Hello [HR compliance person's name],

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

I'm writing concerning an accessibility at work request on behalf of a visually impaired team member.

Until now, there's not been an accessibility answer to make remote technical support accessible to screen readers and magnifiers. My team member has faced various issues throughout their use of the current software, which introduces several accessibility pitfalls for my team member. They 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 my team member 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/>

The employee who requested the accommodation is a valued member of our team. I fully support the acquisition of the software.

Remote Incident Manager seems a reasonable accessibility accommodation which is not cost prohibitive. Moreover, it is a solution that works as well as any other for all our employees.

Respectfully,
[Your name]