



How Research Solutions' Article Galaxy Research Platform **Simplified** BIAL's **Information Access**

Removing Information Barriers

As an R&D-driven pharmaceutical company, BIAL has always had a scientific document delivery service in place, but many barriers stood between vital content sources and the people who rely on an efficient, and unimpeded research content workflow. Lacking any kind of automation, the document delivery service was a manually-intensive process relying on a mediator.

Dr. Teresa Silveira, who manages scientific knowledge at BIAL, has been tasked with transforming the company's information access processes into a global strategy for building a knowledge-driven brand.

Solving the Problem

Following a comprehensive evaluation of scientific research systems and suppliers, BIAL adopted Research Solutions' Article Galaxy Enterprise Platform for three main reasons:

- ✔ Flexibility to gain access to information at any research stage
- ✔ Collaborative way Research Solutions engages with customers
- ✔ Simplicity of the Article Galaxy Enterprise research platform

When it came time to deploy the system, a systematic approach was used and navigating human factors—such as the tendency of many users to fear new technologies—were taken into consideration.



Bial

caring for your Health

The Company

Founded in 1924 and headquartered in Trofa, Portugal; Largest pharmaceutical company in Portugal with 900 employees and business activities in more than 40 countries on 4 continents.

Focus: BIAL is committed to discovering and developing innovative medicines.

Motto: "Caring for Your Health."

Industries: Major drugs, health care.

Website: www.bial.com

Article Galaxy by Numbers

The Article Galaxy Enterprise platform was first deployed in March 2017. Now 120 researchers or nearly 14% of BIAL's workforce are using Article Galaxy for simplified access to scientific literature.

Number of Users: 120 users

Documents Delivered/Year: 1,200

Article Delivery Speed: Within an hour

Average Cost/Article: \$42.50



RESEARCH SOLUTIONS REPRINTS DESK

“We deployed Article Galaxy slowly by deliberately selecting the targets who would likely have the greatest interest and an urgent need of it. And it was easy to find them. In this profession, you can’t sit in the office and manage content without interacting with people. It’s important to talk with people and to understand their needs, giving them training, support, and some very important attention. You have to stay connected.”

Automating Access

Today, Article Galaxy Enterprise is an integral part of BIAL’s Documentation and Scientific Service, providing easy, automated access to scientific content and content usage data. The group no longer has to spend so much time manually preparing usage statistics and trying to understand users’ information behavior in order to make business decisions because all the required data is just a few clicks away. In addition, the openness of the platform is having a positive impact on the way BIAL’s researchers do their jobs.



Automated Filtering
with Research Solutions’
Article Galaxy Platform.

“We are a company based on research,” Dr. Silveira continues. “The very foundation of our work is accessing and reading new content. Once we eliminated the bottlenecks and barriers between people and information, we saw an immediate increase in article orders to annually 1,200—just by removing the barriers.” Proven in pharmaceutical and many other research organizations, Article Galaxy Enterprise has helped BIAL transform information into knowledge that drives business.

“The core problem is not accessing information. The problem is transforming that information into knowledge that can drive the business. There is a huge difference between the two.”

Dr. Teresa Silveira,
Global Scientific
Information
Manager, BIAL



Research Solutions (NASDAQ: RSSS), is a pioneer in providing seamless access to scientific research. Its wholly-owned subsidiary Reprints Desk, Inc., simplifies how organizations and individual researchers discover, acquire, and manage scholarly journal articles, book chapters and other content in scientific, technical, and medical (STM) research. More than 70 percent of the top pharmaceutical companies, prestigious universities, and emerging businesses rely on Article Galaxy Enterprise, Research Solutions’ cloud-based SaaS research platform, for simplified and lowest cost access to the latest scientific research and data. Featuring an ecosystem of app-like Gadgets for a personalized research experience, Article Galaxy offers individual as well as enterprise plans, coupled with unparalleled, 24/7 customer support.

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