



Providing a cloud based, flexible and fully maintained library management system for NAIC

NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS USES SOUTRON GLOBAL DISCOVERY FOR ITS INTEGRATED SEARCH SOLUTION



Created in 1871, The National Association of Insurance Commissioners (NAIC) is the U.S. standard-setting and regulatory support organization created and governed by the chief insurance regulators from the 50 states, the District of Columbia and five U.S. territories.

Through NAIC, state insurance regulators establish standards and best practices, conduct peer review and coordinate their regulatory oversight.

NAIC represents the collective views of state regulators domestically and internationally. NAIC members, together with the central resources of the NAIC, form the national system of state-based insurance regulation in the U.S.

CHALLENGE

To make multiple collections, including an important digitized archival "Proceedings" collection, searchable, NAIC's small team worked tirelessly to continually explain to their patrons how to use key resources from multiple access points.

To summarize, NAIC and its members found themselves having to use a variety of tools to find the right content. A confusing and clunky process which had to go.

NAIC was ready for a solution where a single search enabled users to quickly find the right content from their entire collection of information resources.

SOLUTION

Already a client, NAIC approached Soutron Global to help them overcome their challenging information environment.

Soutron Global introduced NAIC to Discovery, a product that provides a simple to use interface able to search a multitude of resources simultaneously.



The product is great, but the responsive, knowledgeable and friendly Soutron team is why we stay.

ERYN E. CAMPBELL
SENIOR RESEARCH LIBARIAN



Using Discovery's powerful toolset, staff and members can view and explore relevant information, regardless of origin.

RESULTS

Using Discovery, NAIC has already seen an increased usage of their “Proceedings” archive and EBSCO database.

Their colleagues love the interface and find it clean with easy to use filters and describe it as feeling “google-ish”. Everything is customizable to suit NAIC’s workflow and membership making it a perfect solution for them.

When asked why NAIC chose to work with Soutron Global for their Discovery needs, Eryn Campbell, Senior Research Librarian at NAIC said, “We use Soutron Global for the customer service. The product is great, but the responsive, knowledgeable, and friendly Soutron team is why we stay.”



To learn more about the National Association of Insurance Commissioners and the services it provides, visit their website: www.naic.org

To find out how you can integrate your resource tools with Discovery, start a conversation with Soutron Global today: www.soutron.com

FUTURE PLANS

Soutron Global proposed a phased multi-year implementation plan to work within NAIC’s budget.

Moving forward, NAIC plans to use Discovery to make more information resources available to its membership as budget and resources provide.