Document Delivery services: alliance opportunities

CCC’s document delivery capabilities for your users’ workflow

Provide your customers with scientific, technical, and medical (STM) content, when and where they need it, through an integration with Document Delivery with RightFind. Your customers will enjoy a seamless experience in a workflow that delivers pre-cleared content within the familiarity of your platform. CCC’s document delivery capabilities can be connected through a combination of the RightFind Document Delivery Application Programming Interface (API) and OpenURL.

Why work with CCC?

Market leader – We deliver over 1.5 million documents a year, more than any other document delivery provider, and our award-winning RightFind content workflow solution was named to KMWorld’s “Trend-Setting Products of 2019.”

Speed – Enable your customers to get the articles they need quickly, cost-effectively and copyright cleared for delivery. CCC provides the quickest document turnaround time in the industry. In fact, 95% of all orders are delivered within 24 hours and the vast majority are delivered instantly.

Access – Ordering is simple and convenient. Your customers can use citation data to easily order the documents they need. They can search an extensive collection of scientific, technical and medical (STM) content found in CCC’s proprietary database of over 140+ million citations and 3+ million open access articles.

Copyright compliance – All document orders will be cleared for delivery through CCC’s publisher or supplier relationships.

World-class customer service – You can count on CCC’s award-winning Customer Service team to help you get the content you need 24/5 by email, chat, phone and online help resources. In 2019, CCC was recognized for its customer service support, winning both the 2019 Excellence in Customer Service Award by the Business Intelligence Group and the Bronze Stevie® Award for Sales & Customer Service.
**API integration**

CCC’s RightFind Document Delivery API makes it easy for your users to access published documents, pre-cleared for delivery, directly in their workflow. With search, delivery, and billing capabilities, the RightFind Document Delivery API allows users to tap into CCC’s database of millions of copyrighted works from within your application.

**OpenURL integration**

Create custom links within your application to connect users directly to options for purchasing documents from CCC’s proprietary database of more than over 140+ million citations and 3+ million open access articles. From there, users can select and pay for the documents they need. OpenURL integration eliminates development time and lets you start delivering documents to your customers quickly.

RightFind supports standard OpenURL syntaxes (version 0.1 & Z39.88-2004) as well as a custom extended syntax, which allows for multiple citation submissions as well as authentication. RightFind supports passing OpenURL parameters in a few ways:

1. HTTP GET (on the URL query string)
2. HTTP POST (as input fields on the form)
3. HTTP POST XML (as a single input field on the form)

**What is an API?**

An Application Programming Interface (API) allows applications to communicate with each other. The RightFind Document Delivery API enables your preferred applications to communicate with CCC’s back-end data systems to deliver documents to your users. The RightFind Document Delivery API client-service communicates using the HTTP protocol and implements a RESTful workflow. It supports both JSON and XML formats.

**What CCC looks for in a successful Document Delivery partnership**

- Your customers seek comprehensive access to STM subject matter
- Your platform contains article citations with healthy metadata to support integration (preferably through DOI)
- You need a simple solution and resources to work with the team at CCC to do what it takes for success.

**Our partners**

Here are just a few organizations that have partnered with CCC to offer customers an efficient way to get the documents they need:

- FIZ-Karlsruhe (AutoDoc)
- CEPIEC
- Evidence Partners (DistillerSR)
- G-Search
- KnowledgeWire

**About CCC**

A pioneer in voluntary collective licensing, Copyright Clearance Center (CCC) helps organizations integrate, access, and share information through licensing, content, software, and professional services. With expertise in copyright and information management, CCC and its subsidiary RightsDirect collaborate with stakeholders to design and deliver innovative information solutions that power decision-making by helping people integrate and navigate data sources and content assets.

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Learn more

Contact CCC’s Global Alliances team to learn how our document delivery integration services can enhance your product offering and help you deliver greater value to your customers.

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