

Getting the Most from Frameworks

Who we worked with

Imperial College London

The challenge

The Library Services team at Imperial had been experiencing issues with slow data transfer between their library system and book suppliers; this led to delays in placing orders, frustration and inefficiencies in meeting the institution's needs. They needed a reliable supplier with instant data transfer capability to resolve these technical problems.

What happened?

Since the library team knew that the suppliers on the

SUPC Books Agreement had been fully tested for value for money, reliability and financial stability, they were able to focus on their institution's specific needs. They carried out a full test with potential suppliers, before making a final choice and calling off from the framework.

The outcome

Since moving to the new supplier, there have been no technical issues with data transfer. The resulting efficiencies in working practices mean that students and researchers are able to access the books they need for their work, without any delays. Library Services are also working with the supplier to develop the technology even further.



“Knowing that the SUPC framework suppliers had been through a robust tendering process meant that we could concentrate on the technical issues we wanted to resolve. This was especially beneficial to us as a small team.”

GAVIN PHILLIPS, ACQUISITIONS SERVICES MANAGER