AMPLEXOR

EMBRACE THE FUTURE

AN INTERACTIVE, FULLY ACCESSIBLE WEBSITE FOR HANDICAP INTERNATIONAL'S MAKING IT WORK

Making it Work

Making It Work (MIW) is a global initiative which involves multiple stakeholders and focuses on researching and documenting best practices and processes that have successfully advanced the rights of disabled persons worldwide.

Seven years after the launch of the first MIW website, AMPLEXOR provided the project managers, Handicap International, with a skills-based sponsorship to plan, design and launch the new MIW website, including full accessibility, multilingual support and enhanced user experience.

MAKING IT WORK PROJECT

In cooperation with various partners, Handicap International has developed the **MIW project** following the adoption of the United Nations Convention on the Rights of Persons with Disabilities (CRPD) in 2008. It has has since been tested on a large selection of topics in approximately 50 countries at local, national, regional and international levels.

The MIW has also been recently tested at world level, with regard to the documentation of the best practices to prevent violence against women and young girls with disabilities.
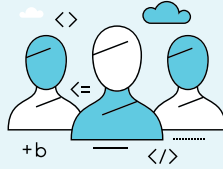
THE CHALLENGE

The original MIW website was developed in 2009 and provided guidelines, reports and articles that helped to raise awareness of MIW projects.

However, **seven years later, the scope of MIW projects has expanded, and the website no longer fully reflected the project's goals**. It was built on outdated, non-scalable technology, was difficult to administer, offered limited accessibility and was only available in one language. Thus, it became necessary **to redesign the website with the following goals:**

- **Improve the visibility** of MIW for its main stakeholders

- Develop a **new communications strategy** that emphasizes the collaborative and interactive nature of MIW

- Create an **interactive online portal** that organizes and shares best practices for including disabled persons

- Develop a **new social media strategy** that drives more visitors to the website via multiple networking platforms

- Improve overall **website accessibility** to ensure equal access to information and functionality by people with disabilities.

A skills-based sponsorship and
a tailor-made website...

THE TARGET AUDIENCE

One of the biggest challenges of this project was also the need to **attract a wide variety of international sponsors**, with different profiles, languages and concerns/interests:

1 **Disabled persons and their representative organizations** who wish to share best practices for fostering awareness of handicapped individuals in program development and humanitarian action

2 **Local, national and international non-governmental organizations** researching information for evidence-informed policy making

3 **State actors** in the process of implementing, promoting and protecting the rights of primarily disabled persons and human rights in general

4 **Service providers** looking for best practices to guide them in making their services accessible to disabled persons pursuant to the CRPD

5 **Financial sponsors** assessing the impact, sustainability and positioning of development, humanitarian and human rights programs

6 **The general public** worldwide.

OUR APPROACH

AMPLEXOR provided Handicap International with a **skills-based sponsorship**, which involved a fully dedicated team with expertise in multilingual website creation, user experience, content-rich publication and digital collaboration solutions.

A **cross-disciplinary project team** guided Handicap International through planning, designing and launching the new MIW website.

Additionally, AMPLEXOR used its experience with document management to enhance the website's search functionality according to industry good practices.

As web accessibility was a major objective for MIW's website, AMPLEXOR worked with AnySurfer to ensure full web accessibility using assistive technologies to address disabled users' needs (e.g. visual, motor, auditory, seizurs or cognitive), which was a priority area in the project framework.

THE SOLUTION

To successfully redesign the MIW website, AMPLEXOR proposed a guided approach. The website would showcase their content through the following methods:

- Implement a **responsive design** optimizing user experience for all devices

- **Summarize and re-organize** existing content

- An easy-to-use **collaborative backoffice** for updating and publishing content

- Develop a **content-driven document management** system

- Create a **multilingual website** to support visitors and contributors globally

- Define and overcome **accessibility** constraints during the design stage

- Introduce a moderated area for comments to **promote interaction**.

"AMPLEXOR management accepted the proposal to carry out this project in the form of a skills-based sponsorship because it corresponds to our group values. It is important for personnel to see that corporate social responsibility occupies a central role in our strategy."

Edith SOUTO
Digital Business Developer AMPLEXOR France

... specific to the needs of the MIW Project
and its target audiences

WHY DRUPAL 8

Handicap International wanted the new MIW website to be designed with a **modern, scalable open-source Content Management System (CMS).** It was also crucial for the website to evolve from a siloed management model, which only allowed one person to make updates, to a **collaborative model** that enabled several, multilingual contributors to easily and autonomously publish new content.
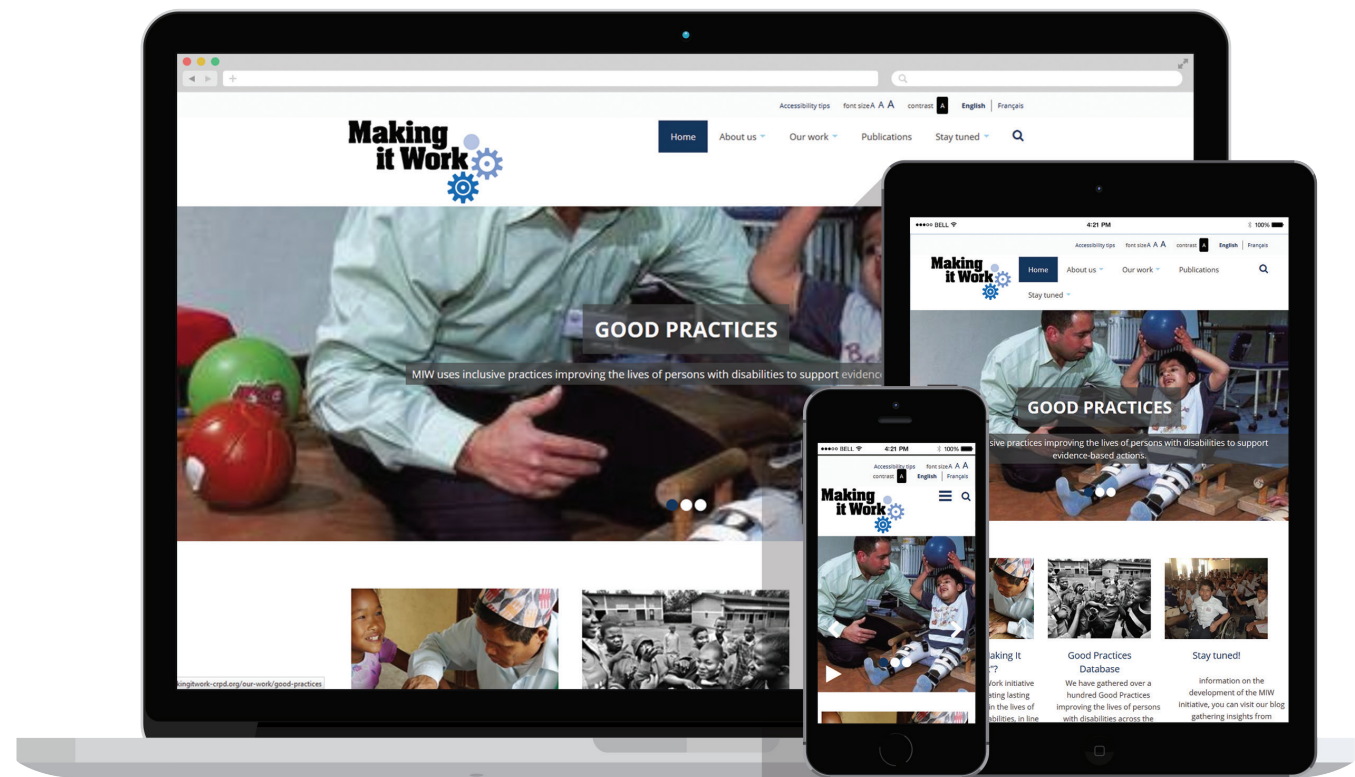
Drupal 8 was the chosen platform to manage and deliver the revamped website. Handicap International was immediately won over by the flexible, collaborative structure offered by Drupal's CMS.

Drupal 8's now-standard **multilingual support** and **responsive design** capabilities enhanced the website's **user experience**, improved **accessibility**, facilitated **connections to social networks** and the introduced **efficient search** functionality. Drupal 8's hallmark qualities of **security and flexibility** met Handicap International's requirements for its long-term online strategy.

"We worked with AMPLEXOR on the improvement of our website, largely in the form of skills-based sponsorship. This allowed us to benefit from a high-quality website, while respecting the budget of our project. AMPLEXOR's responsiveness and flexibility are highly appreciated and allowed us to advance this project in good time. We would like to highlight AMPLEXOR's remarkable understanding of our desire to create a website that is accessible to all, which resulted in genuine respect for the recommendations of our partner in charge of accessibility during the site's development."

Juliette DAVODEAU,
Making It Work
Project Officer,
Handicap International

www.makingitwork-crpd.org

THE RESULT

Thanks to the versatility and flexibility of Drupal 8, the redesign of the MIW website and the translation and publication of all supporting content were completed in record time. Handicap International was able to use the new website as a springboard to more broadly promote the MIW initiative during a conference organized by the United Nations.

The new MIW website is now completely aligned with the project's goals and scope, offering:

Multilingual reach	Enhanced content structure	Advanced search capabilities

The redesigned website is available in English and French. In the future, Handicap International may **add other languages**, such as Spanish and Arabic. Content can be easily translated between English and French, and when new languages are introduced, the **multilingual capabilities** will support translation for all applicable language combinations.

The organizations' best practices content is managed in a **structured base of standardized references**. This enables users to conduct **richer, multi-criteria searches** to efficiently find content. Alternatively, users can also leverage a visual, **map-based search** function that offers instant access to regional best practices based on their geographical location.

A **full-text search** function across the website was implemented. Any user is now able to easily search throughout all website content as well as associated documents and business metadata. The auto-completion feature offers users guidance during their queries.

HANDICAP INTERNATIONAL

Created in 1982, Handicap International is an independent and impartial organization that implements programs worldwide to aid vulnerable populations and alleviate situations of poverty and exclusion, conflict and disaster. The organization focuses particularly on helping disabled persons meet critical needs that improve their quality of life and ability to integrate into society.

In 1997, Handicap International was a co-laureate of the Nobel Peace Prize as a founding member of the International Campaign to Ban Antipersonnel Mines (ICBL). As a founding member of the Cluster Munition Coalition, the organization also works to eradicate the production and storage of munitions. In 2011, Handicap International won the Conrad N. Hilton Humanitarian Prize for their commitment to improving the lives of disabled persons.

ABOUT AMPLEXOR

AMPLEXOR is a leading digital solution provider offering global compliance, digital experience and content solutions. We help customers achieve process efficiency, increase revenue generation, reduce time-to-market and ensure quality and compliance. Our state-of-the-art solutions support core industry processes, and include software technology, consulting, system integration, and language and content management services. We provide combined solutions and services to in the fields of aerospace & defense, automotive & manufacturing, energy & environment, finance, life sciences, and the public sector.

AMPLEXOR is established in 22 countries with more than 1.800 employees across three continents.

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