campusmind by ROYAL CYBER

Microsoft Solutions Partner
Data & AI
Azure

CUSTOMER STORY · STATE AND LOCAL GOVERNMENT

Montgomery County makes 70,000 pages of public documents accessible in six weeks

Running CampusMind Accessibility inside the county's own Azure tenant, Montgomery County remediated 70,000 pages of published PDFs that would have taken one specialist more than three years to work through by hand, without a single document leaving its environment.

70,000
pages remediated

6 weeks
from start to finish

3+ years
of manual work avoided

100%
inside the county's Azure tenant

AT A GLANCE

Customer	Montgomery County, Maryland
Sector	State and local government
Scope	70,000 pages of PDF content, remediated in bulk
Timeline	Approximately six weeks
Solution	CampusMind Accessibility, deployed in the county's existing Azure tenant
Standards	WCAG 2.1 Level AA and PDF/UA
Procurement	Microsoft Marketplace, against the county's existing Azure agreement

THE COUNTY

Montgomery County is Maryland's most populous county, and like every local government it runs on documents. Meeting minutes, permit applications, budget reports, public notices and service forms are published as PDFs so residents can find and use them. Under ADA Title II, those documents need to meet WCAG 2.1 Level AA by April 26, 2027, which means every PDF the county publishes has to work with a screen reader and other assistive technology.

THE CHALLENGE

Manual remediation does not scale

Most of the county's existing PDFs were never tagged. A sighted reader sees a finished page, but a screen reader finds no headings, no reading order and no way to make sense of a table. Fixing that is skilled, hands-on work, and across the county's published PDFs it came to 70,000 pages.

Tagging a document by hand means working through it one element at a time, and across 70,000 pages that adds up to more than three years of full-time work for a single accessibility specialist. A document-by-document approach would have left most of the county's existing documents untouched long after the Title II date had passed, and it would have left no capacity for the new documents the county publishes every week.

Scale was only half the problem. County documents can contain resident and case information, so any solution had to keep documents under the county's control and inside its own environment. Uploading files to a third-party service was not an option.

WHY CAMPUSMIND

One decision answered both constraints

Royal Cyber deployed CampusMind Accessibility inside Montgomery County's existing Azure tenant. Documents never leave the county's environment, data residency is handled by the infrastructure the county already trusts, and the solution could be procured through Microsoft Marketplace against the county's existing Azure agreement rather than through a separate contract.

CampusMind is built for bulk remediation rather than one file at a time. Documents go in as batches, the AI does the first pass of tagging and structure, and each remediated file is checked before it is approved. Remediation targets WCAG 2.1 AA and PDF/UA, and every file is checked against those standards.

Running inside its own Azure tenant let the county speed up remediation while every document stayed in its environment.

HOW THE WORK RAN

Four steps, all inside the county's tenant

01 Intake

The county's PDFs were loaded into CampusMind as batches, inside the county's Azure tenant.

02 Remediation

CampusMind tagged each document for structure, reading order, headings, tables, images and links, working through the batches continuously rather than file by file.

03 Review

Every remediated file was checked before approval, with edge cases flagged so they received attention first. Anything the AI got wrong took one edit to correct.

04 Return

Approved files were returned ready to publish, meeting WCAG 2.1 AA and PDF/UA.

See CampusMind Accessibility in action. Watch the quick overview: youtu.be/gLaaevkq1dY

RESULTS

Six weeks instead of three years

Montgomery County processed 70,000 pages in approximately six weeks. The same work, done by hand, was estimated at more than three years for one specialist. Every page was remediated to WCAG 2.1 AA and PDF/UA, and every document stayed inside the county's Azure environment from intake to approval.

The county's existing document library is done. With every published PDF remediated, the same workflow is in place for new documents as they are released, so accessibility becomes part of how the county publishes rather than a project it has to repeat.

CampusMind processed 70,000 pages, work that would have taken one specialist more than three years by hand.

KEEPING IT ACCESSIBLE

The workflow stays after the project ends

Remediating the existing library was the visible part of the work. What stays in place is the routine. New PDFs go through the same intake, remediation, review and return steps the existing library did, so accessibility is built into how the county publishes.

The county-wide dashboard shows where every department's documents stand, so progress is visible without anyone filing a request. The reviewers who approve each file are also building the county's own judgment about what good tagging looks like and which source templates keep producing problems.

In accessibility maturity terms, that is the difference between launching an effort and integrating it: the tool, the measurement and the skills all stay with the county after the engagement ends.

TAKEAWAYS

What other counties can take from this

01 **The size of the document library is not the deciding factor.** Once remediation runs in bulk, 70,000 pages and 7,000 pages are the same workflow with a different end date. What matters is where the documents sit while the work happens and who approves each file before it is published.

02 **Your own cloud tenant turns the security review into a non-event.** Procurement followed the same path: because CampusMind is on Microsoft Marketplace, the county could transact against an Azure agreement it already had.

03 **Keep the workflow running after the library is cleared.** The steps that handled the existing documents handle every new one, and the county's score stays visible so nobody has to wonder whether the work is holding.

BEYOND THE COUNTY

The same need, well beyond local government

UTHealth Houston runs CampusMind Accessibility within its own Azure tenant, and the solution is in production or under evaluation at several University of Texas institutions and other R1 research universities. Separately, a University of Chicago deployment of Royal Cyber's broader CampusMind platform reached 35,000 users in six weeks and is featured on Microsoft's partner site.

ABOUT CAMPUSMIND

CampusMind is Royal Cyber's AI workforce automation platform for higher education and the public sector. CampusMind Accessibility remediates PDFs in bulk to WCAG 2.1 AA and PDF/UA, runs inside the customer's own Microsoft Azure environment, and is available on Microsoft Marketplace. Royal Cyber is a Microsoft Solutions Partner for Data & AI.

Learn more at campusmind.ai/pdf-accessibility or watch the quick overview.

ON MICROSOFT MARKETPLACE

CampusMind Accessibility is listed on Microsoft Marketplace, so it can be procured the way Montgomery County did it, against an existing Azure agreement.

State and local government listing ↗
View on Microsoft Marketplace

Higher education listing ↗
View on Microsoft Marketplace

Have a document library of your own?
Upload a sample PDF and see what CampusMind does with it.

Remediate a PDF