

Case Study



Company

Zimmer Biomet

Industry

Medical Technology

Headquarters

Warsaw, Indiana U.S.A.

About

Zimmer Biomet is a global medical technology leader with a comprehensive portfolio designed to maximize mobility and improve health. The company seamlessly transforms the patient experience through innovative products and a suite of integrated digital and robotic technologies that leverage data, data analytics and artificial intelligence.

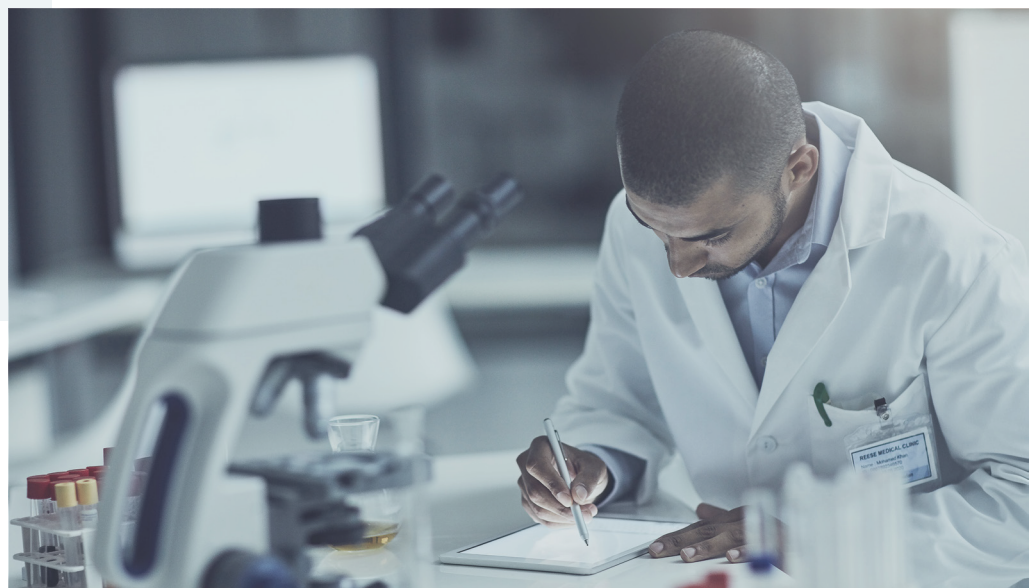
Navigating Change and Delivering Value Like a (Solo Information) Pro with RightFind

Serving as the solo information manager for a global medical technology leader like Zimmer Biomet can be rewarding, but also comes with challenges when managing the information needs of 17,000 employees across the more than 30 sites around the world of a rapidly evolving company.

Joining the company as a solo librarian, and without a large-scale library or information center, Senior Corporate Research Librarian Jamie Hullinger found it difficult to create visibility for her services and establish herself as an information resource for employees. As a team of one, she also knew that she needed additional support to adapt to an expanding business and meet the growing information needs of thousands of employees in different locations and at all hours of the day.

The Solution

CCC's RightFind Enterprise, part of the RightFind Suite, was implemented to securely access, manage, and more easily share content in order to accelerate the flow of research and drive innovation in medical technology.





Having RightFind in place as my personal library assistant, it's actually removed a very time-intensive task from my plate. It's given me opportunities to really go out and explore other ways that I can serve our company."

Jamie Hullinger

Senior Corporate Research Librarian
Zimmer Biomet

Why RightFind?

When searching for a software solution, Jamie's top priority was finding "something that was going to be intuitive and user friendly" for employees, as well as "very easily manageable behind the scenes." With her goal of broadening access to published content to support R&D, she didn't want an overly complex tool that would slow adoption by intimidating users.

Working on her own, Jamie sometimes had difficulty managing multiple applications and sources of content and was looking to unify library resources and centralize access to content with one software tool that would save her time. Because Zimmer Biomet was evolving from a more traditional orthopedic solutions provider to a comprehensive medical technology company, Jamie knew the library was going to need to evolve to support this strategic change as well. For example, she needed this software tool to easily scale and adapt to organizational changes in order to support future acquisitions.

As the sole information resource for her company, she also placed importance on partnership and "working with the vendor, rather than just receiving something for me to take off with and run on my own... to have someone who was really willing to work with me." Jamie needed a partner to provide support on an ongoing basis — a customer service and implementation team that would work through challenges and provide solutions.

Supporting the Needs of the Solo Information Manager with RightFind

- Jamie was up and running quickly and easily with RightFind, thanks to its streamlined implementation approach that includes centralizing content resources such as subscriptions, Open Access sources, document delivery, and internal collections.
- Jamie can now serve more customers at any time and in any location around the world with RightFind, which delivers faster discovery with single sign-on, immediate access to scientific literature and data, and copyright-compliant collaboration with shared libraries.
- Jamie saves time previously devoted to copyright questions because RightFind takes the guesswork out of understanding what reuse rights users have to content by fully integrating with CCC copyright licenses.
- Jamie has the comprehensive support she needs through RightFind's award-winning, 24/7 customer service team, as well as its self-guided training and product resources available online.

Navigating Change

With the company acquiring new technologies and products, the information needs of Zimmer Biomet have grown rapidly. RightFind supports this evolution by:

- Easily adding and automatically authenticating new users to the system.
- Incorporating new content acquisitions and subscriptions for a comprehensive view and greater access to resources.
- Offering a complete suite of software solutions to easily expand information service offerings as needed.



The return on investment with RightFind is extremely high. Not just because it's centralizing our resources for easy access, but because it's also doing the copyright side with education... . I'm able to make the argument that it's really a smart spend."

Jamie Hullinger

Senior Corporate Research Librarian
Zimmer Biomet

Delivering Value

For a solo information manager serving tens of thousands of employees, time is an invaluable resource. Having RightFind's self-service capabilities in place for employees to access published content — and address immediate questions around how this content can be used compliantly — helps free Jamie's time for other high-priority work.

As Jamie explains, "In the past, people either didn't know how to access journals or they didn't realize that they had journals that they could access. Having RightFind in place as my personal library assistant, it's actually removed a very time-intensive task from my plate. It's given me opportunities to really go out and explore other ways that I can serve our company."

One such way is through embedded librarianship, where Jamie can join specific teams and directly offer her information services to support their projects. This enables her to provide a full-service offering and build relationships working in tandem with stakeholders throughout the company.

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In the life sciences market alone, over 900 companies use CCC products and services. With a roadmap driven by R&D-intensive industry leaders and Fortune 500 clients, CCC is dedicated to meeting the needs of users in corporate environments from startup biotechs to the largest global pharmaceutical and medical technology companies, across all stages of development.

RightFind Enterprise is part of the RightFind Suite, a set of integrated, flexible software solutions that enable professionals at R&D-intensive companies to search, discover, access, read, share, organize, collaborate on, and analyze content and generate data-driven insights.



About CCC

A pioneer in voluntary collective licensing, CCC advances copyright, accelerates knowledge, and powers innovation. With expertise in copyright, data quality, data analytics, and FAIR data implementations, CCC and its subsidiary RightsDirect collaborate with stakeholders on innovative solutions to harness the power of data and AI.

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