Hello [HR compliance person's name],

My name is [Your name]. I'm a [Company name] employee in [Department name].

I'm writing concerning an accessibility at work request. There have been many reasonable accommodations made for various disabilities in the workplace.

Until now, there's not been an accessibility answer to make remote technical support accessible to screen readers and magnifiers. Thus, I have had to work through various accessibility deficiencies found within the current software. Providing remote support to our employees with our current platform introduces several accessibility pitfalls with my screen reader. I haven't been able to hear the remote machine's audio reliably, and certain keyboard commands won't function properly. The difficulty becomes greater when providing support for a computer without a screen reader installed.

The product I'm requesting, which solves this problem, is called Remote Incident Manager.

Remote Incident Manager is a fully accessible remote desktop solution that makes every aspect of the remote support process accessible, while offering an identical feature set to conventional applications.

Remote Incident Manager will allow me to:

* Provide remote support easily and efficiently
* Hear the remote computer's audio reliably and with minimal latency
* Talk to the person on the other end of the connection without having to use another VOIP system
* Get full speech access to remote computers that do not have a screen reader installed

For the team leader and the rest of the team, Remote incident Manager will:

* Provide an identical feature set to our existing solution
* Utilize peer to peer connections for the best possible responsiveness throughout support sessions
* Greatly simplify session initiation through use of user-definable keywords as opposed to user ID's and passwords
* Provide an extremely simple interface to streamline the onboarding process
* Allow a smoother accessible flow of support sessions
* Remove one more barrier to making the workplace accessible

There is more information about Remote Incident Manager at <https://www.pneumasolutions.com/products/rim/>

I'd like to schedule a time with you to discuss this in more detail. Remote Incident Manager is a reasonable accessibility accommodation which is not cost prohibitive. Moreover, it is a solution that works as well as any other for all employees.

Respectfully,  
[Your name]