



10 Questions to Ask When Searching for a Corporate Literature Management Solution

Finding the right content at the right time is essential for any R&D-intensive company, but it is equally important to consider how that content is acquired and managed, and when the time is right to consider a literature management tool. With so many competing priorities and limited resources, many small to medium businesses (SMBs) may not be thinking about how their information assets are organized, how individual employees are accessing published articles, or the potential risk associated with whether they have the appropriate rights to do so. Even in companies with a dedicated information manager, there comes a point when manually fulfilling requests for published content and confirming rights to reuse that content is no longer feasible, and opportunities are missed to optimize content spend and utilization without the right tools in place.

Whether just launching your information management strategy or looking to take yours to the next level, securing automated, centralized literature management software can provide many benefits to your company such as:

- maximizing the value of your content investments
- streamlining and promoting companywide access to content
- reinforcing copyright compliance
- accelerating the flow of research to drive innovation

If you and your company have decided it's time to invest in a literature management solution, here are 10 questions you should ask when beginning your search.

1

Was the software designed for the corporate market?

While there are many great information management software tools on the market today, some were created for academic or individual users and therefore may not be able to meet the specific needs and unique workflows of corporate teams including medical affairs, regulatory affairs, R&D, and more. Be sure to research the company that built the software and for whom they built it, as well as what is shaping their product roadmap.

2

Is the ability to check permissions fully integrated in your workflow?

While many literature management tools claim they offer an ‘integrated view of copyright permissions,’ different vendors take different approaches to this critical task. Some solutions place a link next to articles that requires the user to manually look up information on available licensed rights using a separate tool. The user may even be required to search again in that second tool in order to check reuse rights information for the relevant content. In comparison, other vendors offer the ability to see accurate licensed rights information at the article level throughout their tools. The difference can make or break a user’s willingness to check content use rights and support an organization’s copyright compliance efforts. Simplifying access to detailed information on copyright permissions for individual users at the point of use not only saves valuable time for busy team members but makes ‘doing the right thing’ as easy as possible.

3

Does the solution offer flexible billing options that meet your needs?

While it’s common for companies to provide centralized access to content from one place, many companies still require the ability to track spend at various levels. For example, does your company need the flexibility to allow certain teams or departments to pay for their own orders, or pay via credit card? Often when an information management team is responsible for their entire company’s literature management system, they must allocate costs to different departments that are the ultimate budget holders. To simplify this process, look for a solution that provides flexible tracking fields, cost controls, and the ability to split invoices to facilitate chargebacks to different teams, departments or cost centers as needed.

4

What level of content reporting does the solution provide?

Hand in hand with your ability to invoice charges to the right place is the ability to monitor usage and spend at a granular level. As more companies look to make data-driven decisions, technology can offer a clearer understanding of how users are interacting with content and what content is most valuable for your company. Some tools provide simple order history reports, while others offer granular, customizable reports on usage as well as powerful visualizations that bring together COUNTER statistics across publisher platforms. Some can even support budget forecasting with analytical and predictive tools. Look for a solution that provides you with the data you need to identify strategic content requirements, spot coverage gaps and demonstrate return on investment for your content spend.



5

How well does the solution handle your direct publisher agreements?

Subscriptions can be complicated, but a comprehensive literature management solution should provide clear insight into every level of subscription management from simple site licensing to the persnickety details of rolling embargoes. An even stronger solution will integrate seamless access to content for users companywide or from site licenses, as well as access to content through pre-paid transactional agreements (tokens) you have put in place. Also, be sure to ask if the solution you are considering provides users with access to actual copies of the content they requested, or if users are simply sent to external websites, on which they will be expected to resolve access issues themselves.

6

What are the solution's document delivery capabilities?

Whether a smaller company with few subscriptions to manage or a large company with a complex content plan, the ability to access additional content via document delivery is essential. While there are many options, you will want to partner with a vendor who has strong, established relationships with publishers so users can get access to the content they need, not just the content a vendor can provide. Equally, in busy R&D, safety, regulatory, medical affairs, and other departments, turnaround time is critical. Just-in-time delivery gets content to users the moment they need it, so it is important to understand a vendor's average delivery times. You'll also want to know how a vendor handles those hard-to-find articles and the kind of support they offer for fulfilling special requests.

7

Can the software scale as your organization and its needs grow over time?

Especially in a growing business, needs change over time and finding a solution early on that can easily adapt and scale to support mergers and acquisitions, global expansion, or future needs for complementary solutions will save time, effort, and expense later. Consider companies that can provide a set of integrated software solutions, even with features you may not need right away, to make for an easier transition as your needs evolve. You'll also want to understand how easily a solution can add new users to the system. Can they be automatically authenticated and provisioned as your company grows and changes?



8

What do you know about a vendor's reputation?

Beyond all the claims a vendor might make at the point of sale, nothing weighs more heavily than the validation and recommendation of other customers. Does the software vendor have other reputable companies in your industry as customers? What do they say about the vendor? Has the vendor won any industry awards to support their claims? These are important considerations when choosing not only a software vendor, but a solutions partner that will support your team throughout every step of your information management process.

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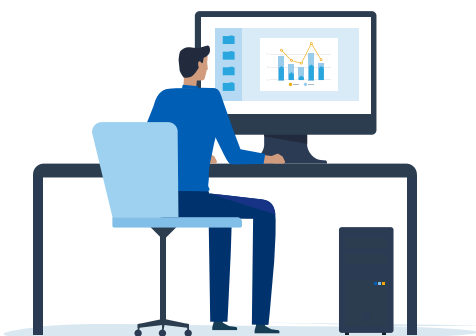
Can your IT infrastructure support the solution you are considering?

It is important to know up front what engagement a potential vendor will require from your own internal IT teams and what infrastructure requirements will need to be met in order to operate effectively. Some solutions require software to be installed on users' PCs or browser extensions to be added to every user's computer. In those instances, software rollouts must be managed with IT or will require individuals to download and run installation packages to be sure they can use the functionality for which your company is paying. Be sure to get clarity from a vendor regarding just what will be required for initial implementation, as well as ongoing product updates.

10

What kind of customer support does the vendor offer?

Does the vendor offer support to your end users directly, only to an admin at the account level, or both? What hours is support available for different users around the globe? Does your vendor's customer service team have a good reputation and has it been recognized or won awards for the service offered? Can users access self-help training and product resources directly online? With limited information management resources available at most companies today, it will be important to know what kind of support is offered by your software vendor.



Why consider CCC's RightFind?

A pioneer in voluntary collective licensing, CCC helps organizations integrate, access, and share information through licensing, content, software, and professional services.

In the life sciences market alone, over 900 companies use CCC products and services. With a roadmap driven by R&D-intensive industry leaders and Fortune 500 clients, we are dedicated to meeting the needs of users in corporate environments from startup biotechs to the largest global pharmaceutical companies, across all stages of development.

CCC's award-winning RightFind Enterprise solution addresses these 10 questions and more by offering:

- Over 40 years of unparalleled publisher relationships and industry reputation
- The only software to check use permissions in real time and provide direct, accurate information about your CCC copyright license rights
- Customizable reporting options, drawing information from over 100 data points
- Access to the most comprehensive database of scientific, technical and medical content with over 155 million citations, including 10+ million open access documents
- The quickest document delivery turnaround time in the industry with nearly all orders delivered within 24 hours and 87% delivered instantly
- Award-winning 24/7 custom service and "ends of the earth" referencing services for hard-to-find documents
- An easily scalable solution as part of CCC's RightFind Suite of integrated solutions and services
- And more



About CCC

A pioneer in voluntary collective licensing, CCC advances copyright, accelerates knowledge, and powers innovation. With expertise in copyright, data quality, data analytics, and FAIR data implementations, CCC and its subsidiary RightsDirect collaborate with stakeholders on innovative solutions to harness the power of data and AI.

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