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.

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
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