CASE STUDY

RTI INTERNATIONAL, UNITED STATES OF AMERICA

Excerpted from the 2020 whitepaper.
RTI International’s move from their DIY solution to Pure provided the right balance of a stable and reliable solution that also allowed customisation. Partnering a small and empowered internal team with a Pure project manager resulted in a smooth and rapid implementation.

BACKGROUND

RTI International is a US-headquartered research institute founded in 1958 as a collaboration between government, industry and three North Carolina Universities. Today RTI has more than 5,000 worldwide members of staff and produces over 1,000 journal articles annually.

To track its scientific stature, RTI used a home-grown system based on SharePoint and incorporating other databases, including an internal database of employee profiles. This system required extensive administrative resources to maintain and was not meeting the evolving needs at RTI to pro-actively manage their research information, especially regarding research outputs.

RTI had been investigating commercial RIMS solutions for some time by 2016, when they saw a presentation of Pure. They quickly concluded that the system was what RTI needed, and a management decision was taken soon after to procure Pure.

This case study is excerpted from the 2020 whitepaper “Buy or build, an exploration of the total cost of ownership for a research information management system”. Research institutions seeking to improve performance and accelerate growth are encouraged to read the whitepaper: https://bit.ly/2M76AHi.
“Pure is sort of the middle-line of having something that is very stable, well-constructed and works properly at the same time as it allows for a lot of customisation.”

Bonnie Nelson, Research Librarian
RESULTS & LESSONS LEARNED

- Home-grown systems require significant resources that are difficult to scale up or expand.
- A small, experienced and decisive internal implementation team is essential.
- An Elsevier project manager helps with a smooth implementation.

RTI has learned a number of lessons, especially regarding implementation:

- **Home-grown systems require significant resources that are difficult to scale up or expand.** RTI determined that their DIY solution was not viable as a long-term option. The home-grown system required extensive resources internally and couldn’t meet the needs for reporting, automated content handling and visibility of researcher profiles.

- **A small, experienced and decisive internal implementation team is essential.** The implementation went very smoothly, and a key factor in that success was the preparation and organisation of the internal project team. Almost all decisions could be taken within the 4-person project team, which ensured a quick turnaround on any topic.

- **An Elsevier project manager helps with a smooth implementation.** RTI decided to engage an Elsevier project manager and felt that the guidance and support provided throughout the process helped leverage best practices and avoid pitfalls.

For more detail about selecting and implementing RIMS, review the Elsevier/Knowledge E whitepaper “Buy or build, an exploration of the total cost of ownership for a research information management system”: [https://bit.ly/2M76AHj](https://bit.ly/2M76AHj)