

Case Study



Corporate Center

Frankfurt am Main, Germany

Industry

Chemicals

About Allnex

Allnex is a leading producer of coating resins, additives and crosslinkers for industrial, architectural, protective, automotive, special purpose coatings and inks with revenue of over 2.1 billion euro. The company is recognized as a specialty chemicals pioneer and offers an extensive range of products including innovative liquid resins and additives, radiation-cured and powder coating resins, and additives and crosslinkers for use on wood, metal, plastic, and other surfaces. allnex also supplies materials to the construction, composites and manufacturing markets.

With 33 manufacturing facilities, 23 research and technology support centers and 5 joint ventures, the allnex group is present on four continents and serves customers in over 100 countries. Its global footprint allows the company to offer a reliable and global supply of resins and additives combined with local, responsive customer support.

How Allnex Provides its Scientists with Easy Access to Scholarly Research

Fielding daily information requests from researchers around the globe is no small feat, but for the knowledge management department at Allnex, it happens every day.

Allnex, a specialty chemicals pioneer boasting 75 years of innovation, offers a broad portfolio of coating resins, additives and crosslinkers to global customers in areas like automotive, industrial metal, packaging and inks, and more.

John Schillemans, one of three information specialists who comprises the company's knowledge management department, says, "Despite still having a physical library, the process for acquiring information on a digital scale has changed quite a bit in the 30 years I've been in this position."

One of those key changes was the implementation of RightFind Enterprise back in 2014. Since then, Allnex has utilized RightFind Enterprise for literature management needs, making it easier for colleagues to find the chemical information they need, and allowing the information specialists to focus on high-priority requests that arise.





Self-service: The fastest way to find content

Across Allnex's 23 research and technology facilities, R&D employees rely on the information found in chemical publications (think *The European Coatings Journal* or *Progress in Organic Coatings*), to do their jobs.

Prior to scaling RightFind Enterprise to the global enterprise, researchers would bring individual requests for articles found in these journals to John. Some employees would make a request once or twice a year, but others were reaching out far more frequently. Not only did these requests become unscalable, John explained, but it also forced his end users to wait unnecessarily when the information could be available to them immediately.

"If you can make it easy for the end user, I prefer that," he said. "Don't keep it all yourself, but share it. What they can do themselves, of course, that's the easiest way."

With RightFind Enterprise, John says the main benefit has been easy access for users to full-text articles.

"In many cases, you have [an article] within a couple of minutes, and [RightFind] automatically checks to see if we have an internal subscription," he said. "We have corporate subscriptions configured in RightFind that provide direct and easy access to those articles."

Through RightFind, John is also able to set up alerting systems for the terms he wants to monitor.

"I have set up search query alerts that notify me of new scientific articles that get published, and I share these results every month with colleagues," he said. "We have configured an OpenURL integration between Chemport and RightFind where the user searches in Chemport, reviews the citations and abstracts, then sends requests to RightFind to get the full text. RightFind will determine the best place to obtain the document — for free from Allnex subscriptions/licenses or through document delivery."

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John Schillemans
Information Specialist
Allnex



To aid in Allnex’s self-service approach, CCC offers the following tools:



Extensive training support



RightFind Resource Center



Award-winning 24-hour customer service



Expanding information access through SAML integration

Allnex has employees working in multiple locations across four global regions, and it was important to John for his end users to have access to information no matter where they were working. And with researchers spanning several continents, John hasn’t always been made aware of new colleagues joining R&D departments, so having new employees get access to RightFind from their first days on the job was another factor that needed to be taken into consideration.

“Every year, but especially in 2020 with COVID-19, it became more challenging to deliver new relevant publications to the desk of each chemist — where colleagues are working more from diffused places (lab, office, home) and physical (paper) information and personal discussions are limited,” John explained.

Now, thanks to a new Security Assertion Markup Language (SAML) integration and a collaborative effort between CCC, John, and Allnex’s IT department colleagues, any new employee that is from an approved department for RightFind access will be able to do so automatically without any manual intervention. And for those remote employees who may never return to the office setting, signing in is simple regardless of their location.

“John has always tried to make the work of his colleagues as easy and straightforward as possible,” said CCC Client Engagement Manager Cosmin Ghinoiu. “We discussed how to best integrate SAML to streamline Allnex’s access to RightFind and avoid any delays or setbacks. SAML makes his job easier and streamlines the process for new users to get access to RightFind without his intervention.”

It all circles back to John’s tried and true mantra: “make it easiest.” Empowering researchers with the tools they need to do their research most efficiently has proven to be a winning approach.



About CCC

A pioneer in voluntary collective licensing, Copyright Clearance Center (CCC) helps organizations integrate, access, and share information through licensing, content, software, and professional services. With expertise in copyright and information management, CCC and its subsidiary RightsDirect collaborate with stakeholders to design and deliver innovative information solutions that power decision-making by helping people integrate and navigate data sources and content assets.

Learn more about our licensing, content, and data solutions:

U.S. organizations:

- copyright.com/rightfind
- solutions@copyright.com

Outside U.S. organizations:

- rightsdirect.com/rightfind
- solutions@rightsdirect.com