UserWay Helps Thermo Fisher Make Breakthrough Science More Accessible
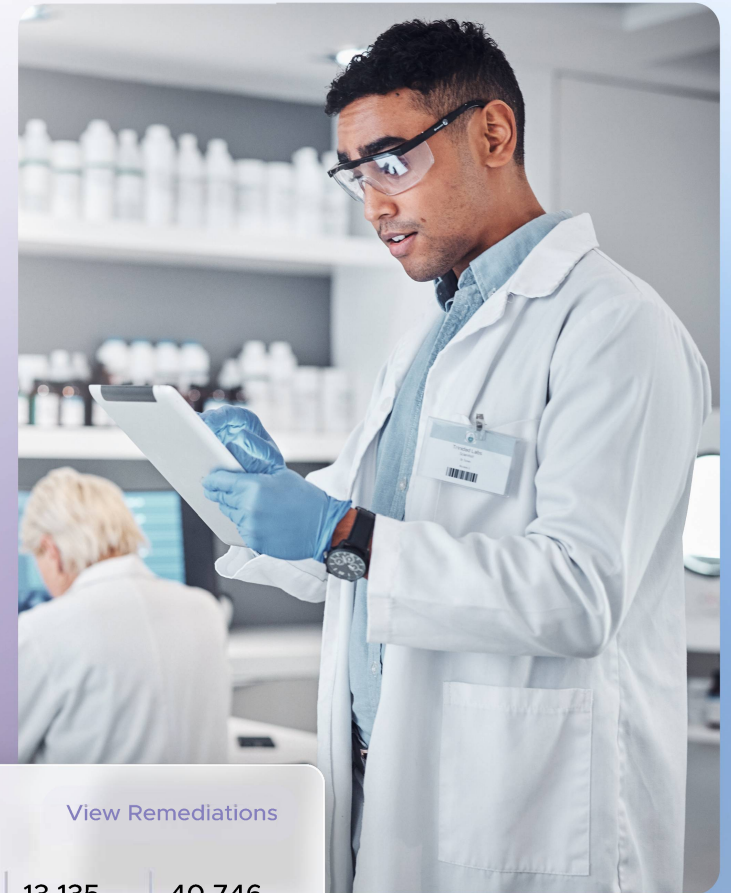
Thermo Fisher Expands Its Reach with ADA Compliance

Since partnering with UserWay, Thermo Fisher has been more digitally accessible to its customers, streamlining efforts to make the world healthier, cleaner, and safer.

ThermoFisher SCIENTIFIC — View Remediations

32,786 **A** Issues | 13,135 **AA** Issues | 40,746 **AAA** Issues

Client Background

Thermo Fisher, the world leader in serving science, designs and develops breakthrough scientific and technical equipment. The company helps its divergent customer base accelerate life sciences research, solve complex analytical challenges, increase lab productivity, improve diagnostic health, and provide life-changing therapies.

The Challenge

As a world leader in serving science, Thermo Fisher was well aware of digital accessibility concerning the ADA. And before partnering with UserWay, decision-makers knew their company website was far from compliant. A primary driver was the potential exposure to legal actions for non-compliance, and the Thermo Fisher team was eager to address the violations on its site.

If their site wasn't fully accessible to its customers, it was likewise less accessible to the millions of people those customers serve. Thermo Fisher's target audience includes aging professionals, so the executive staff felt compelled to take action.

Given the magnitude of their challenge, manually auditing, scanning, and fixing a website with over 1,300 pages with a large legacy backend was simply untenable. Thermo Fisher decided to partner with a third-party solution to achieve ADA compliance for everyone it directly and indirectly impacts. UserWay's AI technology would be the catalyst for assuring the company's compliance and accessibility as quickly and efficiently as possible to empower, enlighten, and dignify their customers, colleagues, and suppliers who have varying physical and mental abilities.

"As we continue expanding our capabilities for our customers, we have a growing responsibility to support their efforts and serve science overall through our innovations."

Marc N. Casper
Chairman, President And CEO

USERWAY

The UserWay Solution

It was immediately evident that UserWay was the right choice. Simple integration, comprehensive auditing, and accurate remediation of violations impressed the Thermo Fisher team. As a result, UserWay continues to resolve problems that would otherwise take countless hours with little hope of achieving compliance and accessibility.

The UserWay widget found and corrected 86,667 ADA violations across 1,324 pages of the Thermo Fisher website. With this significant remediation came a sense of relief for their staff, from the executive team to developers.

Thermo Fisher serves the scientific community at large, including people with disabilities that work for the organizations it supports. Its partnership with UserWay means it can offer more equitable access to all, maintain ADA compliance, and better serve its customers.

"Our website serves a vast and diverse customer base. So it was immediately obvious we needed comprehensive, consistent maintenance to reach compliance and accessibility. UserWay's widget, auditing, and policy services have far exceeded our expectations." says Marc N. Casper.

Key Results

86,667 violations fixed on the Thermo Fisher website

Greater accessibility for its science customers

Expanded reach to people with disabilities

Streamlined efforts to save lives worldwide

Benefits Of The UserWay AI-Powered Widget

Automatic Remediation

UserWay's accessibility widget is easily integrated by adding just a single line of code, so it's always working to keep the Thermo Fisher site accessible and compliant.

Reduced Hours, Costs

UserWay's AI technology is far more cost-effective, faster, and accurate than a manual, in-house approach to achieving compliance and accessibility.

Comprehensive, Ongoing Services

UserWay's hands-on approach to client services and development is now invaluable for Thermo Fisher and its customers.

Unmatched Auditing Capabilities

Superior audit reporting has helped Thermo Fisher achieve WCAG 2.0/2.1 AA compliance and meet Section 508 requirements for over 1,300 pages of its company website.

Simple Integration

Seamless integration with the Thermo Fisher website has expedited efforts to fix violations sitewide.

Indispensable, Ongoing Support And Results

Thermo Fisher's mission is to enable its customers to make the world healthier, cleaner, and safer. This mission includes helping these customers accelerate life sciences research, improve diagnostics and therapies, and increase laboratory productivity.

Its global team provides advanced laboratory equipment to help these customers improve R&D, clinical, and commercial manufacturing efforts. Many of these customers have disabilities and other, unique needs. Considering the company's visible presence on the world stage, achieving digital accessibility is a legal and moral imperative.

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● **A** (32,786 fixed)

● **AA** (13,135 fixed)

● **AAA** (40,746 fixed)

Pages on site: **1,324**

Violations found: **86,667**

Violations remediated: **86,667**

With UserWay's ongoing, extensive approach, the Thermo Fisher team can confidently expect a continuous improvement in accessibility and compliance. From fast, reliable AI technology to powerful auditing capabilities, UserWay is now an essential asset for the Thermo Fisher team at every level of the organization.

86,667 issues fixed

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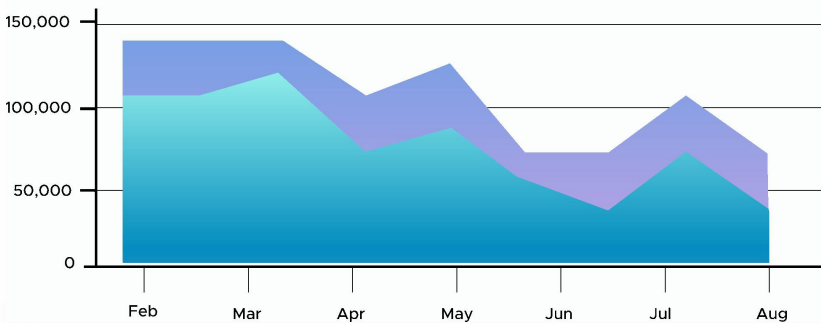
"Thermo Fisher has a crucial and monumental company mission, reflected in the size and depth of our website. However, achieving consistent compliance and digital accessibility requires hands-on, continual upkeep. As such, we greatly value UserWay's technical support and partnership."

Marc N. Casper
Chairman, President And CEO

Visit **UserWay.org** to learn more about our accessibility widget and other solutions that can help your organization meet ADA and WCAG requirements.

No matter what the code on your website looks like, UserWay can get it compliant and help you demonstrate a commitment to making the web more inclusive for everyone.

UserWay is the world's #1 global digital accessibility leader, committed to enabling the fundamental human right of digital inclusion for everyone. Our widget has been installed on more than 1 million websites and is relied upon by more than 60 million users with disabilities every day.

Our AI-powered technology, combined with a Human-in-the-Loop remediation process, helps enterprise websites more readily achieve compliance with accessibility technical standards, such as WCAG 2.1, EN 301-549 and Section 508 regulations, as required by US and international governmental and regulatory bodies.

Request a UserWay Demo

Issues Fixed

Ready to find out how UserWay can help your company improve web accessibility and performance metrics?

Book a meeting with one of our accessibility solution experts. Discover how seamless and empowering accessibility can be.