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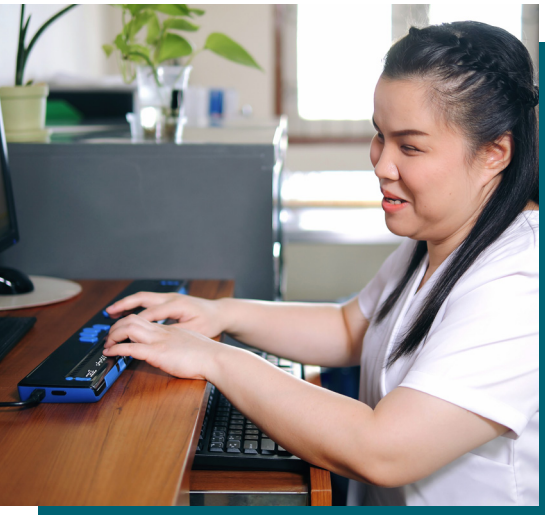
“I can do it now”

How Microsoft Copilot and Transparity transformed accessibility for RNIB

The need for real change

At Transparity, we believe that technology should be a force for inclusion. When the Royal National Institute of Blind People (RNIB) approached us, they were looking for more than just a technology provider. They needed a partner who understood the unique challenges faced by blind and partially sighted employees and who could deploy Microsoft technology to break down barriers in the workplace. This was a meaningful opportunity, and we were eager to collaborate in driving real change.



Outdated tools creating unnecessary obstacles

RNIB is committed to improving accessibility for its employees, but outdated tools were creating unnecessary inefficiencies. Seemingly simple tasks like drafting emails, summarising meetings, or searching for documents took far longer than many would have liked.

For a workforce that relies on seamless accessibility, these limitations weren’t just frustrating, they were barriers to productivity and independence.

RNIB needed a solution that would remove these obstacles and empower all employees to work more efficiently.

Their goals were clear:

- Improve workplace accessibility for blind and partially sighted employees
- Increase efficiency without adding complexity
- Utilise a solution that can integrate seamlessly with their existing Microsoft ecosystem

The right partnership

RNIB needed a partner with deep expertise in both accessibility and Microsoft solutions. As a pure-play Microsoft partner with 16 advanced specialisations and over 200 Microsoft-certified experts, Transparity was a natural choice. But it wasn't just our technical capabilities, it was our commitment to non-profits and inclusive technology.

We partnered with RNIB and had a clear mission: to find the right solution for them. One that wasn't just about technology, but about creating real, meaningful change within the organisation that would remove barriers and empower RNIB's employees.

"We needed a partner that understood these challenges and could deliver a solution that would empower our employees. Transparity was that partner."

Tricia Smikle
Director, Office of the CEO, RNIB

Why Microsoft Copilot? The right tool for the job

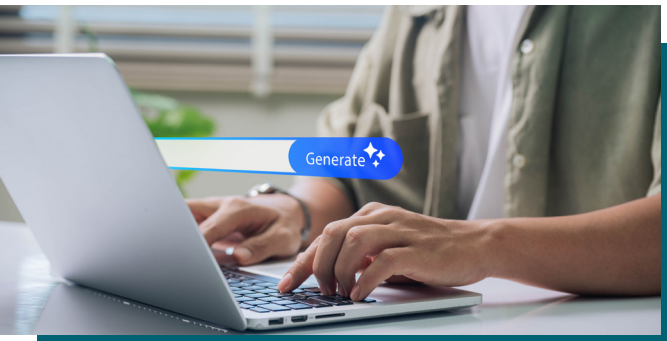
Microsoft Copilot's AI-powered features provided a game-changing opportunity to enhance workplace accessibility, offering employees greater independence and efficiency. Its potential to transform daily tasks, allowing blind and partially sighted employees to work with more confidence, ease and autonomy was quickly recognised.

Working closely with RNIB, we ensured a seamless Microsoft Copilot implementation, providing tailored training and ongoing support. Our goal wasn't just to introduce new technology but to empower employees with the knowledge and confidence to make the most of Microsoft Copilot's capabilities.

We started by deploying just 30 Microsoft Copilot licenses to test its impact. **The results were immediate.** Employees who once spent significant time navigating digital tasks were quickly working with newfound confidence and efficiency, **saving up to**

4 hours each week

From this initial rollout, the need for further licenses soon became clear. Today, RNIB have **300 licenses** and adoption continues to grow.



Adrienne Bradshaw, Integrated Comms Coordinator at RNIB, summed up the impact:

"You're constantly coming across moments where it's like, 'I can't do that,' or 'This is not working for me, which means I can't complete that task'. Whereas now, with Microsoft Copilot, I don't have to worry about it because I know that I can do it - and most of the time, I do it with one prompt, and it's there like magic!"

No more barriers

Mircosoft Copilot has changed the way RNIB's team works, delivering tangible benefits that go beyond accessibility. The benefits have been both measurable and deeply personal:

Greater autonomy

Employees who once struggled with digital tasks now complete them independently and often with a single prompt.

Time savings

Blind and partially sighted colleagues have saved up to 4 hours per week, translating to an 11% increase in workweek efficiency.

Increased productivity

More time is now spent on meaningful work rather than overcoming accessibility challenges.

With a **1,900% return on investment**, the case for accessible technology has never been clearer.

From day one, the Transparity team did more than provide technology. They became part of our journey. They helped us embed a culture of accessibility and empowerment within RNIB.

Tricia Smikle
Director, Office of the CEO, RNIB

Empowering employees, empowering the future

Clint Pearson, Senior Agile Developer, believes AI tools like Microsoft Copilot should be a standard offering for employees with disabilities. *"In the future, I see a world where every employee gets the right tools from day one - whether it's a laptop, a Microsoft Copilot license, or training materials. That's how we create a truly inclusive workforce."*

At Transparity, we couldn't agree more. Technology should be a bridge, not a barrier. But true change doesn't happen with technology alone. It requires the right approach, the right support, and the right partners.

That's what made this partnership so impactful. It wasn't just about implementing a tool, it was about transforming the way people work. By working closely with RNIB, we helped ensure Microsoft Copilot wasn't just another piece of software but a meaningful, lasting solution that gave employees the confidence and independence to thrive.

And this is just the beginning. As AI and accessibility solutions continue to evolve, so does the potential to break down barriers and create workplaces that work for everyone.

Join the movement for accessibility

If your organisation is looking to create a more inclusive workplace, we'd love to help. Microsoft Copilot is just one example of how the right technology can drive real change. Let's work together to ensure every employee, regardless of ability, has the tools they need to succeed.

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