Elsevier’s Pure is a sophisticated research information management system – used as a system-of-record for research-related data management by universities, as a research profiling solution, as a research networking solution, as an academic activity reporting solution and as a grant management solution. In order to ensure maximum value as soon as possible, while accommodating specific customer needs, we offer comprehensive setup support options.

**Getting started with Pure**

Pure Setup Service is included with every new Pure installation, regardless of module selection or hosting option. This ensures that the customer is off to a good start. The setup service includes an implementation orientation call with an experienced Pure Implementation Manager, a recommended implementation plan, access to support tools and help desk support, and continuous access to The Pure Academy, our global training program.

The first step of the Pure Setup Service is an orientation overview of the solution. A Pure Implementation Manager will go through the customer’s specific Pure configuration and explain the process to configure and fully implement Pure. Based on the customer’s goals, the Pure Implementation Manager will help set up a customer-specific implementation plan, drawing on our experience of hundreds of successful implementations in more than 30 countries. After the first 4-8 weeks, the Implementation Manager will follow up to ensure that the implementation is on track.

**Automating data importing (optional)**

Pure Setup Service is included with every new Pure installation, included with a subscription to Pure’s Import Module are data integration tools and migration capabilities. A Pure Implementation Manager can advise the customer on how to best integrate Pure with other university systems. This process can typically be done by the customer’s IT department, through a developer capable of extracting and transforming data from existing university systems to the specified Pure import XML format. If desired, the Implementation Manager will incorporate this into the customer’s implementation plan.
Customized implementation services (optional)

In addition to the standard Pure Setup Service, a customer may require additional implementation support. We offer transparent additional support options:

Implementation Management Service

This service includes dedicated guidance throughout the implementation process. This may be chosen by customers that need extra help integrating Pure with campus systems or migrating data from an existing system into Pure.

With Implementation Management Service, customers receive consultation and guidance for data integrations and migrations in addition to the always-available Global Training Program and documentation. The service is delivered by a dedicated Pure Implementation Manager (a single point of contact for the customer) and includes an on-site workshop, an Elsevier-hosted test server, and regular online status calls to help keep track of progress.

To get most out of this service, a customer is required to:

- Subscribe to the Pure Import Module for access to data integration and migration tools.
- Have a dedicated project team in place to implement and roll-out Pure at the university.
- Have technical/developer resources available to extract and transform data from the relevant university systems into the Pure import XML format.

Data Migration Service

This service builds on the Implementation Management Service, and also provides actual technical service for the initial data migration. This service is not often needed, and is used only in cases of a customer not having any developer resources available (not desirable as this would put the long-term value of Pure at the university at risk). This service delivers a one-off data transformation from the customer’s extraction data format to the Pure import XML format and is only applicable for initial migration, not integrations.

Looking for more information about Pure?
Visit us on the web: www.elsevier.com/solutions/pure