FIZ AutoDoc by FIZ Karlsruhe – One of the world’s top class document delivery services

New US market survey confirms: Information specialists from science and business would recommend FIZ AutoDoc

Karlsruhe, July 2013 – Document delivery services are gaining more and more importance in the information sector. The (global) library system (infrastructure) is undergoing fundamental changes that are driven, among other things, by Open Access, new user requirements, the increasing frequency and number of publications, and decreasing budgets.

Document delivery services like FIZ AutoDoc by FIZ Karlsruhe – Leibniz Institute for Information Infrastructure offer an important service: digital or printed articles or patents can be delivered just in time or on demand. FIZ AutoDoc as a full-text broker service partners with renowned scientific libraries, aggregators and publishing houses and can therefore access comprehensive stocks from various subject areas. FIZ AutoDoc can be easily integrated into existing business processes, infrastructures and intranets through various interfaces. FIZ AutoDoc is part of the STN® Full-text solution and provides convenient document ordering from retrieved online results. Especially scientific and corporate libraries benefit from this easy integration: The usually automatic ordering process allows for a much easier and faster handling of user requests. More than 80% of the ordered documents are available in digital form at one of the partnering publishers and therefore can be downloaded immediately, usually in high quality and full color. If the text has to be scanned first, delivery takes a few hours. And, last but not least, customers can save money because they do not need to store the required articles or journals permanently.

In the current market survey conducted by Outsell*, a US-based research and advisory firm, many renowned document delivery services were examined with respect to relevant market and customer criteria. The respondents came from the corporate sector as well as from government, education and healthcare in the USA. Although tested for the first time, FIZ AutoDoc ranked among the best in almost all categories. FIZ Karlsruhe’s service ranked second out of nine in
the category “Overall Satisfaction”, and the results of the individual satisfaction scores were also excellent: FIZ AutoDoc ranked second and third in “Depth and Breadth of Coverage”, “Ease of Doing Business“, and “Would Recommend“.

“The survey confirms that FIZ AutoDoc is a highly competitive premium service that offers the entire spectrum of full-text supply services. We are particularly happy that FIZ AutoDoc is not only recognized in Europe but has in the meantime also gained an excellent reputation in the US and is now among the leading players in its sector“*, explains Dr. Rainer Stuike-Prill, Vice President Marketing and Sales at FIZ Karlsruhe.

Other document delivery services tested in the Outsell survey were the FIZ AutoDoc partners Reprints Desk, British Library Document Supply Service (BLDSS), Infotrieve, the Document Solution of Thomson Reuters IP & Science, Linda Hall Library, IE Online, ingentaconnect, and The Research Investment.

*Outsell survey Document Delivery: Best Practices and Vendor Scorecard – 2012 Update. Available at www.outsellinc.com or info@outsellinc.com - Outsell, Inc. is the world's only research and advisory firm focused solely on the information industry.

About FIZ Karlsruhe
FIZ Karlsruhe – Leibniz Institute for Information Infrastructure (www.fiz-karlsruhe.de) is a not-for-profit limited liability company and the largest non-academic information infrastructure institution in Germany. As such, its public mission is to develop and provide products and services for an information infrastructure to science, research, and industry. FIZ Karlsruhe strives to strengthen the transfer of knowledge in Germany and abroad and to support the promotion of innovation.

Our business areas:
- STN International – the world’s leading online service for research and patent information in science and technology
- KnowEsis – innovative e-Science solutions to support the process of research in all its stages (e.g., research data management), and throughout all scientific disciplines
- Databases and Information Services – Databases and science portals in mathematics, computer science, crystallography, chemistry, and energy technology

FIZ Karlsruhe is a member of the Leibniz Association, which comprises more than 80 institutions involved in research activities and/or the development of scientific infrastructure.
For more information, please contact:
FIZ Karlsruhe
Hermann-von-Helmholtz-Platz 1
76344 Eggenstein-Leopoldshafen
Germany
Phone +49 7247-808-555
www.fiz-karlsruhe.de
helpdesk@fiz-karlsruhe.de

Press Contact:
Dr. Robert Hauser
Phone +49 7247-808-115
robert.hauser(at)fiz-karlsruhe(dot)de

Contact Marketing Communications:
Rüdiger Mack
Phone +49 7247-808-513
ruediger.mack(at)fiz-karlsruhe(dot)de

UNSUBSCRIBE
If you do not want to receive any further press releases from FIZ Karlsruhe, just send an e-mail with "Please remove from the mailing list" in the subject line to ruediger.mack@fiz-karlsruhe.de. We will then immediately remove your address from our mailing list.