



Managed Knowledge Services

Connecting you with skilled information professionals

R&D-intensive organizations that effectively manage and disseminate business-critical information and promote the Information Center's content investments and services have a competitive edge. However, finding highly skilled information professionals with the background and experience companies need can be time-consuming and challenging.

Through Managed Knowledge Services, Copyright Clearance Center provides highly skilled information management professionals with expertise matched to your organization's unique needs and culture to deliver high-quality service and to help organizations get the most value from its content investment.

"The CCC managed knowledge service supports our organization's goals by managing resources, responding to customer questions, and assisting with daily operations. They play a critical role in helping us meet the demands of our company. We value their expertise and professionalism."

Library Leader

Top 20 Pharmaceutical company

PARTNERING WITH YOU FOR SUCCESS

Through this innovative service, CCC recruits and hires information professionals to be placed at your organization and provides payroll, benefits, and professional development services. You decide how these employees will work within your organization and have the final approval on candidate selection. With 20 years of experience successfully recruiting information professionals, CCC can help you accomplish your long-term business objectives.

WHY IS CCC'S MANAGED KNOWLEDGE SERVICES RIGHT FOR YOUR ORGANIZATION?

Trusted partner for hiring highly qualified information management professionals

We take the time to understand your organization's culture and unique needs, and then leverage our internal and external networks of skilled information professionals to deliver candidates with the right skills to match your needs.

Ongoing employee engagement and professional growth with measurable goals

In partnership with you, we establish a mutual approach to staff management that includes setting measurable goals and expectations to help you get the more value from your content investments.

Flexible partnership to help you achieve your long-term business objectives

CCC's information professionals are experts in resource administration and training, library portfolio services, competitive intelligence research strategies to gather relevant data, supporting a superior end-user experience, and search strategies, with an average of more than 10 years' experience. CCC finds you the right professional with the experience you need to help drive your business forward.

OUR AREAS OF SPECIALIZATION

CCC has placed more than 40 information professionals, including

- **Information Specialist** – Provides global information services to support a wide range of client's departments using specialized pharmaceutical and business databases. Works with internal customers to conduct research, identify and analyze information resources, build and implement searches and alerts, and summarize research results. Tracks and monitors products and industry trends to provide competitive and business intelligence to help internal clients enhance strategic planning. Supports project-based research.
- **Library Portfolio Support Manager** – Support all aspects of information services provided to the client's Information Center, verifying Service Level Agreements (SLAs) and quality standards through proactive and reactive measures. Work effectively with internal customers to understand their needs, build relationships and promote awareness of library resources. Coordinate with the client Information Center's external resource providers to facilitate access, training, and a high-quality end-user experience.
- **Resource Administrator** – As the initial point of contact for the Information Center, the Resource Administrator will support a superior end-user experience by using problem-solving skills and technical knowledge of the Information Center's licensed tools and services to quickly and accurately respond to a wide range of client requests and escalations.

CCC places information managers in a wide variety of roles and can work with you to develop a managed knowledge services solution that meets your specific requirements.



Copyright Clearance Center (CCC) builds unique solutions that connect content and rights in contextually relevant ways through software and professional services. CCC helps people navigate vast amounts of data to discover actionable insights, enabling them to innovate and make informed decisions. CCC, with its subsidiaries RightsDirect and Ixxus, collaborates with customers to advance how data and information is integrated, accessed, and shared while setting the standard for effective copyright solutions that accelerate knowledge and power innovation. CCC is headquartered in Danvers, Mass., with offices across North America, Europe and Asia. To learn more about CCC, visit www.copyright.com.



LEARN MORE

Talk to us about how we can help you with your information management staffing needs.

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