



Accessibility Audit of the OpenText Corporate Website

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Executive Summary

The purpose of this audit was to determine whether the OpenText corporate website meets the claim made on its [Accessibility page](#):

5. Accessible websites and web content

We will ensure our internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A .

Completion Date – January 1, 2014

Status – completed

(OpenText Corporation, 2015)

OpenText is required to comply with the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) as a private organization with 50+ employees based in Ontario. These regulations require “new and significantly refreshed public websites” meet WCAG 2.0 Level A (Government of Ontario, Canada, 2015).

This audit uncovered many accessibility problems with the OpenText corporate website and **no page reviewed** satisfied this preliminary first check of accessibility features, a check with a satisfaction threshold below WCAG Level A. Common problems include

- Color contrast ratio failures site wide
- Content inaccessible to users with keyboards and screen readers
- Significant lack of text alternatives for images and multimedia objects
- Incorrect usage of headings
- Inaccessible video content
- Generic link text and empty links

As Marketing enters another redesign project, the project plan must reference and implement these standards to be compliant with Canadian law. The following audit outlines the heuristics used to assess each page and identifies many specific issues.

Most of these issues are simple to address if accessibility requirements are forefront in the design and development process for the next website refresh.

Methodology

The audit references the Web Content Accessibility Guidelines (WCAG) version 2.0 Level A, since OpenText claims the corporate website to be compliant with these guidelines.

WCAG 2.0 covers “... a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general.” (World Wide Web Consortium, 2008)

Scope

The scope of this audit is limited to pages within the global English version of OpenText’s corporate website, located at <http://www.opentext.com/>. The *opentext.com* domain hosts dozens of sub-sites and webpages not considered part of the corporate site.

Examples:

- The “Campaigns” site, e.g. any pages located within <http://www.opentext.com/campaigns>
- Any *.opentext.com subdomains, e.g. <https://mysupport.opentext.com> and <https://login.opentext.com/>

Also excluded is the “Community” site, which is visually part of the corporate website but differs functionally and is outside the scope of this audit.

- The “Community” site, e.g. the Tempo Social-backed blogs and communities, located within <http://www.opentext.com/portal/site/communities/>

The webpages assessed in this audit were selected using Google Analytics reports for www.opentext.com, July 1 through September 30, 2015. (Google Analytics, 2015)

- Sessions: 540,691
- Users: 366,073
- Pageviews: 1,074,740



Figure 1: Total sessions, users, and page views for the time period

Ten (10) pages comprise this accessibility audit, beginning with the three (3) pages visited most by users, based on total pageviews:

Page Name	URL	Pageviews	%	Template
Home Page	http://www.opentext.com/	221,232	20.58%	
Business Process Management (BPM)	http://www.opentext.com/what-we-do/products/business-process-management	71,041	6.61%	Product Category
What We Do	http://www.opentext.com/what-we-do	46,010	4.28%	What We Do

Any audit should include a representative sample of pages from across the website that reflect the variety of templates and content used. As such, the audit also includes the following seven (7) pages that differ in layout and content:

Page Name	URL	Pageviews	Template
Support	http://www.opentext.com/support	41,434	Support
Livelihood	http://www.opentext.com/what-we-do/products/opentext-product-offerings-catalog/rebranded-products/livelihood-is-now-part-of-the-opentext-ecm-suite	25,880	Product Detail 3 Column
Customer Stories	http://www.opentext.com/customer-stories	9,105	Customer Landing
Customer (Alstom)	http://www.opentext.com/customer-stories/customer-story-detail?id=1162	406	Customer Detail

Videos	http://www.opentext.com/videos	5,316	Video Landing
Video (OpenText Cloud)	http://www.opentext.com/videos/opentext-cloud.mp4	1,277	Video Detail
Online Contact Form	http://www.opentext.com/who-we-are/contact-us/contact-opentext	5,201	Product Detail 2 Column

Support Baseline

The audit was conducted on a laptop running Windows 7 using the Firefox web browser (version 40) and Chrome web browser (version 46). As this is a first review of the website's accessibility, additional operating system and browser combinations were not tested. Future assessments should define the supported OS/browser matrix and test with each.

Input devices were an integrated touch QWERTY keyboard and a wireless, five-button mouse.

Assistive technologies, such as a screen reader, were not used.

Tools

The following tools were used for some accessibility checks like document outline, color contrast, and alt tags:

- [Web Developer Toolbar for Firefox](#)
- [Juicy Studio Accessibility Toolbar](#)
- [WAVE Web Accessibility Evaluation Tool](#)
- [HTML5 Outliner – Chrome Extension](#)

While tools can help determine if a particular element is present, e.g. alt tags on images, tools cannot always determine if the implementation satisfies the WCAG requirement.

An example is an alt tag that reads 'photo' for an image of a dog. The alt text fails to describe the content of the image so it does not meet the success criteria, even though an alt tag is technically present.

The following example is taken from the *Website Accessibility Conformance Evaluation Methodology (WCAG-EM) 1.0* (WCAG 2.0 Evaluation Methodology Task Force, 2014) and demonstrates a useful alt tag followed by a robust description that adequately explains the content of the image.

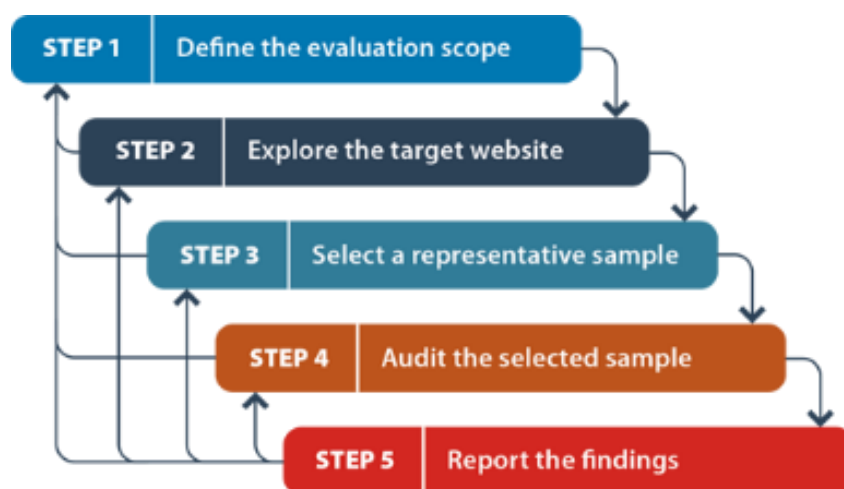


Figure 2: The alt tag for this image reads "Diagram about the iterations between the steps in this methodology. Explanation in the following paragraph."

The workflow diagram above depicts five sequential steps: 1. Define the evaluation scope; 2. Explore the target website; 3. Select a representative sample; 4. Audit the selected sample and 5. Report the findings. Each step has an arrow to the next step, and arrows back to all prior steps. This illustrates how evaluators proceed from one step to the next, and may return to any preceding step in the process as new information is revealed to them during the evaluation process.

Heuristics

A heuristic evaluation was performed on each of the 10 pages using the [Easy Check – First Review of Web Accessibility guidelines](#). A preliminary review determines if the website addresses accessibility in even the most basic way, before performing an extensive Level A evaluation (W3C Web Accessibility Initiative, 2014).

Checks performed:

Text

- Page title
- Image text alternatives ("alt text") (pictures, illustrations, charts, etc.)
- Headings
- Contrast ratio (at least 4.5:1 for normal-size text—this is a WCAG 2.0 level AA requirement but part of the heuristics used)
 - Color alone should not convey meaning—WCAG 2.0 level A

- Resize text (content increased 200% with zoom text only)

Interaction

- Keyboard access and visual focus (tabbing through the site, no mouse)
- Forms, labels, and errors (including search fields)

General

- Multimedia (video, audio) alternatives
- Basic structure check (remove all visual design elements and assess the basic HTML markup only to demonstrate how the page functions in a linear fashion for screen readers and users who apply their own style sheets)

Considerations

1. This audit process did not include people with disabilities evaluating the web pages. Future audits should include representative users utilizing a variety of assistive technologies.
2. The corporate website employs responsive design. These “...changes to the content, functionality, appearance, and behavior are not considered to be independent website versions but rather web page states that need to be included in the evaluation scope.” (WCAG 2.0 Evaluation Methodology Task Force, 2014). However, for this initial audit, only the widest “desktop” resolution was tested. Future audits must include all screen resolutions and should be evaluated using applicable mobile devices.
3. WCAG 2.0 conformance claims cannot be made for entire websites based on the evaluation of a selected sub-set of web pages and functionality alone. Conformance is “[s]atisfying all the requirements of a given standard, guideline or specification” (WCAG 2.0 Evaluation Methodology Task Force, 2014).
4. This assessment is not a certification of any government-required accommodations, such as Section 508 of the United States Rehabilitation Act of 1973. Specific heuristic evaluations for each government’s accessibility requirements must be performed separately.

Findings

The results of each page test are cumulative. If an issue found on the Home Page is present on other pages too, the issue's explanation is not repeated. Instead, a reference link is provided to the first page where the error is documented.

Global Elements

To limit redundancy, the audit first assessed repeated page elements against all heuristics as they appeared November 9, 2015:

- Header
- Navigation
- Breadcrumb and Sharing
- Footer

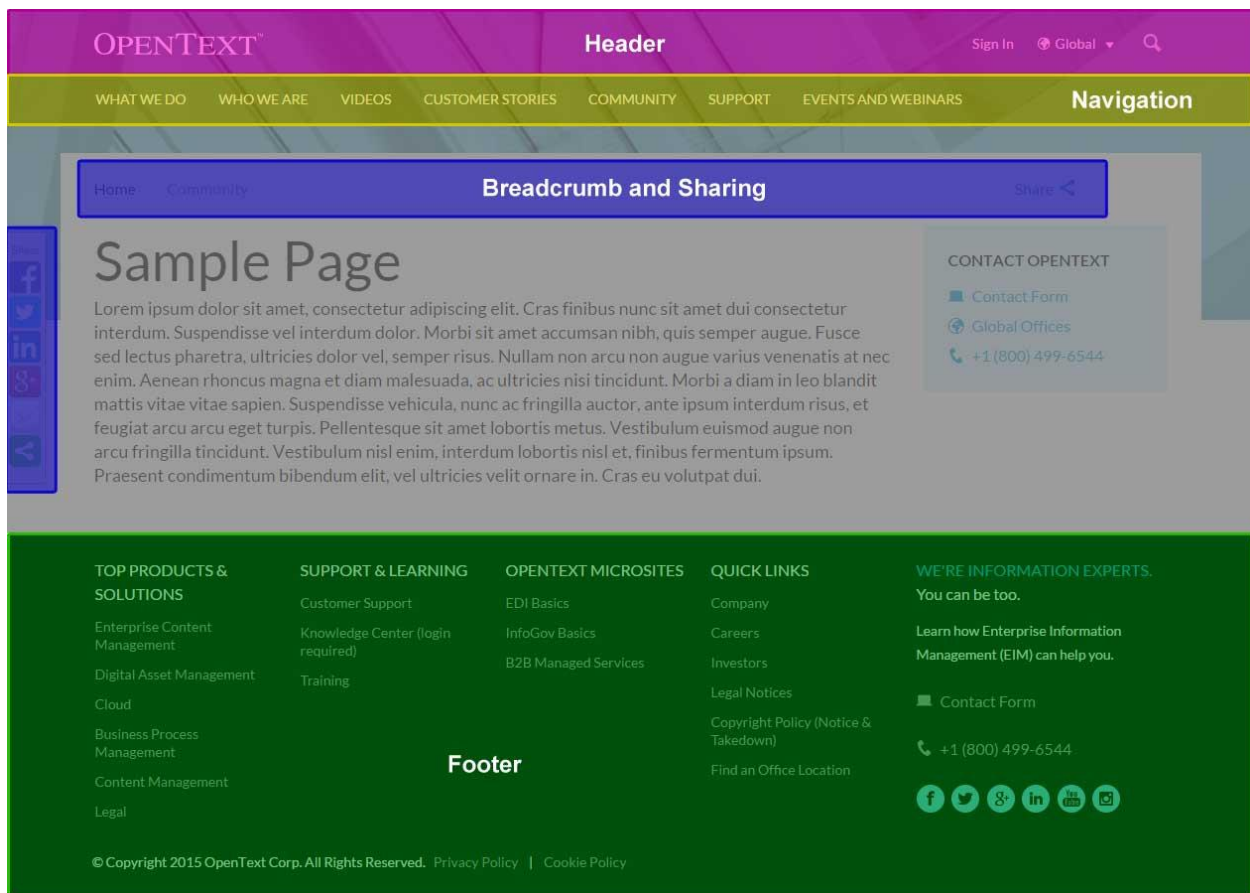


Figure 3: Screen shot of a sample page with global elements highlighted

Page title

Page titles are present on all pages. Each page's title will be assessed separately.

Image text alternatives

- The page header's background image is embedded content and lacks an alt tag. This alt tag can be empty because the image is used for decoration only; however without an alt tag, a screen reader will read the file name aloud.

```

```

- The icon used to expand the "Search" area does not provide a text equivalent and the "Search" box is hidden using `display:none` making it inaccessible to screen readers
- In the global navigation, thumbnail images associated with videos and customer stories do not have alt tags

```

```

Headings

- Pages lack an `<h1>` heading at the beginning of the document resulting in an unclear document hierarchy. This negatively affects all pages, even those with `<h1>` headings further within the document. As a result, the `<h3>` used for the "Search OpenText" area defaults to the top of the document hierarchy.

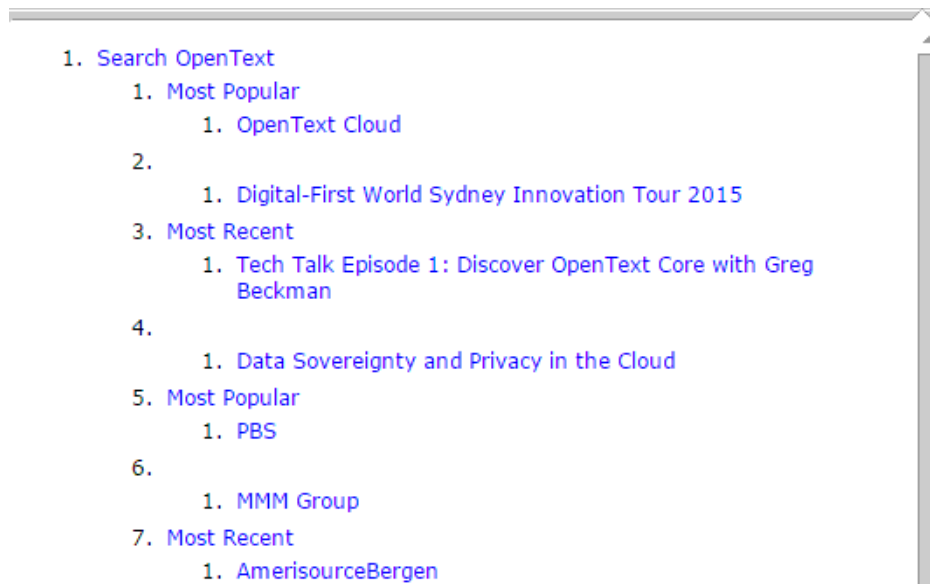


Figure 4: Document outline excerpt using HTML5 Outliner in Chrome

- The global navigation area does not have an identifying heading such as

`<h2>Global Navigation</h2>`

The lack of headings for major structural areas of a page make it difficult for people with screen readers to navigate successfully.

- The “Videos” item in the global navigation uses `<h3>` in the middle of content that is not marked up using headings
- The footer also lacks an identifying heading, yet the columns of content utilizes `<h2>` headings.

Contrast ratio

The benchmark is a contrast ratio between the text color and background color of **4.5:1** for normal-size text. The global elements have three color contrast failures:

- 1) “Account”, “Global”, and “Search” sub-links; current page “Breadcrumb” (light gray on white)

Text color: #888888

Background color: #ffffff

Contrast ratio: **3.54:1**

- 2) “Popular Searches” text (dark blue text on blue)

Text color: #005884

Background color: #1cd0fe

Contrast ratio: **4.21:1**

- 3) Active links in the global navigation (blue links on gray)

Text color: #7bdfff

Background color varies slightly due to background image: #26444e

Contrast ratio: **4.07:1**

- 4) “Share” link (blue links on white—**this issue affects most of the links on the site**)

Text color: #00a5d9

Background color: #ffffff

Contrast ratio: **2.84:1**

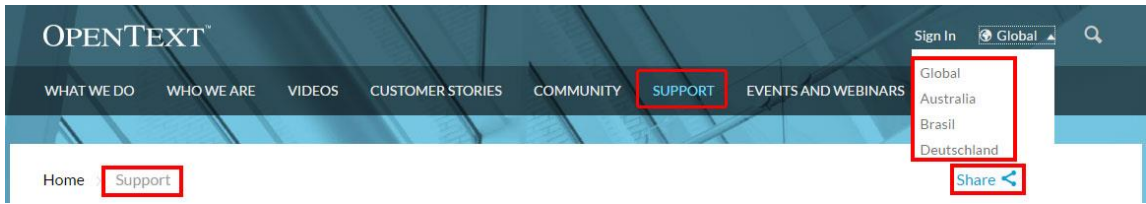


Figure 5: Examples of contrast ratio failures identified with Juicy Studio

Resize text

Content resized using the text “Zoom Text Only” browser feature should support a 200% increase.

- Utility controls for account, site selector, and search become partially obfuscated by the global navigation bar.
- The “Search” form button text is cut off.
- The header’s background color does not expand with the global navigation text, resulting a color ratio issue of light gray text with a white background.

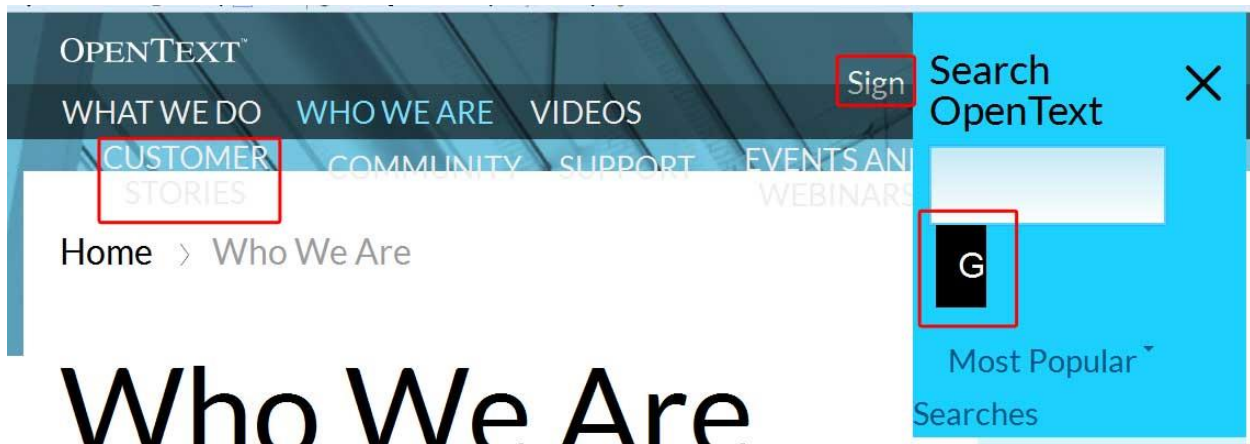


Figure 6: Header and global navigation issues with zoom text only in Firefox

- The dropdown menus for the global navigation text overlaps content from different tabs and cuts off some link text. In the screen shot below, text from the “Services” tab show up on the “EIM” tab.

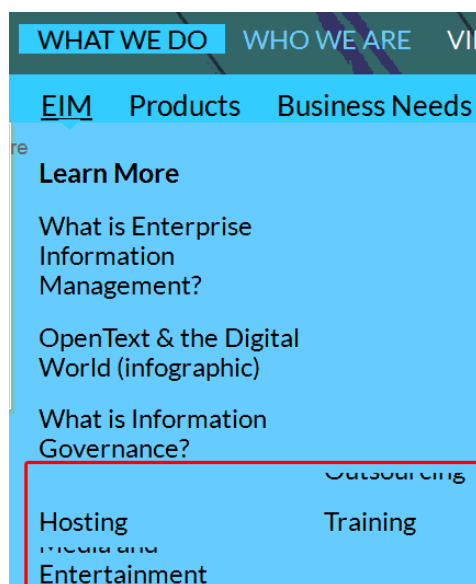


Figure 7: Overlapping content when zooming text in Firefox

Keyboard access and visual focus

- **Focus:** When tabbing between elements on a page, the currently selected link must provide obvious visual indication of focus.
 - The OpenText logo in the upper right does not show a focus border
 - The form field and the “Go” button for the search box lack visual focus
 - There are two sets of social media icons in the footer and the second set of links does not provide visual focus
- **Tab Access:** All links and functionality must be accessible by tabbing to it using the keyboard
 - The “Search” area is completely inaccessible with a keyboard, as the search icon is not selected when tabbing through the content
 - In Chrome, it is impossible to tab past the first item in the global navigation, which makes the rest of the page inaccessible to keyboard-only users, especially since the page does not offer a “skip to content” link
 - After selecting the “Share” link to expose the share options, there is no way to select any of the share options using the keyboard

Forms, labels, and errors

The only form within the global elements is the search box.

- The search box is missing a label. This can be visually hidden but is necessary to provide context for users navigating with screen readers.

Multimedia (video, audio) alternatives

There are no multimedia controls in the global elements.

Basic structure check

- **Empty links:** Links styled using CSS to display icons or images rather than text links still need a text equivalent.

- Nothing displays for the share links

```
<span class="stLarge" style="background-image:
url (http://w.sharethis.com/images/facebook\_32.png);"></span>
```

- The social media links in the footer are either empty or have a space character instead of text identifying what the links are for

```
<li class="twitter"><a
href="https://twitter.com/OpenText">&nbsp;</a></li>
```

- Linked images without alt tags result in empty links

- **Mobile-only links:** Some links intended for use when the site is in a smaller “mobile” show are always visible yet not always functional in the markup.

- The “Sign In” list shows a ‘More’ link and an empty list item
 - The global navigation has several “See All” links

- **Missing content and context**

- The links beneath the seven main global navigation items are hidden using `display:none` making them inaccessible to screen readers
 - When signed in, the user’s name does not display in the sign-in sub-list. Instead there is an empty list item.

```
<li class="mobile-nav-header"><a href="#"><span class="icon-
notch-arrow-left" aria-hidden="true"></span></a></li>
```

- As noted in the *Headings* section, some content lacks appropriate headings, making it difficult to navigate without visual cues. For example, the breadcrumb is just an ordered list without context.
 - Many links lack context too. The “Global” link, which shows a dropdown menu of other language sites, has little meaning as a link when not viewed visually.

- **Redundant content**

- Even when signed in, the page shows a “Sign In” link
 - There are three “Global” links in the header’s site selector list
 - The global navigation repeats sub-headings
 - All the utility links are duplicated, showing up both before and after the global navigation (Sign in, Global, Search)

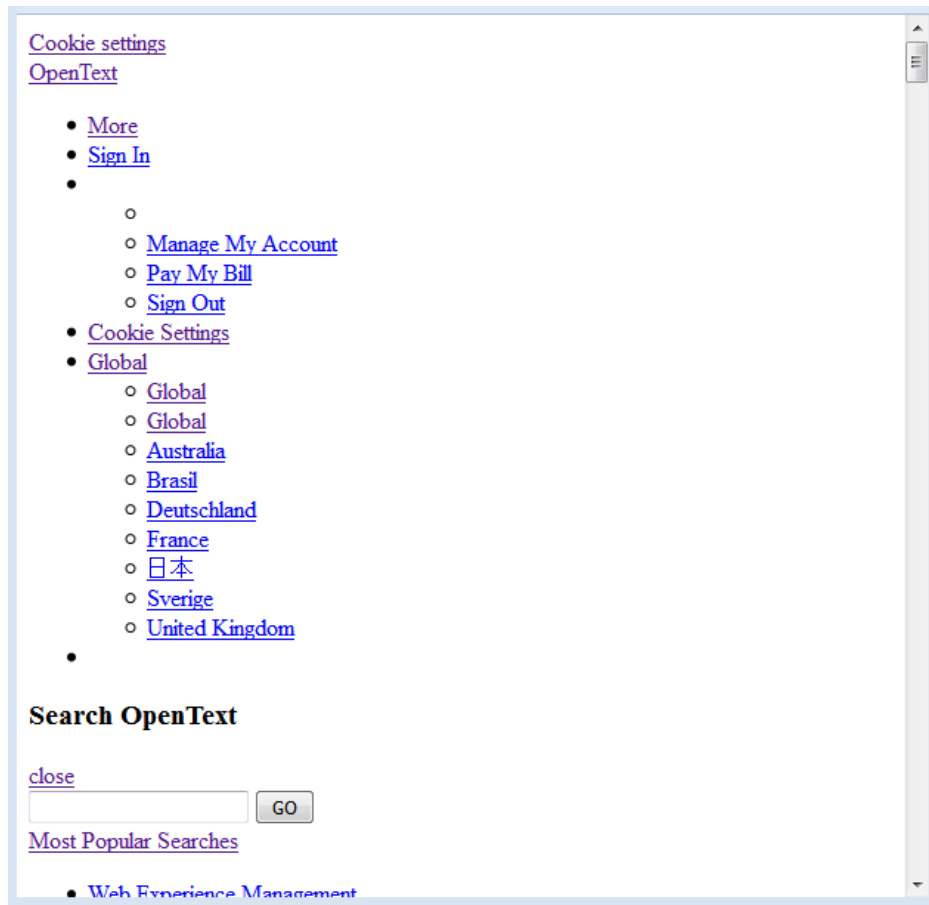


Figure 8: Snapshot of markup with CSS and images disabled using Web Developer Toolbar in Firefox

Home Page

Page located at <http://www.opentext.com/>. Audited November 10, 2015.

The screenshot displays the OpenText corporate website's home page content area. At the top is a large hero banner with a bokeh light background, featuring the text "Enabling the Digital World" and a call to action "Join us at Enterprise World 2015" with a right-pointing arrow. Below the banner, the page is organized into several sections. The "WHAT'S NEW" section on the left lists three items: a CEO blog post about digital-first Fridays, a press release about OpenText's leadership in Gartner's Magic Quadrant for Enterprise Content Management, and another press release about OpenText's transactional and matter-centric content. To the right of this is a "JOIN US AT ENTERPRISE WORLD 2015" section with a "Register Today" link and a brief message about the event. Further right is a "CONTACT OPENTEXT" section with a "Contact Form" button, a phone number "1-800-499-6544", and social media icons. Below these is a "CUSTOMER STORIES" section featuring a quote from Dieter Meuser, chief technology officer at iTAC, about using iHub from OpenText Analytics. To the right of the quote is the iTAC Software logo. The bottom of the page features a blue banner titled "OpenText at a Glance" with four large statistics: 8000 EMPLOYEES, 120 OFFICES, 1991 YEAR FOUNDED, and 100K GLOBAL CUSTOMERS. Above this banner, there are three columns of "FEATURED RESOURCES", "UPCOMING WEBINARS", and "UPCOMING EVENTS" with links to various reports, webinars, and conferences.

Enabling the Digital World
Join us at Enterprise World 2015 ➔

WHAT'S NEW

- CEO BLOG**
Introducing ON DIGITAL-First Fridays
- PRESS RELEASE**
OpenText Named a Leader in Gartner's Magic Quadrant for Enterprise Content Management
- PRESS RELEASE**
OpenText Brings Together Transactional and Matter-Centric Content for a Full View of Information throughout the Organization

JOIN US AT ENTERPRISE WORLD 2015

Register Today

Don't miss out. Enterprise World 2015 is days away but there's still time to register.

Join us ➔

CONTACT OPENTEXT

Experts in Enterprise Information Management & Cloud Services

Contact Form

CALL US
1-800-499-6544

JOIN THE CONVERSATION

CUSTOMER STORIES

iTAC Software AG Alcatel-Lucent Pacific Life Deutsche Verbindungsstelle Krankenversicherung Ausland (DVKA)

“ With iHub from OpenText Analytics, our customers can produce attractive, compelling visualizations in no time from a variety of application data ”

Dieter Meuser, chief technology officer at iTAC

Read More ➔

FEATURED RESOURCES

WEBINAR
What's New in Exceed VA TurboX Webinar Series

READ THE WAVE REPORT
Forrester Names OpenText a Leader in DAM for Customer Experience

UPCOMING WEBINARS

November 5
e-Invoicing Webinar Series: Reasons for e-Invoicing and a Launch Checklist

November 17, 2015
Dresner Embedded BI Market Study Webcast

November 17, 2015
Best Practices for implementing a cloud fax solution with RightFax

View All Webinars ➔

UPCOMING EVENTS

October 6 - November 13, 2015 | Melbourne, Sydney
GS1 Supply Chain Week 2015

November 8 - 11, 2015 | Scottsdale, AZ
RVCF Annual Fall Conference

All Webinars and Events ➔

OpenText at a Glance

8000
EMPLOYEES

120
OFFICES

1991
YEAR FOUNDED

100K
GLOBAL CUSTOMERS

Figure 9: Screen shot of the OpenText home page content area

Page title

The page title does not identify itself as the site's home page and does not immediately identify the company name:

The Leader in Enterprise Information Management | OpenText

A Google search for "Enterprise Information Management" returns the "What We Do" page.

A Google search for "OpenText" returns the homepage but with the company name front-loaded in the title:

OpenText: The Leader in Enterprise Information Management

Image text alternatives

Not one image on the home page passes this check. There are 14 images either missing alt tags or that do not provide an appropriate text equivalent in the alt text provided.

- All six of the banner images in the hero carousel lack alt tags. Without alt tags, a screen reader will read off the entire file name. As these images are decoration and do not convey meaning, the alt tags can be empty.
- Four linked images are missing alt tags
 - The three images to the left of the "What's New" items
 - The "Join Us at Enterprise World 2015" image relies on the text in the image only to convey the message

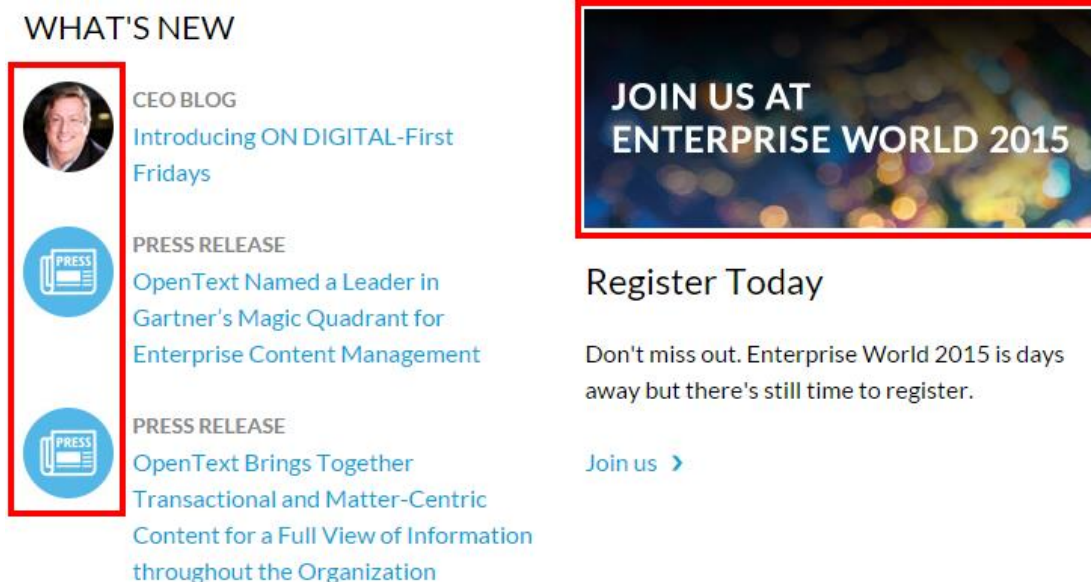


Figure 10: Four images missing alt tags on the home page

- The four customer logos have alt tags that do not convey the meaning of the image. The alt tags all read 'image' rather than providing a text equivalent of the words in the logos, e.g. customer names

```
<img alt='image' class='logo'  
src='/file_source/OpenText/en_US/PNG/itac-software-logo.png' />
```

Headings

The home page does not contain an <h1> heading, so the overall purpose of the page is unclear when analyzing the text alone.

As noted in the [Global Elements “Headings” section](#), the headings used in the template’s header and global navigation areas negatively affect the document outline for the rest of the page.

Contrast ratio

The benchmark is a contrast ratio between the text color and background color of **4.5:1** for normal-size text. The home page has three contrast ratio failures in addition to those listed in the [Global Elements “Contrast ratio” section](#):

- 1) Most links within page content (blue links on white)

Text color: #00a5d9
Background color: #ffffff
Contrast ratio: **2.84:1**

- 2) Links in the featured content area (blue links on light gray gradient)

Text color: #00a5d9
Background color: #eeeeee
Contrast ratio: **2.45:1**

- 3) “Customer Stories” link bar, featured content text and headings (dark gray links on light gray)

Text color: #777
Background color: #eeeeee
Contrast ratio: **3.86:1**

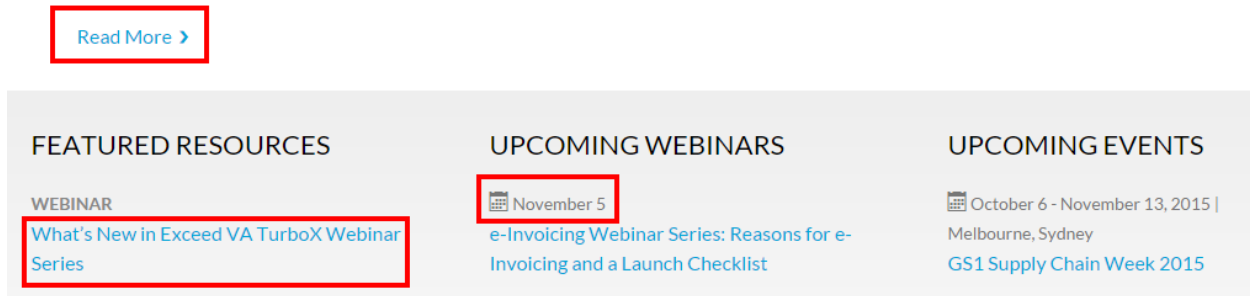


Figure 11: Examples of home page contrast ratio failures identified with Juicy Studio

Resize text

- The hero carousel's height does not resize with the text, eventually cutting off content



Figure 12: Zooming text in Firefox cuts off the hero carousel banner's text link

- The end of the phone number in the "Contact OpenText" box is hidden
- The "OpenText at a Glance" images run together and the last item is cut off on the right

Keyboard access and visual focus

- **Focus:** When tabbing between elements on a page, the currently selected link must provide obvious visual indication of focus.
 - The hero carousel does not provide visual feedback when tabbing through the circle icons that allow users to switch between banners
 - The three images to the left of the "What's New" links do not provide adequate visual focus feedback
 - The "Contact Form" button does not provide any visual focus feedback
- **Tab Order:** Content tabbing order should flow logically from left to right, top to bottom.

- When tabbing through the hero carousel, the user must tab through all slide controls (circle icons) before being able to select a banner's linked content.



Figure 13: User must tab through all six dots before the slide's link comes into focus; dots do not have visual focus indicator

- **Tab Access:** All links and functionality must be accessible by tabbing to it using the keyboard
 - The “Customer Stories” link bar is not accessible while tabbing, preventing users from being able to switch between the customer stories.

Forms, labels, and errors

There are no forms within the home page's content.

Multimedia (video, audio) alternatives

There are no multimedia elements within the home page's content.

Basic structure check

- **Empty links**
 - The social media links in the “Contact OpenText” have a space character instead of text identifying what the links are for
`<li class="twitter"> `
 - Linked images without alt tags result in empty links
- **Mobile-only links**
 - The first banner in the hero carousel is duplicated for mobile
 - Each customer story provides two instances of the logo with a link to the customer story
- **Missing content and context**
 - The hero carousel headlines have no spaces between the words, example: EnablingtheDigitalWorld
 - The hero carousel controls do not provide context of what the links mean or what they are in relation to the content that follows: pause 123456

- The 'Join us' link is vague and does not provide context when read as part a list of links available on the page
 - The "Customer Stories" do not have headings that indicate which customer the content is about
 - The 'Read More' links for the customer stories are vague and do not provide context when read as part a list of links available on the page
 - The "OpenText at a Glance" section link text work well as alternative text to the content of the images but do not provide context about the page they link to
- **Redundant content**
 - There are a total of three links to each customer story very close together
 - The "OpenText at a Glance" section provides four links in a row to the same page (Who We Are)



Figure 14: Snapshot of the home page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Business Process Management (BPM)

Page located at <http://www.opentext.com/what-we-do/products/business-process-management>. Audited November 12, 2015.

The screenshot displays the OpenText Business Process Management (BPM) page. At the top, the heading "Business Process Management (BPM)" is followed by a sub-headline: "Gain insight into your operations by aligning the business & IT to improve ROI with OpenText Cordys Business Process Management (BPM) software tools." Below this is a video player showing a man speaking, with a play button overlay. To the right of the video player is a "CONTACT OPENTEXT" section with links for "Contact Form", "Global Offices", and a phone number "+1 (800) 499-6544". Below the contact section is a quote from "MAUREEN FLEMING OF IDC" discussing the process suite, with a link to "Click Below to view the video." and a small video thumbnail of Maureen Fleming. Further down is a "VIDEO DEMONSTRATIONS" section listing "Cordys Process Engine" and "Employee Onboarding". The main content area features a navigation bar with "OVERVIEW", "ENTERPRISE SOLUTIONS", "PRODUCTS", and "RESOURCE CENTER". The "OVERVIEW" section is titled "OpenText Process Suite" and describes the suite's capabilities. It includes links to "Download OpenText BPM Executive Brief [PDF]" and "See entire set of OpenText BPM software products". Below this is the "OpenText Process Suite Software Platform" section, which describes the platform's capabilities and lists three key components: Business Process Management (BPM), Dynamic Case Management, and Master Data Management (MDM).

Business Process Management (BPM)

Gain insight into your operations by aligning the business & IT to improve ROI with OpenText Cordys Business Process Management (BPM) software tools.

CONTACT OPENTEXT

- Contact Form
- Global Offices
- +1 (800) 499-6544

MAUREEN FLEMING OF IDC DISCUSSES THE PROCESS SUITE

Click Below to view the video.

VIDEO DEMONSTRATIONS

- Cordys Process Engine
- Employee Onboarding

THE OPENTEXT FAMILY

OpenText has welcomed a number of products into the OpenText brand family. For a complete list of previous product names that are now part of OpenText, see:

- > Actuate
- > Artesia
- > Captaris
- > Cordys
- > GXS
- > Hummingbird
- > Livelink
- > Reddot
- > Vignette

[See All Rebranded Products >](#)

OpenText Business Process Management (BPM) Solutions Suite

- OVERVIEW
- ENTERPRISE SOLUTIONS
- PRODUCTS
- RESOURCE CENTER

OpenText Process Suite

OpenText Business Process Management (BPM) Suite enables businesses to rapidly understand and automate even the most complex processes with software tools that allow strategic CIOs to work with lines of business to identify new opportunities to drive their agenda of growth and innovation.

[Download OpenText BPM Executive Brief \[PDF\]](#)

[See entire set of OpenText BPM software products](#)

The BPM Process Suite consist of solutions for case management, master data management, service delivery and business process transparency. It provides process capability for all OpenText product suites through AppWorks integration. These developer tools and APIs accelerate time to value for customers, and amplify their ability to iterate and innovate critical process capabilities.

OpenText Process Suite Software Platform

The OpenText Cordys BPM engine enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform. This solution includes a full set of tools within the core platform, including:

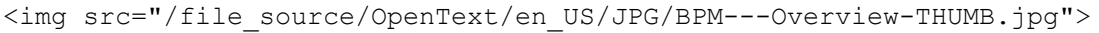
- **Business Process Management (BPM)** – to manage end-to-end processes across systems and applications efficiently and effectively covering integration centric and human centric workflows.
- **Dynamic Case Management** – to empower knowledge workers to achieve business outcomes and goals for cases or work units that combine structured data and unstructured information. Knowledge workers are guided through the process and have the ability to influence and change the process as per their judgment while keeping full transparency at the same time.
- **Master Data Management (MDM)** – manage your critical business data within a uniform, single source platform.

Figure 15: Screen shot of the OpenText BPM page content area

Page title

Page contains an appropriate page title.

Image text alternatives

- The video thumbnail on the “Resource Center” tab does not have an alt tag


Headings

As noted in the [Global Elements “Headings” section](#), the headings used in the template’s header and global navigation areas negatively affect the document outline for the rest of the page.

- The “subheading” of the page’s <h1> heading is marked up as <h2>, but it does not function as a true heading for navigation purposes because another <h2> immediately follows it.
- The heading levels for the tabbed content area miss a level in the hierarchy. For example, the “Overview” section is marked up as <h3> yet so is the next heading within the section; instead the second <h3> should be marked up as <h4>. (And existing <h4> should be <h5>.)

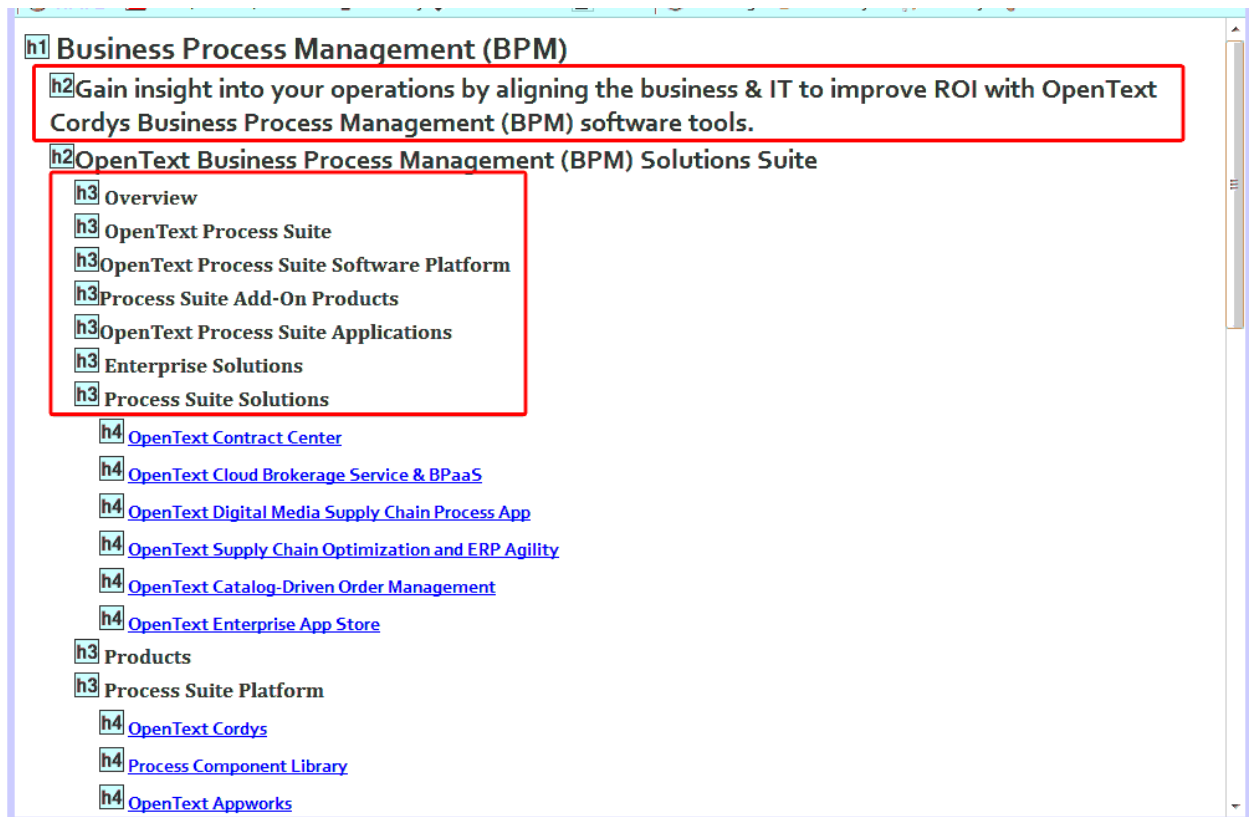


Figure 16: BPM page headings with structural issues highlighted

- The “Resource Center” section heading is marked up as <h3>, yet the next heading for “Related Video” is marked up as <h2>.

Contrast ratio

The benchmark is a contrast ratio between the text color and background color of **4.5:1** for normal-size text. The BPM page has three contrast ratio failures in addition to those listed in the [Home Page “Contrast ratio” section](#):

- 1) Subheading text (dark gray on light gray)

Text color: #9c9c9c

Background color: #ffffff

Contrast ratio: **2.75:1** (large text must have a ratio of at least **3:1**)

- 2) “Contact OpenText” box links (blue links on light blue)

Text color: #00a5d9

Background color: #d9f6ff

Contrast ratio: **2.52:1**

- 3) Links in the Solutions Suite area (blue links on light gray gradient)

Text color: #00a5d9

Background color: #eeeeee

Contrast ratio: **2.45:1** (large text must have a ratio of at least **3:1**)

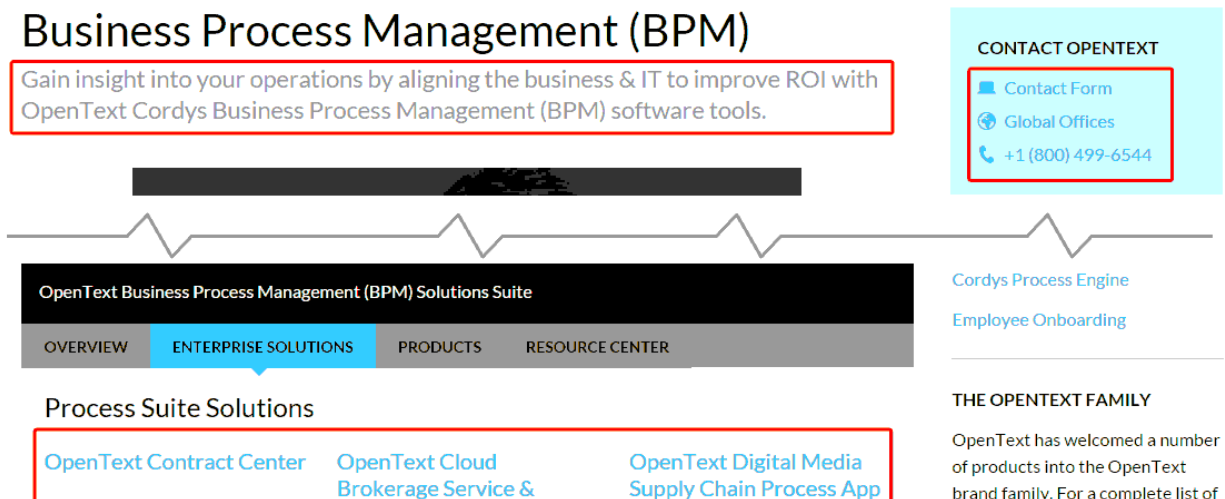


Figure 17: Examples of BPM page contrast ratio failures identified with Juicy Studio

Resize text

The BPM page has no significant resizing issues when zooming text to 200% but does have one area of caution.

- The three columns of text used in the “Solutions Suite” become very crowded; long words have the potential to overlap or cut off some content, and differencing between the columns is difficult.



Figure 18: Three columns of text become crowded at 200% text zoom

Keyboard access and visual focus

- **Tab Access:** All links and functionality must be accessible by tabbing to it using the keyboard
 - The video at the top of the main content is not accessible. There is no way to select or play the video using keyboard only.
 - If the video is playing, this also prevents keyboard access to the video player controls.
 - The “Solutions Suite” tabs are not accessible. Tabbing through the content does not allow the user to switch between the four tabs, preventing access to content beyond the “Overview” tab.

Forms, labels, and errors

There are no forms within the BPM page’s content.

Multimedia (video, audio) alternatives

- Video player and controls are not accessible with keyboard or to a screen reader.
- Video does not provide captions or a transcript for the hearing impaired.
- Video does not provide a description of its contents or text equivalents of words displayed on the screen during playback for the visually impaired.

Basic structure check

- **Empty links**
 - The tabbed sub-sections within the “Solutions Suite” section aren’t actually links, so sections can’t be navigated with a keyboard
 - Linked images without alt tags result in empty links
- **Missing content and context**
 - All product sections end with a generic ‘Learn More’ link. With 21 instances of ‘Learn More’ links on the page, this text is useless when navigating the page by its link text.
 - The ‘Related Video’ thumbnail lacks an alt tag so the linked image provides the user no context of its purpose as a link to a video. Additionally, the second video link that follows does not indicate it links to a video either:

[Discover the Power of BPM Behind Assure for Customer Service](#)
 - The ‘Read more’ links for the customer stories are vague and do not provide context when read as part of a list of links available on the page
 - The “Customer Stories” section ends with a ‘More Success Stories’ link, but this term is not used elsewhere
 - The “Video Demonstration” section links do not identify the links as video links within the link text
 - “The OpenText Family” section links do not indicate they go to pages with product information for the companies listed
- **Redundant content**
 - There are a total of three links to each customer very close together: logo, customer name, ‘Read more’
 - The ‘Learn More’ links are likely not necessary since the product names also link to the same page and provide adequate link text for their purposes

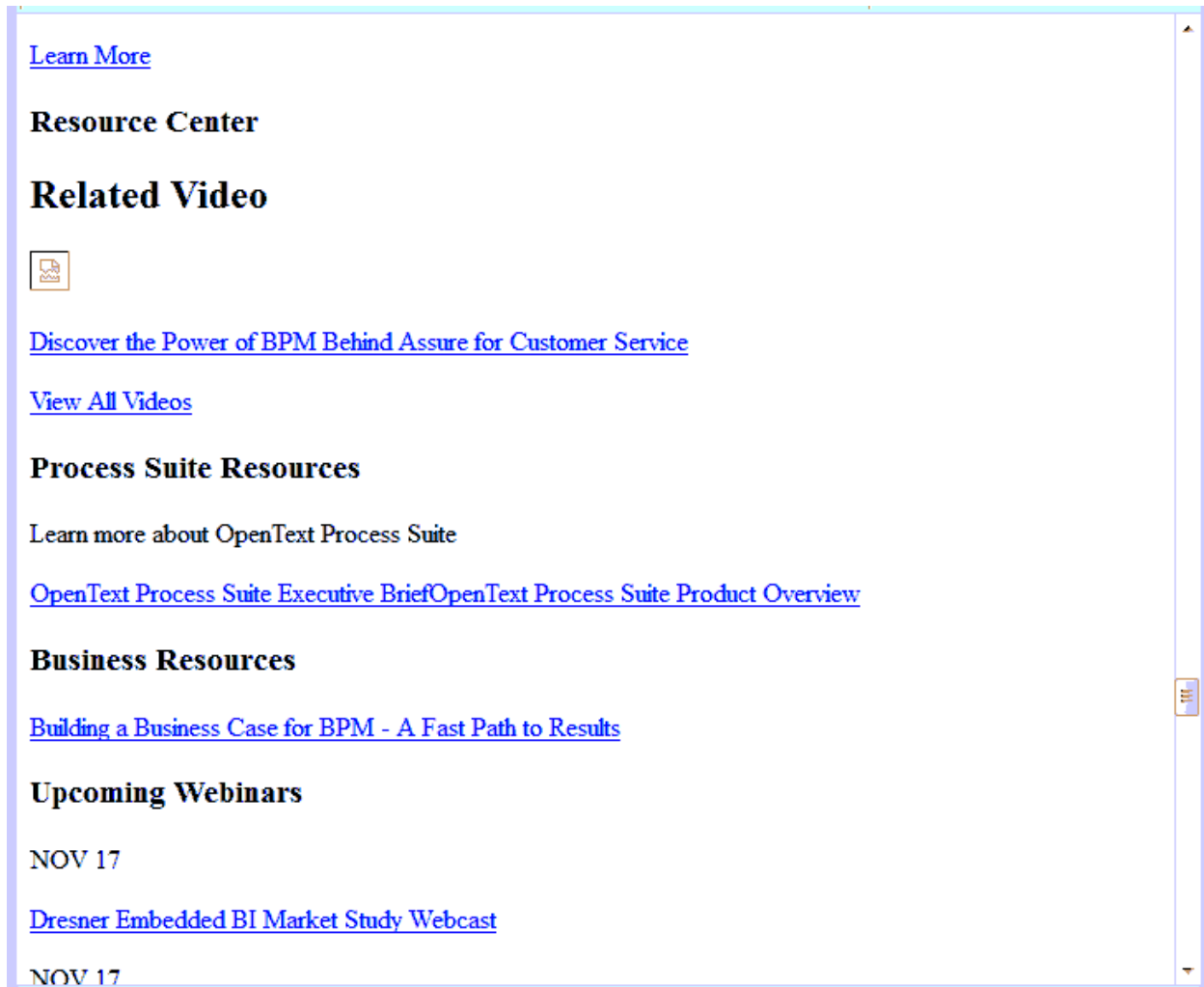


Figure 19: Snapshot of the BPM page markup with CSS and images disabled using Web Developer Toolbar in Firefox

What We Do

Page located at <http://www.opentext.com/what-we-do>. Audited November 13, 2015.

What We Do

Unleashing the power of information, technologies and business solutions.

Find the Solution That's Right for You

I NEED TO...	SOLUTIONS
Manage information throughout its lifecycle	Enterprise Content Management (ECM) <ul style="list-style-type: none"> Content Management Archiving Email Solutions ECM in the Cloud Records Management Capture Content-Centric Applications Platform and Developer Extensions
Empower employees, customers, and partners	Business Process Management (BPM) <ul style="list-style-type: none"> Process Suite Platform Capture and recognition Building Enterprise Applications (AppWorks) Process Suite Solutions Business planning and modeling (ProVision)
Create exceptional customer and employee experiences	Customer Experience Management (CEM) <ul style="list-style-type: none"> Web Content Management Portal Customer Communications Management Tempo Digital Asset Management
Facilitate efficient, secure, and compliant exchange of information	Information Exchange <ul style="list-style-type: none"> Connectivity Capture and Recognition Fax Solutions B2B Integration Secure Messaging B2B Managed Services
Visualize all relevant enterprise information	Discovery <ul style="list-style-type: none"> Search Auto-Classification InfoFusion OpenText Semantic Navigation eDiscovery

CONTACT OPENTEXT

- Contact Form
- Global Offices
- +1 (800) 499-6544

ENTERPRISE INFORMATION MANAGEMENT (EIM): THE NEXT GENERATION OF ENTERPRISE SOFTWARE

Read the white paper and learn how to extract the most value possible from your unstructured enterprise information.

[Download the EIM white paper now >](#)

OPENTEXT & THE DIGITAL WORLD INFOGRAPHIC

IT'S A DIGITAL WORLD

The business world is experiencing a digital transformation. How are you going to compete in a digital world?

[View the infographic >](#)

OPENTEXT PRODUCT AND SERVICES CATALOG

Learn more about our key offerings; read the OpenText Product and Services Catalog.

[Download the catalog now >](#)

INFOGOV BASICS

Visit **Information Governance Basics** for useful information on how to implement your Information Governance strategy.

www.infogovbasics.com

Figure 20: Screenshot of the OpenText What We Do page content area

Page title

The page title does not identify itself as the “What We Do” page:

Enterprise Information Management (EIM) Software | OpenText

This can cause confusion when a user follows a link with the text “What We Do,” such as in the global navigation. The main page content does not contain the phrase “Enterprise Information Management” or “EIM” nor does it provide an explanation of these terms.

A Google search for “OpenText” returns the “What We Do” page as the second result and its page title is changed: What We Do - OpenText

Image text alternatives

Two images in the page’s right rail are missing alt tags.

- Images with text must provide that text as the alt tag.
- Decorative images must at least contain an empty alt tag.

OPENTEXT & THE DIGITAL WORLD INFOGRAPHIC



The business world is experiencing a digital transformation. How are you going to compete in a digital world?

[View the infographic >](#)

OPENTEXT PRODUCT AND SERVICES CATALOG



Learn more about our key offerings; read the OpenText Product and Services Catalog.

[Download the catalog now >](#)

Figure 21: What We Do page images without alt tags

Headings

As noted in the [Global Elements “Headings” section](#), the headings used in the template’s header and global navigation areas negatively affect the document outline for the rest of the page.

- The “subheading” of the page’s <h1> heading is marked up as <h2>, but it does not function as a true heading for navigation purposes because another <h2> immediately follows it.

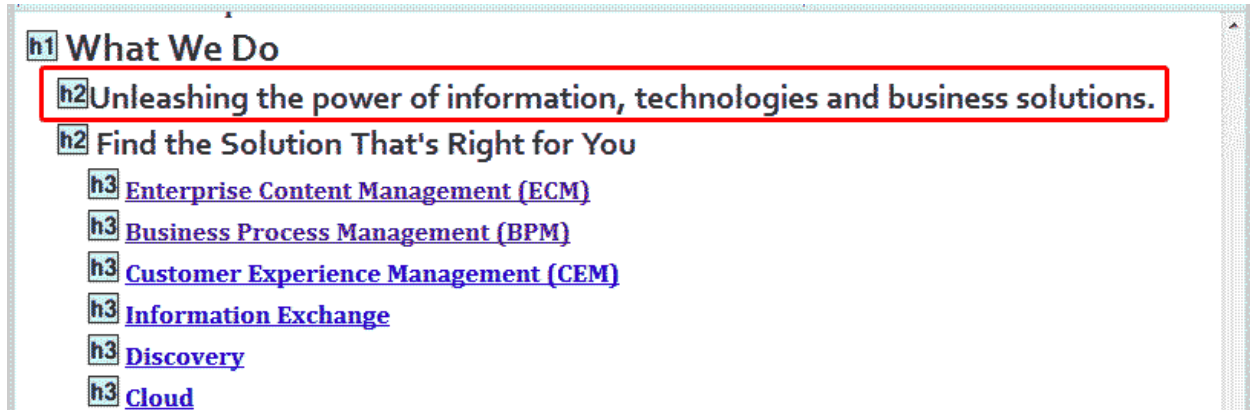


Figure 22: Who We Are page headings with structural issue highlighted

- The sub-section descriptions in the “Find the Solution That’s Right for You” section are not beneath the correct headings.
 - For example, the text ‘Empower employees, customers, and partners’ link to the BPM page but is structurally beneath the preceding heading, “Enterprise Content Management”.



Figure 23: Link to BPM page is not under the BPM heading

Contrast ratio

The benchmark is a contrast ratio between the text color and background color of **4.5:1** for normal-size text. The Who We Are page has seven contrast ratio failures in addition to those from previous pages:

- 1) Solutions table ECM block (white text on blue)

Text color: #ffffff
Background color: #00a5d9
Contrast ratio: **2.84:1**

- 2) Solutions table BPM block (white text on teal)

Text color: #ffffff
Background color: #00a389
Contrast ratio: **2.84:1**

- 3) Solutions table CEM block (white text on purple)

Text color: #ffffff
Background color: #9370b1
Contrast ratio: **4.04:1**

- 4) Solutions table Information Exchange block (white text on green)

Text color: #ffffff
Background color: #8dc63f
Contrast ratio: **2.04:1**

- 5) Solutions table Discovery block (white text on orange)

Text color: #ffffff
Background color: #eeb111
Contrast ratio: **1.92:1**

- 6) Form dropdown field, selected (white text on blue)

Text color: #ffffff
Background color: #3399ff
Contrast ratio: **2.94:1**

- 7) Form field required asterisk (red text on white)

Text color: #ff0000
Background color: #ffffff
Contrast ratio: **4:1**

Resize text

The page has no significant resizing issues when zooming text to 200% but does have one area of caution. Narrow columns of text can overlap long words or cut them off.

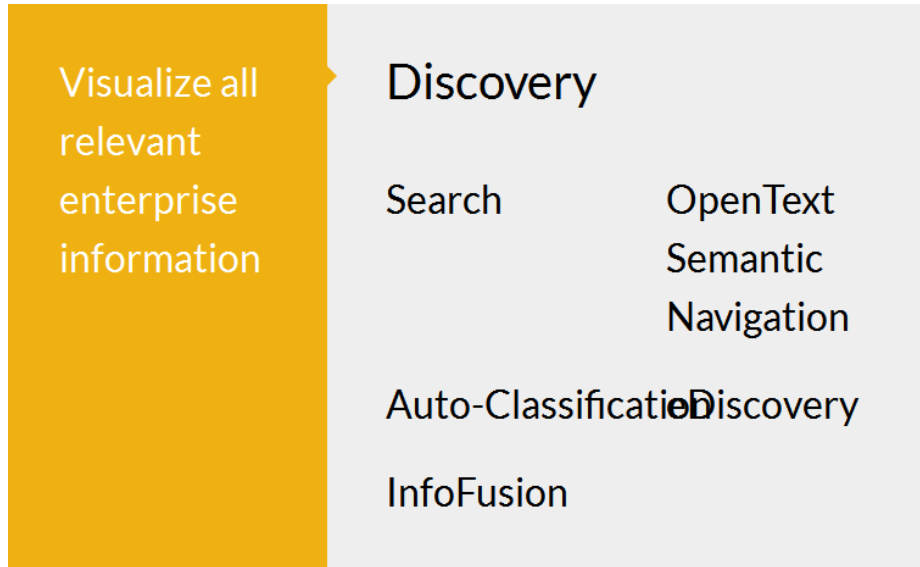


Figure 24: Long text overlapping in the solutions table

Keyboard access and visual focus

- **Focus:** When tabbing between elements on a page, the currently selected link must provide obvious visual indication of focus.
 - The text in the “I need to...” column boxes do not provide visual focus
 - The EIM white paper area in the right rail is an embedded iframe with a hidden form and the user must tab through the seven form elements when they are not visible.
 - The “submit” button for the form lack sufficient visual focus; ideally the button would turn black, the same as mousing over it.
 - The linked image in the right rail lacks sufficient visual focus
- **Tab Access:** All links and functionality must be accessible by tabbing to it using the keyboard
 - The tabbed sub-sections in the “Find the OpenText Products...” section are not accessible with the keyboard. A user cannot switch from the ‘Industries’ tab to another tab.



Figure 25: These tabbed sections are not accessible with keyboard tabbing

Forms, labels, and errors

- The ID attributes in the form field inputs do not match the “for” attributes in the labels. This prevents users from being able to click the field labels to access the field inputs.

```
<label for="firstName">First Name*</label>
<input id="field1" value="" name="firstName" type="text">
```

- The error messages for ‘Email Address’ and ‘Business Phone’ fields do not instruct the user of the proper format for the requested information

Email Address*

A valid email address is required

Business Phone*

Invalid length for field value

Figure 26: Form errors without instructions for how to format the data

Multimedia (video, audio) alternatives

There are no multimedia elements within this page’s content.

Basic structure check

- **Empty links**
 - Linked images without alt tags result in empty links
- **Missing context**
 - The “Solutions” content is not marked up as a table, so the faux column headings of ‘I Need to...’ and ‘Solutions’ provide no structural context to the information and rely on visual representation only to convey meaning

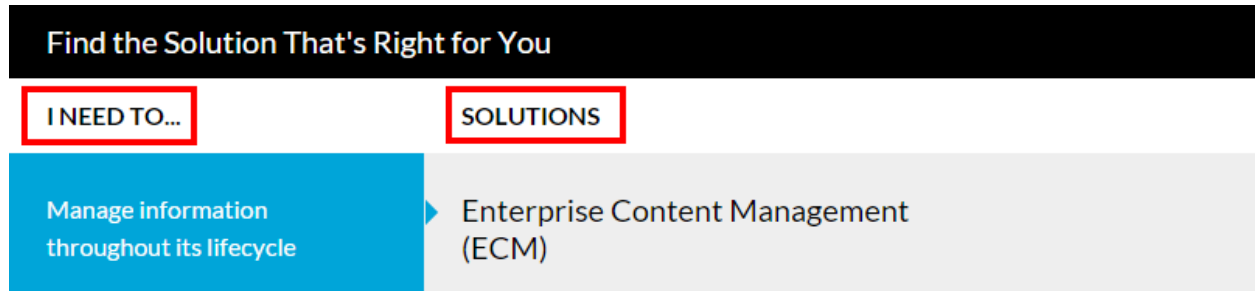


Figure 27: Column headings that provide visual context only

- The “Download the EIM white paper now” link is misleading because it unhides/hides a form; it does not download anything
- There are a couple generic link text examples
 - View the infographic (which one?)
 - Download the catalog now (which one?)
- **Redundant content**
 - The “Solutions” content for the pillars provide two links to each pillar in quick succession

Support

Page located at <http://www.opentext.com/support>. Audited November 13, 2015.

How can we help?

Whether you're looking for self-help resources, strategies to optimize your systems, or expert assistance, we're here for you every step of the way.

SIGN IN FOR SUPPORT

Sign in to My Support to open a ticket and ask a technical question, search through our collection of helpful documents and resources, request license keys, pay bills, and more.

Of course, if you're an OpenText customer without a My Support account you can [register](#) to get one!

Have a question? [Send us an email](#).

CONTACT SUPPORT

- > General Inquiries
- > Contact GXS Support
- > Contact EasyLink Support
- > Find a local Support contact
- > Provide Feedback

OPENTEXT SOCIAL SUPPORT

Need support?

Knowledge Center*	My Support*	Training
<ul style="list-style-type: none"> > Download Products and Patches > Access Product Guides > Find Knowledge Base Solutions > Ask Our Community of Experts > Chat With an Expert > View Customer Alerts 	<ul style="list-style-type: none"> > Open and Manage Service Requests > Manage Account Details > Pay a Bill > Update My System Information 	<ul style="list-style-type: none"> > Course Catalogue > Search or Register

*Login required: If you don't have Knowledge Center or My Support access, please [register for OpenText Connect](#). Select "Customer Support Access" in the registration form. You will receive an email confirming your registration.

Customer Support Webinars

UPCOMING

RECORDED

Customer Support does not have any upcoming webinars scheduled.

[View all events >](#)

What's inside OpenText Customer Support?

OpenText Customer Service provides a wide range of support and services options to assist your Service Management teams in proactively managing OpenText solutions. Among other things, our services help you achieve peak system performance and reliability, process effectiveness, and operational efficiency. Flip through our ebook to learn more about what Customer Support can do for you.

Download the eBook PDF

Learn about OpenText's industry leading Customer Service.

CUSTOMER SUPPORT BLOG

[Enterprise World 2015: Out and About in Las Vegas](#)
 ⌚ November 04 - by Dylan McConnell

[November OpenText™ Live Webinars](#)
 ⌚ November 02 - by Kiera Obbard

[Spotlight On! Ted Parkinson](#)
 ⌚ October 28 - by Kiera Obbard

[View the OpenText Online Blog >](#)

LATEST TWEETS FROM @OTCC

Figure 28: Screenshot of the OpenText Support page content area

The Support page has three states based on a user's access permissions. This audit uses the default public visitor view.

Page title

Page contains an appropriate page title.

Image text alternatives

- The image with the text “Download the eBook PDF” does not have an alt tag and relies on the text within the image only to convey meaning
- The three images in the “OpenText Social Support” section do not have alt tags

Headings

As noted in the [Global Elements “Headings” section](#), the headings used in the template’s header and global navigation areas negatively affect the document outline for the rest of the page.

- The “subheading” of the page’s <h1> heading is marked up as <h2>, but it does not function as a true heading for navigation purposes because another <h2> immediately follows it.
- Right rail section headings are marked up as <h2> except for “Customer Support Webinars”, which is an <h3>. This causes it to become a sub-heading of “OpenText Social Support”.

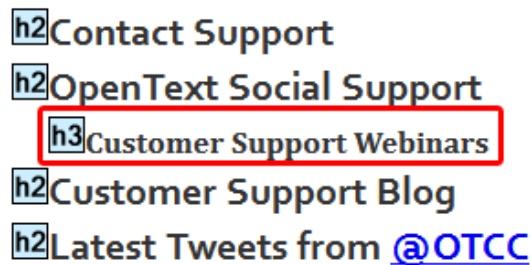


Figure 29: Support page right rail headings

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

- Columns of text become narrow and content can overlap or become hidden.
- The tab text for the “Customer Support Webinars” is cut off.



Figure 30: Text zoom issues on the Support page

- The “What’s inside OpenText Customer Support?” section and the “Helping You Succeed” section overlap

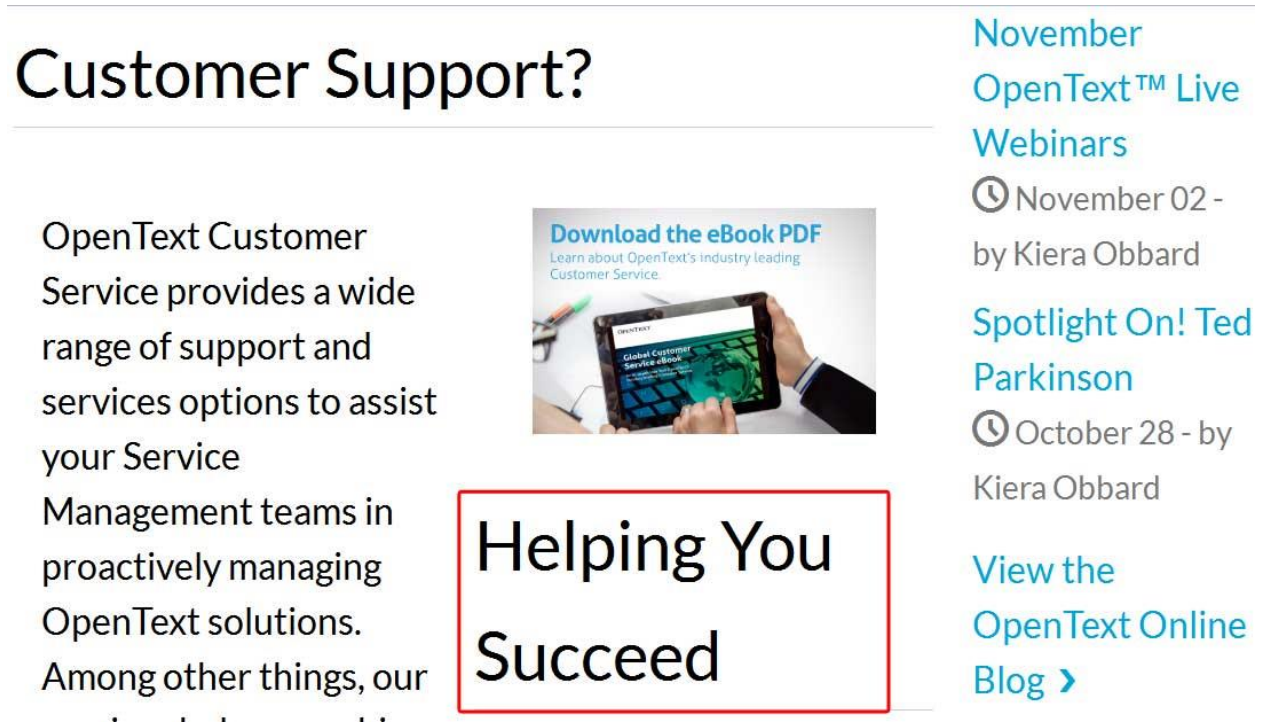


Figure 31: Support sections overlap at 200% zoom

- The Twitter widget gets squished

Keyboard access and visual focus

- **Focus**
 - The “Sign in for Support” button lacks visual focus

- The linked image “Download the eBook PDF” lacks sufficient visual focus
- **Tab Access**
 - The tabs in the “Customer Support Webinars” section are not accessible with a keyboard so the ‘Recorded’ webinars are hidden from tabbed navigation

Forms, labels, and errors

There are no forms within the Support page’s visitor content.

Multimedia (video, audio) alternatives

There are no multimedia elements within this page’s content.

Basic structure check

- **Empty links**
 - Linked images without alt tags create empty links
- **Missing content and context**
 - Generic link text examples
 - Register (for what?)
 - Chat
 - Search or Register (for training)
 - Learn more
 - Read the full story (which stories?)
- **Redundant content**
 - At the beginning of the content, there are two links for signing in to support back to back, but one uses the word ‘Support’ and the other ‘My Support’

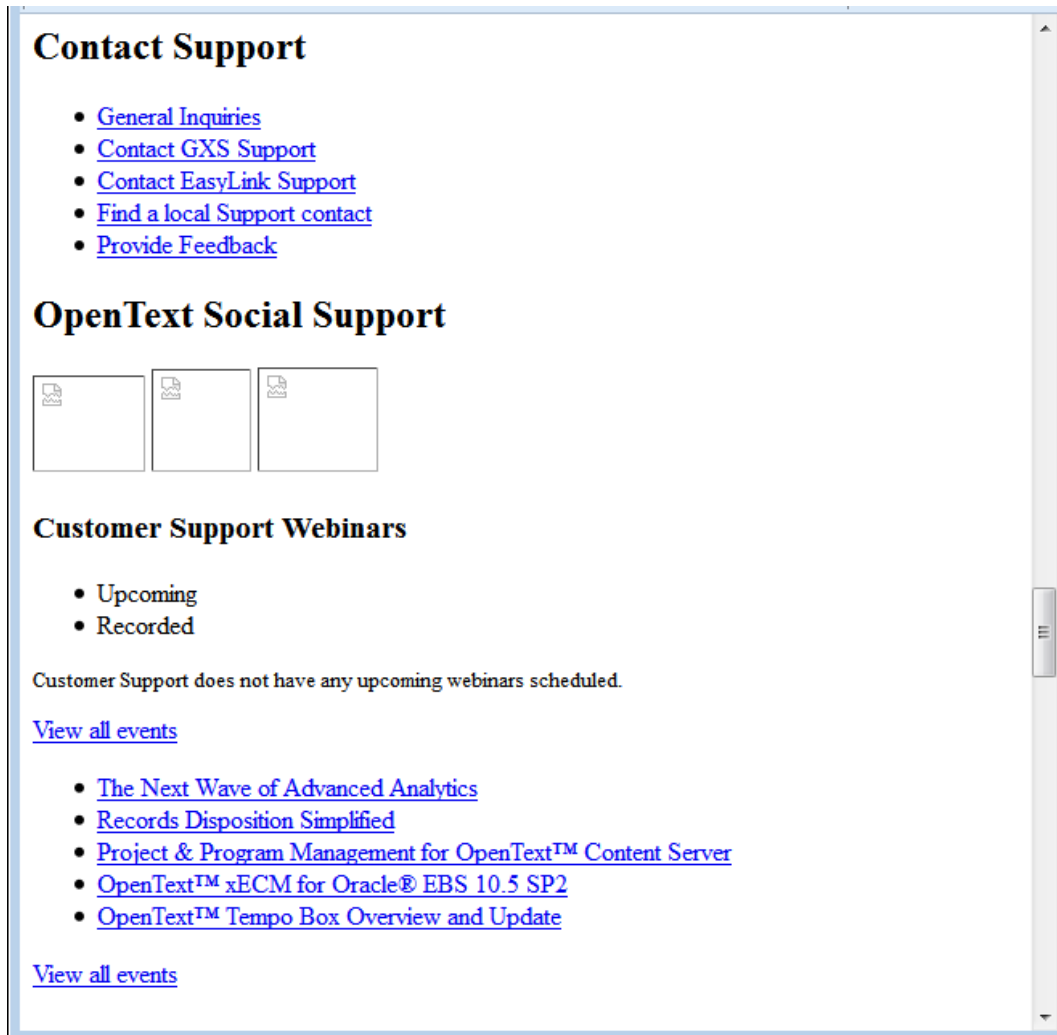


Figure 32: Snapshot of the Support page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Livelink

Page located at <http://www.opentext.com/what-we-do/products/opentext-product-offerings-catalog/rebranded-products/livelink-is-now-part-of-the-opentext-ecm-suite>. Audited November 16, 2015.

Acquisitions and Rebranded Products

- Actuate
- Artesia
- Captaris
- Cordys
- GXS
- Hummingbird
- Livelink**
- RedDot
- ResonateKT
- Vignette

Livelink

Also known as Livelink ECM – Enterprise Server, Livelink Enterprise Server, Livelink Server

Livelink and Livelink Server

In 1996, the product originally called "Livelink" became OpenText's flagship product. Livelink was the first Web-based collaboration and document management system. At that time, the term "Livelink Server" was also used to describe the Livelink executable file.

Livelink Enterprise Server and Livelink ECM - Enterprise Server

Between 2003 and 2005, "Livelink" evolved from being the name of a single product to being a brand applied to the names of several OpenText software products. As a result of this change, "Livelink Server" became known as "Livelink Enterprise Server" (LES) and later "Livelink ECM - Enterprise Server."

At the same time as this branding change was happening, OpenText began introducing product bundles that included Livelink ECM - Enterprise Server and we stopped selling it as a standalone offering. During this time, customers migrated from the "Livelink" to bundles that contained Enterprise Server that had names like "Livelink for Document Management" (later modified to "Livelink ECM - Document Management") and "Livelink ECM - Content Lifecycle Management" (which bundled records management and archiving capabilities with document management).

OpenText Content Suite and OpenText Content Server

In 2012, OpenText introduced the [OpenText Content Suite](#) as the overall name for our portfolio of enterprise content management products. At the same time, we made the decision to market all of our products under the OpenText brand.

As a result of this decision, the technology component formerly known as Livelink ECM - Enterprise Server became known as "OpenText Content Server" which is now a key component of [OpenText Content Suite Platform](#).

Today, we consider former Livelink customers to be customers of the "OpenText Content Suite".

CONTACT OPENTEXT

- Contact Form
- Global Offices
- +1 (800) 499-6544

REBRANDED PRODUCTS LOOKUP

If you are looking for an OpenText product under a previous name, you can look up the new name in the [Rebranded Products](#) table.

DOWNLOAD THE ECM WHITE PAPER

Enterprise Content Management: Governing the Power of Information.

Explore ECM in the context of Enterprise Information Management. Learn how to evaluate the strategies, methods, and tools used in the effective preservation and management of content.

[Download the ECM white paper >](#)

Figure 33: Screenshot of the OpenText Livelink page content area

Page title

Page contains an appropriate page title.

Image text alternatives

There are no images in the main content of this page.

Headings

As noted in the [Global Elements “Headings” section](#), the headings used in the template’s header and global navigation areas negatively affect the document outline for the rest of the page.

- This is the first page in the audit with local navigation. It contains a helpful <h3> heading of “Section Menu” but this is hidden from screen readers because it is marked-up for mobile-only using `display:none`. Another <h3> heading immediately follows, meaning the section menu links are not within the “Section Menu” heading of hierarchy.
- The “subheading” of the page’s <h1> heading is marked up as <h2>, but it does not function as a true heading for navigation purposes because another <h2> immediately follows it.

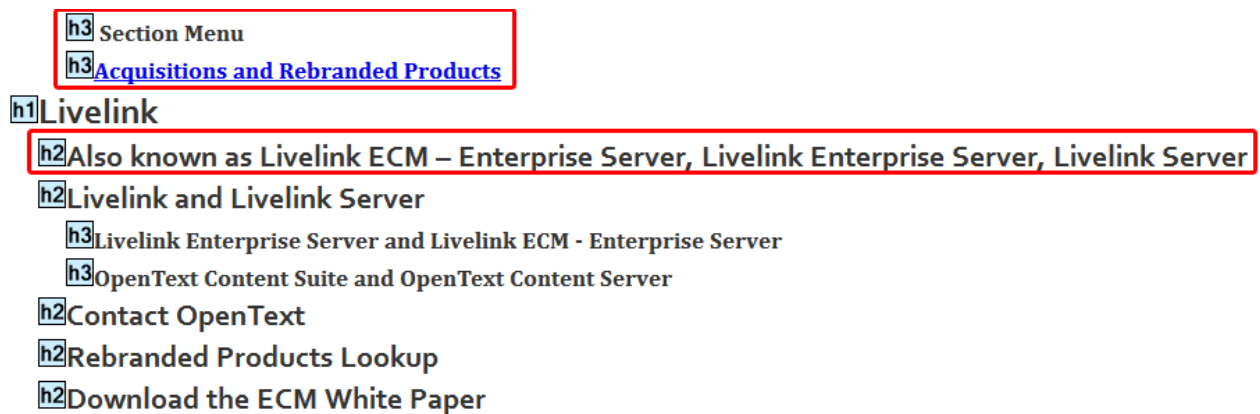


Figure 34: Headings on the Livelink page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

All content is visible when text-zoomed to 200%.

Keyboard access and visual focus

- **Focus**

- The ECM white paper area in the right rail is an embedded iframe with a hidden form and the user must tab through the seven form elements when they are not visible.

Forms, labels, and errors

The “Download the ECM White Paper” form in the right rail has the same issues as the form reviewed in the [What We Do “Forms” section](#).

Multimedia (video, audio) alternatives

There are no multimedia elements within this page’s content.

Basic structure check

- **Missing content and context**
 - The content contains two links with the link text “OpenText Content Suite” and they link to different pages.
- **Redundant content**
 - The content contains two links to the same page in close proximity, and they have different link text. One reads “OpenText Content Suite Platform” and the other “OpenText Content Suite.”

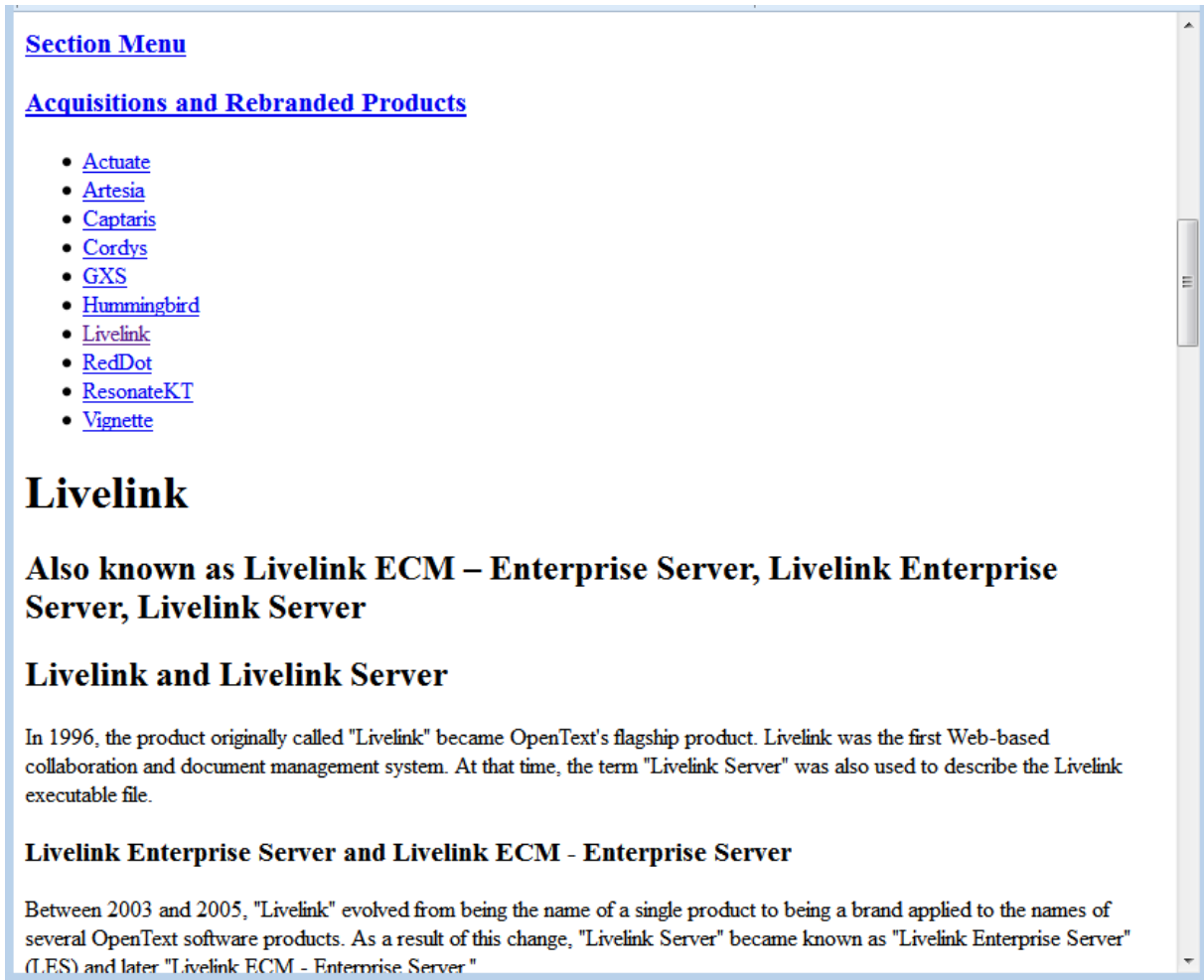


Figure 35: Snapshot of the Livelink page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Customer Stories

Page located at <http://www.opentext.com/customer-stories>. Audited November 15, 2015.

The screenshot displays the 'Customer Success Stories' page. At the top, a navigation bar lists several companies: ITAC Software AG, Alcatel-Lucent, Pacific Life, and Deutsche Verbindungsstelle Krankenversicherung Ausland (DVKA). The main heading is 'Customer Success Stories'. To the right, a light blue box contains 'CONTACT OPENTEXT' with links for 'Contact Form', 'Global Offices', and a phone number '+1 (800) 499-6544'. Below the heading, a featured story for ITAC Software is shown. It includes a quote from Dieter Meuser, chief technology officer at iTAC, stating: 'With iHub from OpenText Analytics, our customers can produce attractive, compelling visualizations in no time from a variety of application data'. Below the quote is a 'Read More' link. To the right of this story is a dark blue box for the 'NEW Customer and Partner Loyalty Program' with a 'JOIN TODAY' link. Below the featured story, three blue boxes labeled 'Challenge', 'Product', and 'Value' are shown, each with a list of bullet points. The 'Challenge' box mentions handling 'Big Data' and producing customized reports. The 'Product' box lists 'OpenText Information Hub (iHub)'. The 'Value' box lists 'Secure integration and analysis of data', 'Enhanced reporting and customization', and 'Support for the Internet of Things'. Below these boxes is a 'BROWSE CUSTOMER STORIES' section with filters for 'Region' and 'Country'. The 'Region' filter shows a list of regions with counts: Africa (8), Asia and Pacific (33), Europe (216), Latin America (4), Middle East (6), and North America (248). The 'Country' filter shows a list of countries with counts: Australia (13), Austria (5), Belgium (8), Brazil (3), Canada (60), China (2), Colombia (1), Denmark (2), Fiji (1), and Finland (2). To the right of the filters, there are two success stories. The first is for 'Stadtwerke Halle', which uses a business process management solution to reduce employment application processing time and cut costs. The second is for 'ITAC Software AG', which uses OpenText Actuate Information Hub (iHub) for business intelligence, operational and analytical capabilities, and traceability throughout the manufacturing process. Each story has a 'PRODUCT(S)' section listing the relevant OpenText products.

Customer Success Stories

ITAC Software AG Alcatel-Lucent Pacific Life Deutsche Verbindungsstelle Krankenversicherung Ausland (DVKA)

CONTACT OPENTEXT

- Contact Form
- Global Offices
- +1 (800) 499-6544

NEW Customer and Partner Loyalty Program

JOIN TODAY »

With iHub from OpenText Analytics, our customers can produce attractive, compelling visualizations in no time from a variety of application data

Dieter Meuser, chief technology officer at iTAC

[Read More >](#)

Challenge

- In order to handle the enormous amounts of data produced in modern manufacturing (Big Data), iTAC needed a solution to seamlessly produce customized reports, analysis and dashboards

Product

- OpenText Information Hub (iHub)

Value

- Secure integration and analysis of data
- Enhanced reporting and customization
- Support for the Internet of Things

PARTICIPATE IN AN ELITE ACTIVITY

Learn more about how you can be an Elite champion via program activities for [customers](#) and [partners](#)

BROWSE CUSTOMER STORIES

Selected Filter(s):

Sort Stories By:

Region

- ☐ Africa (8)
- ☐ Asia and Pacific (33)
- ☐ Europe (216)
- ☐ Latin America (4)
- ☐ Middle East (6)
- ☐ North America (248)

Country

- ☐ Australia (13)
- ☐ Austria (5)
- ☐ Belgium (8)
- ☐ Brazil (3)
- ☐ Canada (60)
- ☐ China (2)
- ☐ Colombia (1)
- ☐ Denmark (2)
- ☐ Fiji (1)
- ☐ Finland (2)

Stadtwerke Halle

Stadtwerke Halle uses a business process management solution by OpenText to reduce employment application processing time and cut costs

PRODUCT(S)

OpenText Business Process Management Server

ITAC Software AG

Using OpenText Actuate Information Hub (iHub), iTAC has the business intelligence (BI), operational and analytical capabilities needed to support customer demands for greater intelligence, quality control and traceability throughout the entire manufacturing process.

PRODUCT(S)

OpenText Information Hub (iHub)

Figure 36: Screenshot of the OpenText Customer Stories page's content area

Page title

Page contains an appropriate page title.

Image text alternatives

- Same as the home page, the four customer logos in the top section have alt tags that do not convey the meaning of the image. The alt tags all read ‘image’ rather than providing a text equivalent of the words in the logos, e.g. customer names

```
<img alt='image' class='logo'
src='/file_source/OpenText/en_US/PNG/itac-software-logo.png' />
```

- The right rail image for “OpenText Elite” does not contain an alt tag. It relies on the visual representation of text in the image.

Headings

The headings on the page are redundant and provide little value or indication of the page’s content.

- The words “Challenge,” “Product,” and “Value” in the feature area the top of the content are marked up as <h2> and serve as the only headings for the area—repeated four times—instead of acting as sub-headings for each customer story.

Customer Success Stories

- iTAC Software AG
- Alcatel-Lucent
- Pacific Life
- Deutsche Verbindungsstelle Krankenversicherung Ausland (DVKA)

[image](#)

With iHub from OpenText Analytics, our customers can produce attractive, compelling visualizations in no time from a variety of application data

Dieter Meuser, chief technology officer at iTAC

[Read More](#)

Challenge

- In order to handle the enormous amounts of data produced in modern manufacturinga (Big Data), iTAC needed a solution to seamlessly produce customized reports, analysis and dashboards

Product

- [OpenText Information Hub \(iHub\)](#)

Value

- Secure integration and analysis of data
- Enhanced reporting and customization
- Support for the Internet of Things

Figure 37: Example of a featured customer story without a main heading

- Everything with a heading in the faceted search area is marked up as <h3>, including the section heading “BROWSE CUSTOMER STORIES”. Ideally the faceted search section would have its own heading.
 - Each customer name is <h3> followed by <h3> “PRODUCTS(S)” which is sub-content to each customer story.

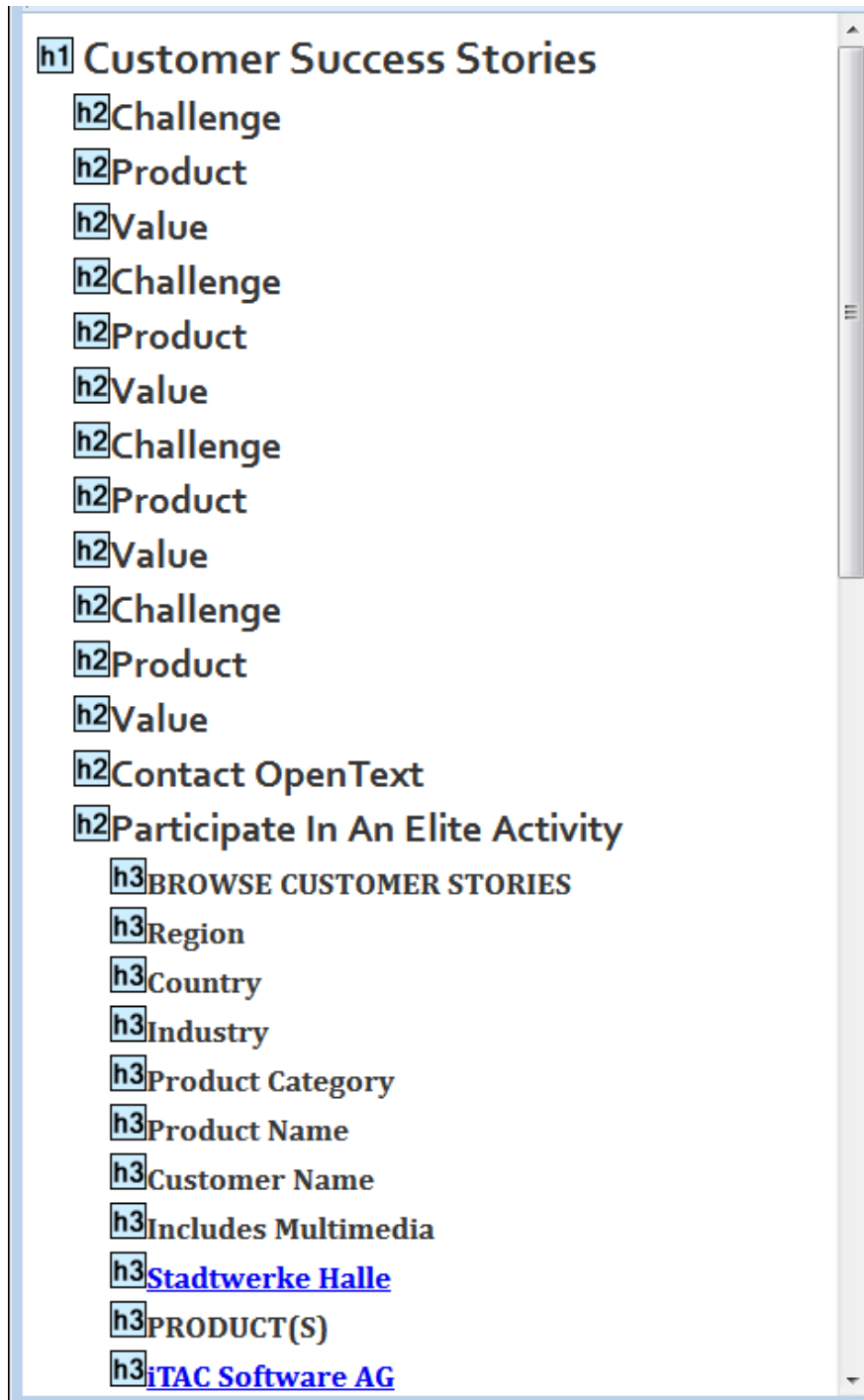


Figure 38: Headings on the Customer Stories page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

All content is visible when text-zoomed to 200%.

Keyboard access and visual focus

- **Focus**
 - The “OpenText Elite” image in the right rail lacks sufficient visual focus
 - The checkboxes for each filter in the faceted search lacks sufficient visual focus
 - The modal window for video and audio assets does not get focus once opened
 - The player appears to be accessible with a keyboard if it can get focus; however the “close” button on the overlay is not accessible once inside the player
 - The “Load More Customer Stories” link at the bottom of the list puts focus back to the top of the page, forcing users to tab all the way back through hundreds of links to read more stories
- **Tab Access**
 - The “Customer Stories” link bar is not accessible while tabbing, preventing users from switching between the customer stories
 - The facets in the faceted search cannot be collapsed or expanded
 - The checkboxes in the faceted search are not accessible with the keyboard
 - The “Sort Stories By” dropdown does not open when using a keyboard
- **Tab Order**
 - There is no way to skip the faceted search sections or navigate between them. Users are forced tab through hundreds of checkboxes before being able to reach the customer stories content.

Forms, labels, and errors

- None of the filter checkboxes in the faceted search have form <label> elements

```
<div class="table-cell">
<input type="checkbox" name="product" value="enterprise-content-
management"></div>
<div class="table-cell"><a href="javascript:void(0);">North
America</a><span class="count">(3)</span>
</div>
```

- The “Sort Stories By” <select> field does not have a <label>

```
<span class="sortby-title">Sort Stories By:</span>
<div class="sortby">
  <select>
    <option value="sortPublishDate" class="orderbyitem activeorderby"
      id="orderby_sortPublishDate">Publish Date </option>
    <option value="customerName" class="orderbyitem"
      id="orderby_customerName">Customer </option>
  </select>
</div>
```

Multimedia (video, audio) alternatives

- Per WCAG 2.0 Level A [Success Criterion 1.2.1](#) for audio recordings, a text equivalent like a transcript must be provided; no transcripts are offered for audio recordings
- Per WCAG 2.0 Level A [Success Criterion 1.2.2](#) for video recordings, captions must be provided for all prerecorded audio content in synchronized media; no videos are captioned
- Per WCAG 2.0 Level A [Success Criterion 1.2.3](#), prerecorded video must provide audio or text alternative to visual information; no text or audio alternatives are provided for the list of video assets describing their content for the blind or visually impaired

Basic structure check

Empty Links

- Linked images without alt tags result in empty links
- Because the headings for the search facets are not marked-up as links, it is not clear they can be collapsed or expanded
- The “Selected Filter(s)” options don’t do anything when clicked

```
<a href="javascript:void(0);" data-filtername="Africa" data-
facet="regions" class="uselistitem">Africa</a>
```

Missing content or context

- The “Customer Stories” do not have headings that indicate which customer the content is about
 - The ‘Read More’ links for the customer stories are vague and do not provide context when read as part a list of links available on the page
- The “Customer Success Story” links for each story do not provide context when read as part of a list of links available on the page

Redundant content

- There are three links to each customer story in quick succession

- For stories with “Audio” or “Video” links, the URL is part of the text

```
AUDIO<span
class="hidden">http://sunnyside.vidavee.com/opentext/trh/embedAss
et.js?d=E7A6BF51787EA94467A5C1E34E9000D7</span>
```

- Every customer story link is in a big dump of text after the faceted search results

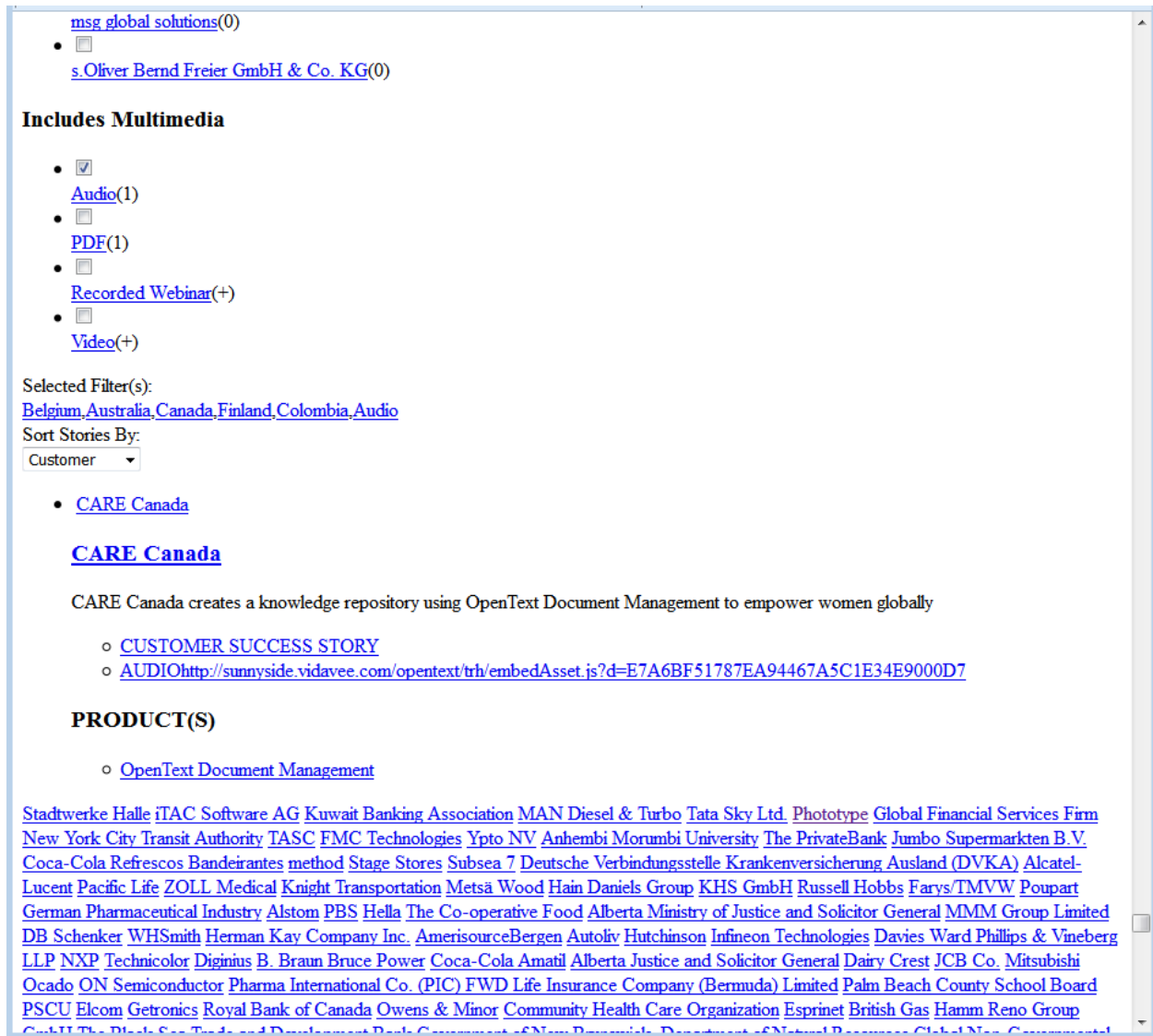


Figure 39: Snapshot of the Customer Stories page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Customer (Alstom)

Page located at <http://www.opentext.com/customer-stories/customer-story-detail?id=1162>.
Audited November 17, 2015.

The screenshot shows a customer story page for Alstom. On the left is a 'Customer Stories' sidebar with a list of links. The main content area features the Alstom logo, a title, a summary, a quote from a business application analyst, and sections for 'Challenge', 'Product(s)', 'Value', and 'About'. On the right is a 'CONTACT OPENTEXT' box with links to a contact form, global offices, and a phone number, followed by a 'HOW CAN WE HELP?' section with more links. A 'Read the Full Story' link is at the bottom.

Customer Stories

- OpenText Elite
 - > Customer Activities
 - > Partner Activities
 - > Customer Benefits
 - > Partner Benefits
 - > Join the OpenText Elite Loyalty Program
 - > Elite Awards

Alstom

Alstom Power TSNA Boiler Service Group Harmonizes B2B Platform and Business Processes to Scale Globally

ALSTOM

Leading energy company increases productivity with a 98% procure-to-pay transaction success rate using OpenText solutions

“ We have a 98% success rate for transactions, averaged over six months. Because of this success, our productivity is increasing; less time is needed to troubleshoot and fix transactions. We can really depend on OpenText Active Orders. ”

— Danielle Cormier, Business Application Analyst, Alstom Power TSNA Windsor, CT US

Challenge

- Harmonizing business processes and tools globally
- Multi-language support to scale globally
- Maintain existing productivity and customer satisfaction

Product(s)

- [OpenText Active Orders](#)
- [OpenText B2B Managed Services](#)

Value

- Fast compliance with customer requests for EDI
- Automation of procure-to-pay business processes with small and medium-size suppliers
- 98% transactional success rate over six months
- Increased productivity and reduced paper waste

About

Alstom Power Inc. has been setting the benchmark in clean, efficient, flexible and integrated power generation solutions for over a century. Alstom Power provides equipment and services for power generation, transmission, and rail transportation to over 90,000 people in over 100 countries.

[Read the Full Story](#)

CONTACT OPENTEXT

- [Contact Form](#)
- [Global Offices](#)
- [+1 \(800\) 499-6544](#)

HOW CAN WE HELP?

- > [Contact OpenText Customer Reference](#)
- > [OpenText Elite](#)
- > [OpenText Elite Awards](#)
- > [OpenText Online](#)
- > [Newsletter Subscriptions](#)

Figure 40: Screenshot of an OpenText Customer Story detail page content area

Page title

Page contains an appropriate page title.

Image text alternatives

- The alt tag for the customer logo does not convey the meaning of the image. It reads 'image' rather than providing a text equivalent of the customer name represented by the logo.

```

```

Headings

- The local navigation contains a helpful <h3> heading of "Section Menu" but this is hidden from screen readers because it is marked-up for mobile-only using `display:none`. Another <h3> heading immediately follows, meaning the section menu links are not within the "Section Menu" heading of hierarchy.
- The heading hierarchy skips from <h1> to <h3>. The "Challenge," "Product(s)," and "Value" sections should be <h2>.
- The "About" section is marked up as a sub-heading to the "Value" section though this content is the same level of importance.

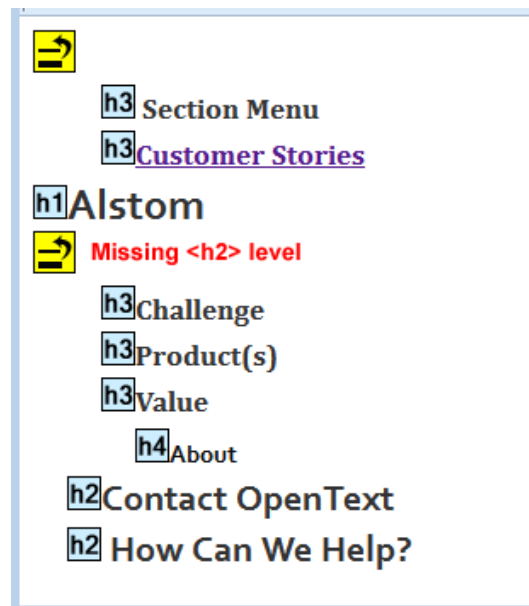


Figure 41: Headings on the Customer Story detail page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

All content is visible when text-zoomed to 200%.

Keyboard access and visual focus

All content is accessible using a keyboard.

Forms, labels, and errors

There are no forms within this page’s content.

Multimedia (video, audio) alternatives

There are no multimedia elements within this page’s content.

Basic structure check

This page’s content has no basic structure issues beyond those covered in the “Headings” section.

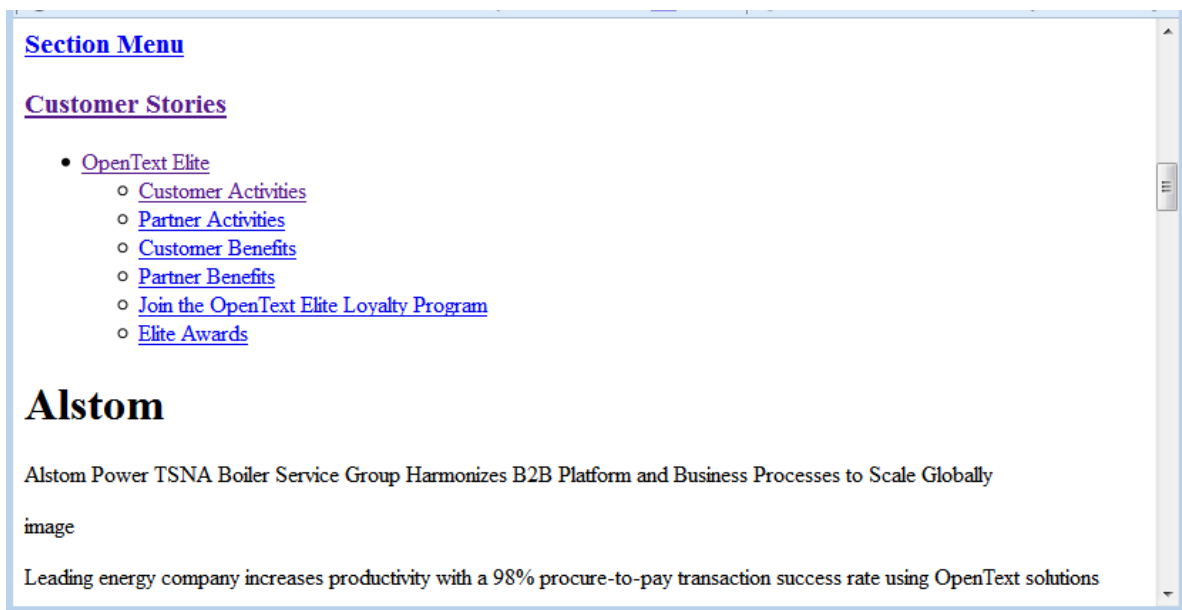


Figure 42: Snapshot of the Customer Story detail page markup with CSS and images disabled using Web Developer Toolbar

Videos

Page located at <http://www.opentext.com/videos>. Audited November 19, 2015.

The screenshot displays the 'Videos' section of the OpenText corporate website. At the top left, the word 'Videos' is prominently displayed. To the right, a light blue sidebar contains the 'CONTACT OPENTEXT' section with links for a 'Contact Form', 'Global Offices', and a phone number: '+1 (800) 499-6544'. The main content area features a 'Featured Video' section with a video player thumbnail for 'Sydney Innovation Tour 2015'. The description for this video states: 'The OpenText Innovation Tour rolls through Sydney Australia. Hear from customers such as IAG, Hydro Tasmania, Commonwealth Games, and OpenText thought leaders on the value of information in the Digital-First World.' Below this is a 'Featured Playlist' section with four video thumbnails: 'Original Programming by OTTV' (17 Videos), 'Business Process Management' (4 Videos), 'OpenText Executives' (4 Videos), and 'Customer Experience Management' (4 Videos). Each playlist item includes a brief description and a 'Go To Playlist' link. At the bottom, there is a 'BROWSE OPENTEXT VIDEOS' section with filter menus for 'Type of Video' (Customer Success (42), Events (10), Product (67)) and 'Product Types' (Business Process Management (23), Customer Experience (14)). To the right of the filters are three video thumbnails with titles and dates: 'Engage Shinydocs' (November 10, 2015), 'Digital-First World: The Internet of Things with Mark Morley' (November 08, 2015), and 'OpenText Big Data Analytics in the Cloud' (September 18, 2015). A 'Selected Filter(s):' label and a 'Sort Videos By: Date' dropdown menu are also visible.

Figure 43: Screenshot of the OpenText Videos page content area

Page title

Page contains an appropriate page title.

Image text alternatives

- The thumbnail images for the “Featured Playlist” collections do not have alt tags

```

```
- The alt tags for the video thumbnail images are the same as the video titles. In most cases, this is not sufficient because the alt tag does not describe the contents of the images.



Figure 44: Examples of alt tags that do not describe the images used for video thumbnails

Headings

- The “Featured Playlist” is marked up as <h3>, making it appear as a sub-heading to the “Contact OpenText” heading
 - All content after the “Contact OpenText” page shows under this heading in the hierarchy
- Everything with a heading in the faceted search area is marked up as <h3>, including the section heading “BROWSE OPENTEXT VIDEOS”.
 - Ideally, the faceted search section would have its own heading.
- The videos titles are marked up as <h5>, skipping level <h4>.

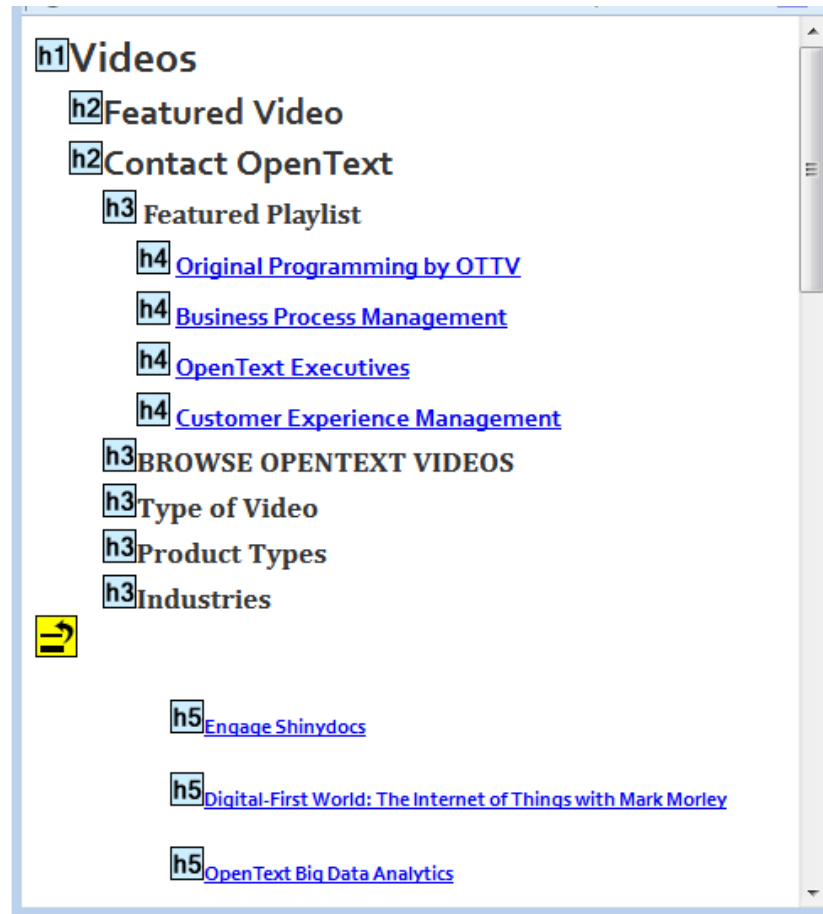


Figure 45: Headings on the Video page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management "Contrast ratio" section](#) for examples of issues that repeat throughout the site.

Resize text

- The "Featured Playlist" boxes do not expand with the text, cutting off longer blocks of text and the word "Videos" in the count box.

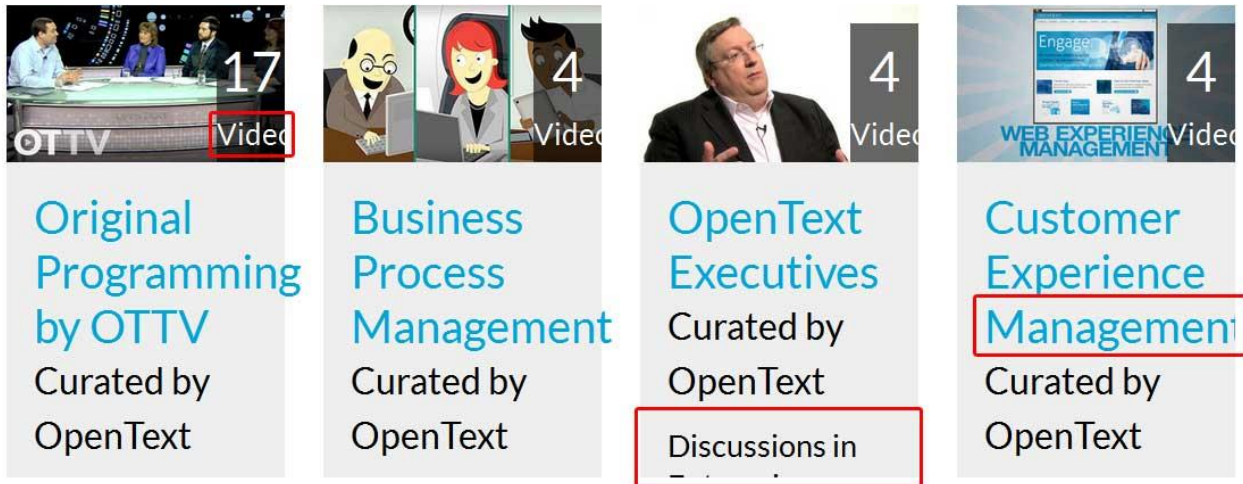


Figure 46: Featured Playlist text cut-off at 200% text zoom

Keyboard access and visual focus

- **Focus**
 - The checkboxes for each filter in the faceted search lacks sufficient visual focus
- **Tab Access**
 - The “Featured Video” is not accessible to keyboard tabbing; it does not get focus
 - The facets in the faceted search cannot be collapsed or expanded
 - The checkboxes in the faceted search are not accessible with the keyboard
 - The “Sort Videos By” dropdown does not open when using a keyboard
- **Tab Order**
 - There is no way to skip the faceted search sections or navigate between them. Users are forced tab through all checkboxes before being able to reach the video content.
 - The “Load More Videos” link at the bottom of the page loses focus after more videos load with tabbing continuing to the footer links instead of the newly loaded video content

Forms, labels, and errors

- None of the filter checkboxes in the faceted search have form <label> elements

```
<div class="table-cell">
<input name="product" value="enterprise-content-management"
type="checkbox">
</div>
<div class="table-cell">
<a href="javascript:void(0);">Canada</a><span
class="count"> (+) </span>
</div>
```

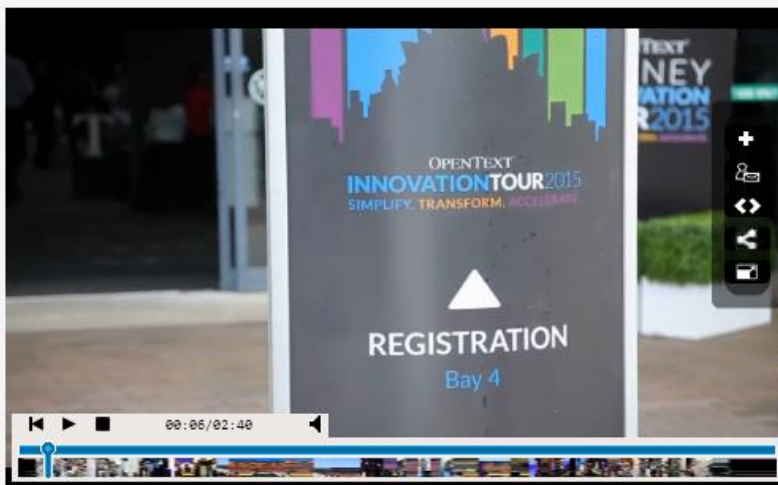

- The “Sort Videos By” <select> field does not have a <label>

```
<span class="sortby-title">Sort Stories By:</span>
<div class="sortby">
  <select><option value="sortPublishDate" class="orderbyitem
  activeorderby" id="orderby_sortPublishDate">Publish Date
  </option>
  <option value="customerName" class="orderbyitem"
  id="orderby_customerName">Customer </option>
</select>
</div>
```

Multimedia (video, audio) alternatives

- Per WCAG 2.0 Level A [Success Criterion 1.2.2](#) for video recordings, captions must be provided for all prerecorded audio content in synchronized media; no videos are captioned and media player doesn't appear to support captions
- Per WCAG 2.0 Level A [Success Criterion 1.2.3](#), prerecorded video must provide audio or text alternative to visual information; no text or audio alternatives are provided for the list of video assets describing their content for the blind or visually impaired

Featured Video



Sydney Innovation Tour 2015

The OpenText Innovation Tour rolls through Sydney Australia. Hear from customers such as IAG, Hydro Tasmania, Commonwealth Games, and OpenText thought leaders on the value of information in the Digital-First World.

Figure 47: Screen shot of the OTVS media player used on the website

Basic structure check

- **Empty links**
 - Linked images without alt tags result in empty links
 - Because the headings for the search facets are not marked-up as links, it is not clear they can be collapsed or expanded

- The “Selected Filter(s)” options don’t do anything when clicked

```
<a href="javascript:void(0);" data-filtername="Customer  
Success" data-facet="typeOfVideo" class="uselistitem">Customer  
Success</a>
```

- **Missing content and context**

- The featured playlist links don’t include the word ‘playlist’ so do not have the proper context when read as a list of links available on the page
- The ‘Go to Playlist’ links for the featured video playlists are vague and do not provide context when read as part a list of links available on the page
 - The same is true for the ‘n Videos’ links on the playlists

- **Redundant content**

- Each featured playlist provides four links to the playlist page in close succession

Featured Playlist



[17Videos](#)

[Original Programming by OTTV](#)

Curated by OpenText

Insightful, thought-provoking, and informative. OTTV programs connect you with OpenText experts to learn about trends, technology, and innovation.

[Go To Playlist](#)

Figure 48: Each featured playlist has four links to the same page

- Each video provides two identical links to the video page
- Every video link is in a big dump of text after the faceted search results

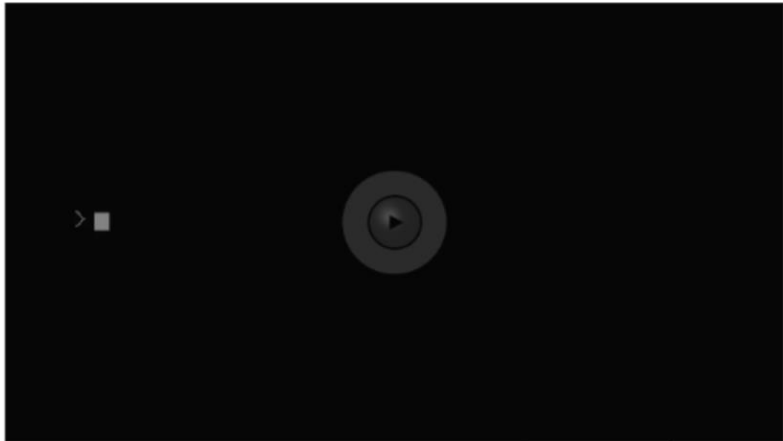


Figure 49: Snapshot of the Videos page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Video (OpenText Cloud)

Page located at <http://www.opentext.com/videos/opentext-cloud.mp4>. Audited November 19, 2015.

OpenText Cloud



Discover OpenText Cloud: Connecting Information to Business.

Share <


Related Products and Solutions

- Enterprise Content Management (ECM)
- Business Process Management (BPM)
- Customer Experience Management (CEM)
- Information Exchange
- Discovery


CONTACT OPENTEXT

- Contact Form
- Global Offices
- +1 (800) 499-6544

RELATED VIDEOS




OPENTEXT BIG DATA ANALYTICS




OPENTEXT BIG DATA ANALYTICS IN THE CLOUD

OpenText Big Data Analytics in the Cloud is an all-in-one advanced analytics managed cloud service offering for marketing, operations and finance departments looking for an easier way to access, blend, explore, and analyze their Big Data. This demonstration walks you through various product capabilities and possible business use cases.




BPM OVERVIEW

Business Process Management Overview. Make every moment matter.




BPM SUITE OVERVIEW


Business Process Management Overview. Make every moment matter.




DEMONSTRATION OF OPENTEXT'S CONFLICT MINERALS REPORTING SOLUTION



REMOVING CONFLICT MINERALS FROM GLOBAL SUPPLY CHAINS



PRODUCTION FAX SOLUTIONS



OPENTEXT TRANSLATION SERVICES NOW AVAILABLE GLOBALLY

Figure 50: Screenshot of the OpenText Video detail page content area

Page title

Page contains an appropriate page title.

Image text alternatives

- All the video thumbnails in the “Related Videos” section lack alt tags

Headings

- The page hierarchy skips from <h1> to <h4>
- The “Related Videos” section is marked up as <h2> but the headings within skip to <h4>

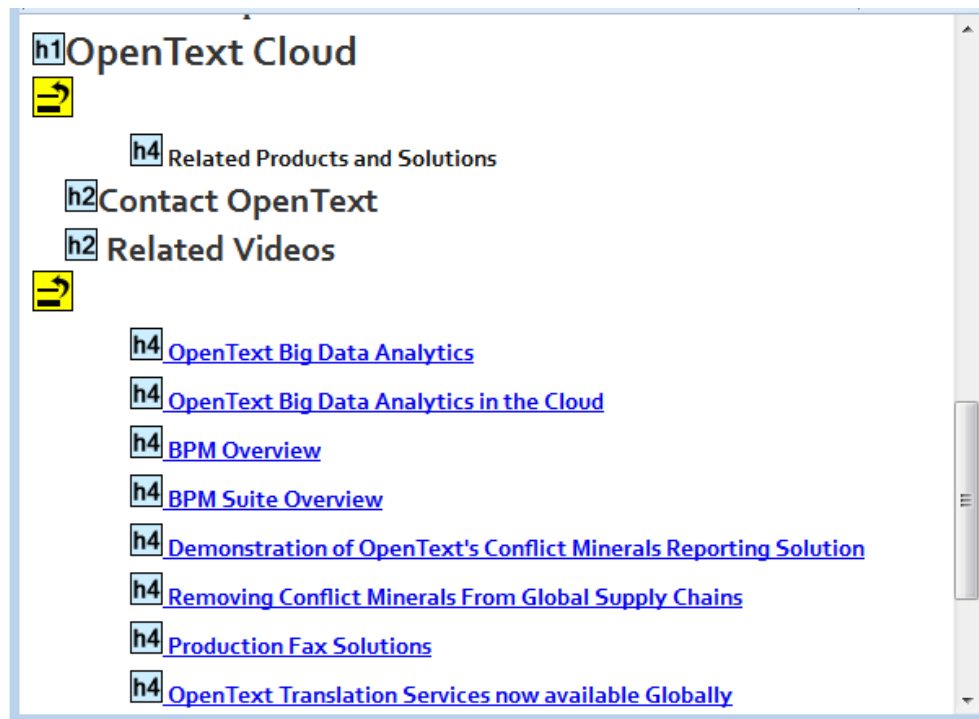


Figure 51: Headings on the Video detail page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

All content is visible when text-zoomed to 200%.

Keyboard access and visual focus

- **Tab Access**
 - The video cannot be played when using the keyboard because it does not get focus

Forms, labels, and errors

There are no forms within the Support page's visitor content.

Multimedia (video, audio) alternatives

- The video has a short description but it doesn't adequately explain the content of the video
- Some of the related videos have descriptions, many do not
- Video is not captioned; video player doesn't appear to support captions

Basic structure check

- **Empty links**
 - Linked images without alt tags result in empty links (related video thumbnails)
- **Redundant content**
 - There is a third "Share" widget within the page content, beneath the video
 - Each related video provides two links in a row to the video's page

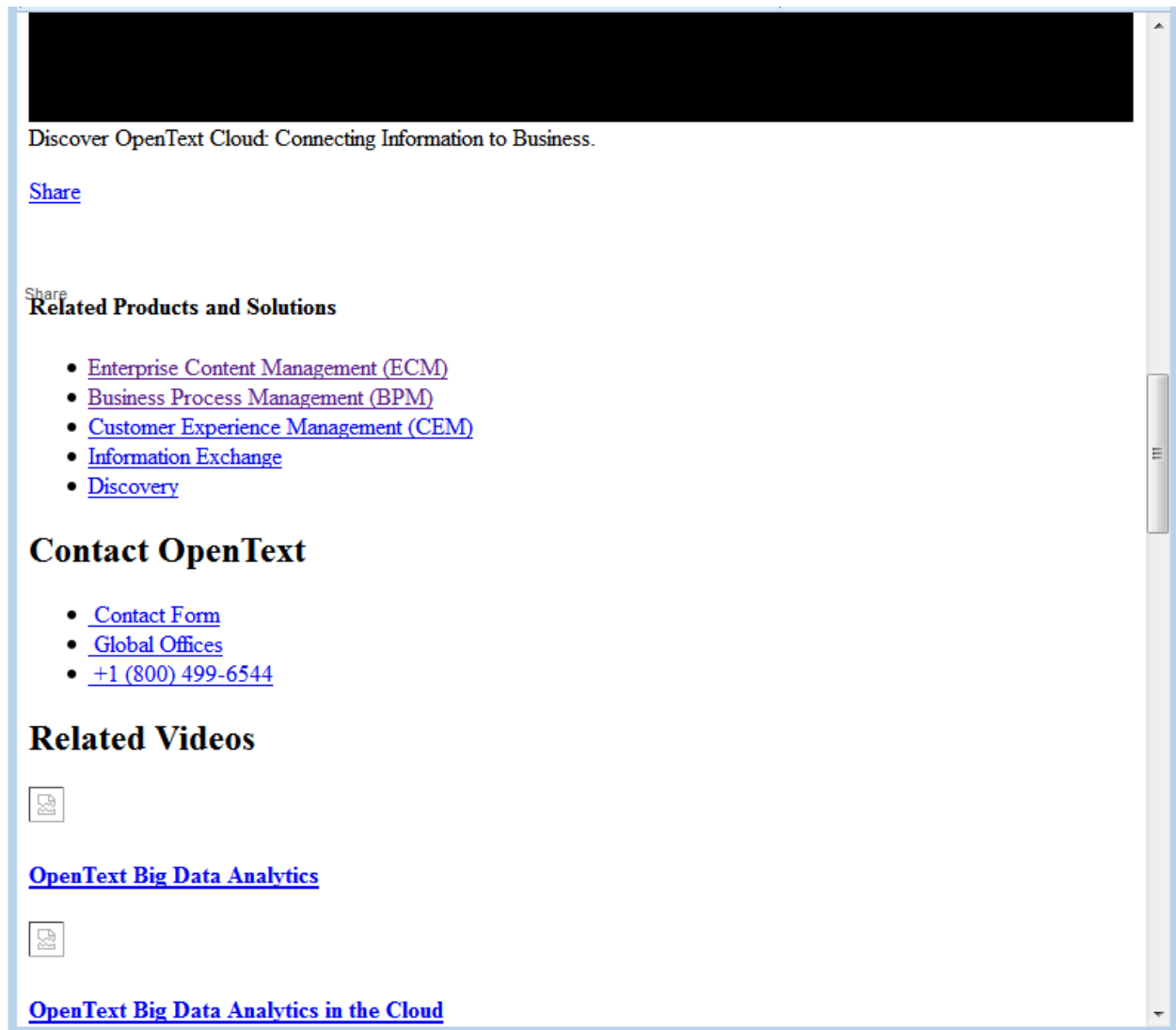
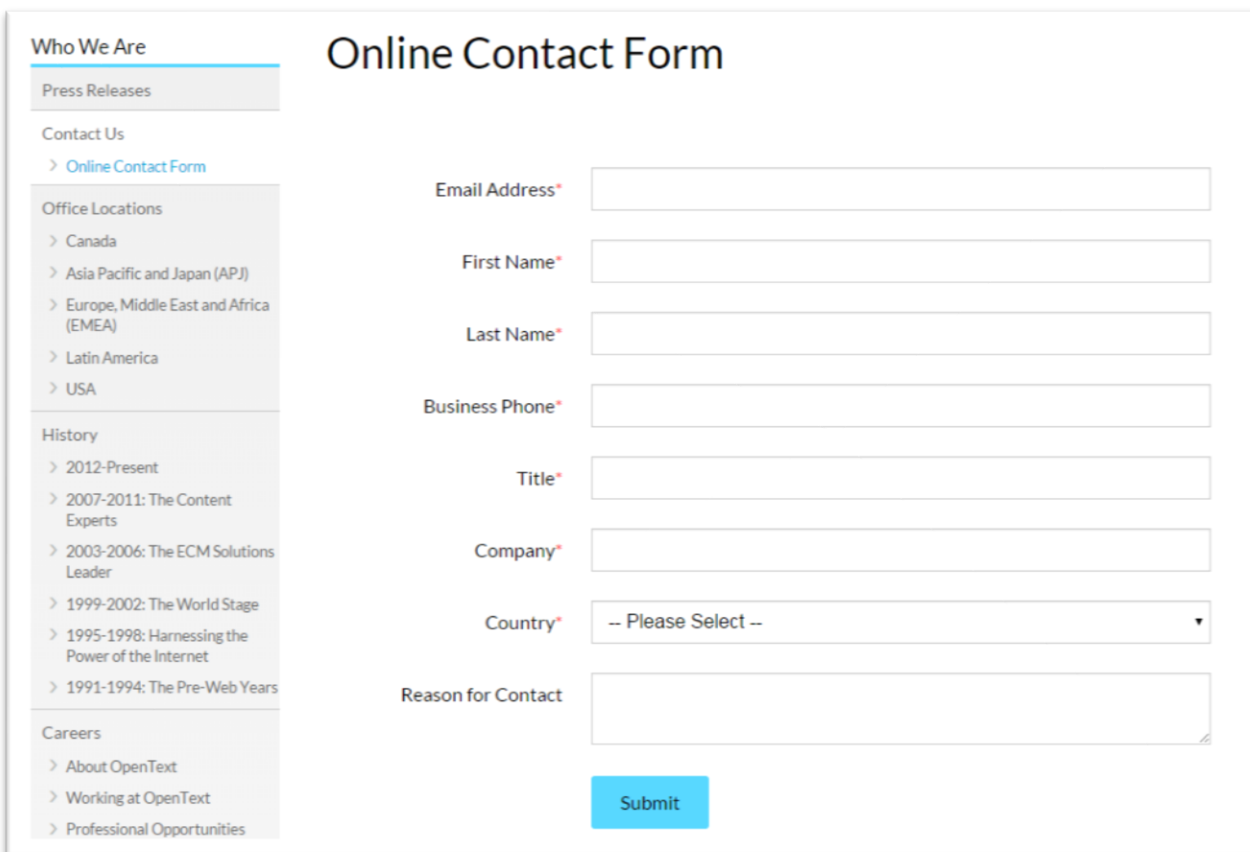


Figure 52: Snapshot of the Video detail page markup with CSS and images disabled using Web Developer Toolbar in Firefox

Online Contact Form

Page located at <http://www.opentext.com/who-we-are/contact-us/contact-opentext>. Audited November 23, 2015.



The screenshot shows the 'Online Contact Form' page. On the left is a sidebar menu under the heading 'Who We Are'. The menu items are: 'Press Releases', 'Contact Us' (with a sub-link '> Online Contact Form'), 'Office Locations' (with sub-links for Canada, Asia Pacific and Japan (APJ), Europe, Middle East and Africa (EMEA), Latin America, and USA), 'History' (with sub-links for 2012-Present, 2007-2011: The Content Experts, 2003-2006: The ECM Solutions Leader, 1999-2002: The World Stage, 1995-1998: Harnessing the Power of the Internet, and 1991-1994: The Pre-Web Years), and 'Careers' (with sub-links for About OpenText, Working at OpenText, and Professional Opportunities). The main content area has the heading 'Online Contact Form' and contains the following form fields: 'Email Address*' (text input), 'First Name*' (text input), 'Last Name*' (text input), 'Business Phone*' (text input), 'Title*' (text input), 'Company*' (text input), 'Country*' (dropdown menu with '-- Please Select --'), and 'Reason for Contact' (text input). A blue 'Submit' button is located at the bottom right of the form.

Figure 53: Screenshot of the OpenText Online Contact Form page content area

Page title

Page contains an appropriate page title.

Image text alternatives

There are no images in the main content of this page.

Headings

- The local navigation contains a helpful <h3> heading of “Section Menu” but this is hidden from screen readers because it is marked-up for mobile-only using

`display:none`. Another `<h3>` heading immediately follows, meaning the section menu links are not within the “Section Menu” heading of hierarchy.

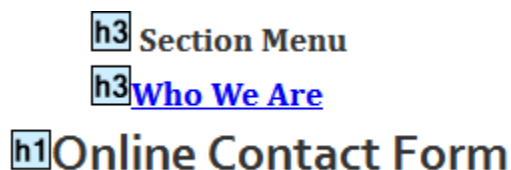


Figure 54: Headings on the Online Contact Form page

Contrast ratio

There are no new color contrast issues on this page. See the [Business Process Management “Contrast ratio” section](#) for examples of issues that repeat throughout the site.

Resize text

All content is visible when text-zoomed to 200%.

Keyboard access and visual focus

- **Focus**
 - The “submit” button for the form lacks sufficient visual focus; ideally the button would turn black, the same as mousing over it.
- **Tab Access**
 - There is no way to skip the local navigation. The user must tab through 34 links to access the form.

Forms, labels, and errors

This form has the same issues as the form reviewed in the [What We Do “Forms” section](#).

Multimedia (video, audio) alternatives

There are no multimedia elements within this page’s content.

Basic structure check

There are no other structural issues.

Online Contact Form

Email Address* This field is required

First Name* This field is required

Last Name* This field is required

Business Phone* This field is required

Title* This field is required

Company* This field is required

Country*

State or Province*

Reason for Contact

☐ I am interested in receiving targeted and relevant communications from OpenText. A confirmation email will be sent to confirm my subscription.

Figure 55: Snapshot of the Online Contact Form page markup with CSS disabled using Web Developer Toolbar in Firefox

References

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