



Blue Trail Software

Retail Banking Applications ADA Compliance

Offering

ADA Accessibility Compliance (WCAG 2.2): Ensuring mobile and web applications are fully accessible to all users through compliance with ADA Accessibility Compliance (WCAG 2.2) standards, including screen reader compatibility, scalable text, high-contrast design, and rigorous accessibility testing.

Project Snapshot

- **Client:** A nationwide financial institution with over 1,000+ branches
- **Industry:** Retail Banking
- **Engagement Type:** Web & Mobile Banking ADA Compliance + UX Modernization
- **Services Used:** Accessibility Audit, ADA Accessibility Compliance (WCAG 2.2) Remediation, Mobile App Development, UX/UI Redesign, Automated & Manual QA, Developer Training

The Challenge

The client's web and mobile banking applications were non-compliant with ADA standards, putting them at risk of lawsuits.

- Over 4,000 ADA compliance issues identified in assessment
- Outdated user experience and navigation patterns
- Lack of internal ADA compliance expertise and limited mobile development knowledge

The institution needed a partner who could not only remediate accessibility issues but also modernize the overall UX and transfer compliance knowledge to their engineering team.

BTS Solution

- Conducted a comprehensive accessibility audit using automated tools and manual reviews
- Converted the home banking web portal UI and rewrote the mobile banking app for compliance
- Fixed over 4,000 ADA compliance errors and addressed flagged warnings
- Enhanced the overall user experience (e.g., fingerprint/face recognition, modernized navigation)

- Integrated code changes back into the client's main source code
- Delivered project in 2.5 months, on time and within budget
- Trained the client's engineers to maintain ongoing ADA compliance

Impact & Results

- 👤 ADA-compliant web and mobile banking applications launched (aligned with WCAG 2.2 guidelines)
- 👤 Improved digital experience for all users, including those with disabilities
- 🔒 Stronger security and usability with biometric authentication and modern UI patterns
- 👤 Long-term sustainability through knowledge transfer and training of the client's team
- 📊 Demonstrated ROI: accessibility upgrades also modernized UX with minimal added cost

“Blue Trail Software helped us rapidly achieve ADA compliance across our digital banking platforms while significantly improving the user experience. Their expertise and training ensured our team can confidently maintain compliance moving forward.”

**Senior Technology Leader, Nationwide
Financial Institution**

