

CASE STUDY

MANIPAL ACADEMY OF HIGHER EDUCATION, INDIA



MANIPAL
ACADEMY of HIGHER EDUCATION
(Deemed to be University under Section 3 of the UGC Act, 1956)

The insignia bor ows its form from an architectural symbol that has stood the test of time and has witnessed many successes. It also becomes the silhouette of any and every individual. The insignia is open to interpretation. Its agenda is to provide stable foundations, a link with our past and to inspire the future.



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ELSEVIER

Excerpted from the 2020 whitepaper:



The Manipal Academy of Higher Education (MAHE) implementation of the Pure Portal advanced their progress towards increased international collaboration by making research visible to a global audience. As the first Pure installation in India, MAHE anticipated unique challenges but discovered that Pure easily met their needs.



BACKGROUND



Manipal Academy of Higher Education (MAHE), established in 1993, is one of India's leading research institutions and one of the first six universities to be recognised as "Institutes of Eminence" by the Government of India. It employs about 10,500 staff, out of which around 2,500 are faculty members. Its fast-growing research output currently totals approximately 2,500 journal articles per year, representing 100% growth over the last three years.

MAHE had developed their own in-house "RMS" solution. The manual data entry required by the system was time consuming and also prone to errors, leading to reports that were not completely trustworthy. Another challenge was that their in-house "RMS" solution was designed for internal purposes and did not allow the university to make their researchers' profiles visible and accessible for potential partners.

In 2017, MAHE decided to implement Pure with the aim to address these challenges. In particular, they included the Pure Portal, which makes the university's researcher profiles visible along with their publications and other research outputs and activities. Pure's tools for automating data import from research information sources like Scopus was also perceived as a key step towards reducing errors and improving the reliability of reports.

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/2M76AHj>.



2 IMPLEMENTATION & OPERATION

The initial focus of the *Pure* implementation was on managing research outputs and activating the *Pure* Portal. This was achieved within about 10 months with an average of 2 FTE managing local implementation activities during that period. After being operational for 2.5 years, MAHE decided in early 2020 to also procure the Awards Management and Reporting modules. Due to the COVID-19 pandemic, the procurement was postponed until early 2021.

To facilitate the regular operation of *Pure*, MAHE maintains an administrative team of 2.5 FTE. These administrators work primarily on entering data into *Pure* on behalf of researchers. More recently, a large number of research coordinators have been trained to take on this task as a more decentralized service, and researchers have started to populate their own profiles. Out of roughly 2,500 researchers in total, there are currently about 800 active users. These users spend an average of 2 hours per month working on *Pure*, though it varies greatly from user to user.

“On a smaller level our home-grown system was fine, but to scale it to all faculty members we needed a solution that could automate the work and ensure data becomes fully trustworthy for reports and our public profiles.”

Santosh K V, Deputy Director Research

3 RESULTS & LESSONS LEARNED



- Home-grown systems lose their viability over time.
- Features for international collaboration and visibility are extremely difficult to build into DIY solutions.
- A commercial RIMS can be less flexible in some areas than a DIY solution.
- Automation of data entry is extremely valuable.
- Sometimes you aren't as unique as you think you are, and it's a good thing.

As the first *Pure* installation in India, MAHE has learned a number of lessons:

- **Home-grown systems lose their viability over time.** One of the first lessons learned was facing the reality that although MAHE had years of experience with building their own internal system, ultimately their home-grown system was no longer a viable option for meeting their needs for management reporting and professional public visibility of their research.
- **Features for international collaboration and visibility are extremely difficult to build into DIY solutions.** International collaborations are of critical importance to MAHE, and the use of the *Pure* Portal is considered the most valuable. This was the main objective of the transition and also the part MAHE is most satisfied about, rating it 10 out of 10.
- **A commercial RIMS can be less flexible in some areas than a DIY solution.** One of the trade-offs for the advantages of implementing *Pure* was learning that it can be less flexible than the home-grown system in accommodating new types of research information. To add some unique types of local content, MAHE needed to repurpose some *Pure* functions for their own needs.
- **Automation of data entry is extremely valuable.** *Pure's* ability to automate some data entry, by importing research outputs from online sources like Scopus and others, is considered a significant positive result of the shift to *Pure*. As the majority of data entered into the DIY solution was done manually, the automation saved time and reduced errors.
- **Sometimes you aren't as unique as you think you are, and it's a good thing.** Over the years, *Pure* has developed country-specific and regional tools, like the module for the Research Assessment Framework (REF) exercises in the UK. MAHE was the first institution in India to implement *Pure*, and it was expected that there might be unique challenges and needs in the Indian context. However, MAHE has learned that their overall challenges in pro-actively managing research information are the same as for any university, and *Pure's* existing functionality works well to meet those needs.

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/2M76AHi>

