. We can create an Accessible PDF version of your document for e-delivery or distribution on your website.

### How do you deal with complicated documents with many graphs and charts?

Our knowledgeable accessibility experts will transcribe your document no matter how complicated it is.

- Large print: we will remove or simplify obstacles such as color variations and complex tables.
- Audio and eText: we will remediate a table so that it reads appropriately.
- Braille: we can create tactile images of graphs and other images.

### Will it still be visually appealing?

Absolutely! We take as much pride in your documents as you do. We will still be sure to maintain your high level of aesthetics including logos and branding, selective graphics, and other important marketing components.