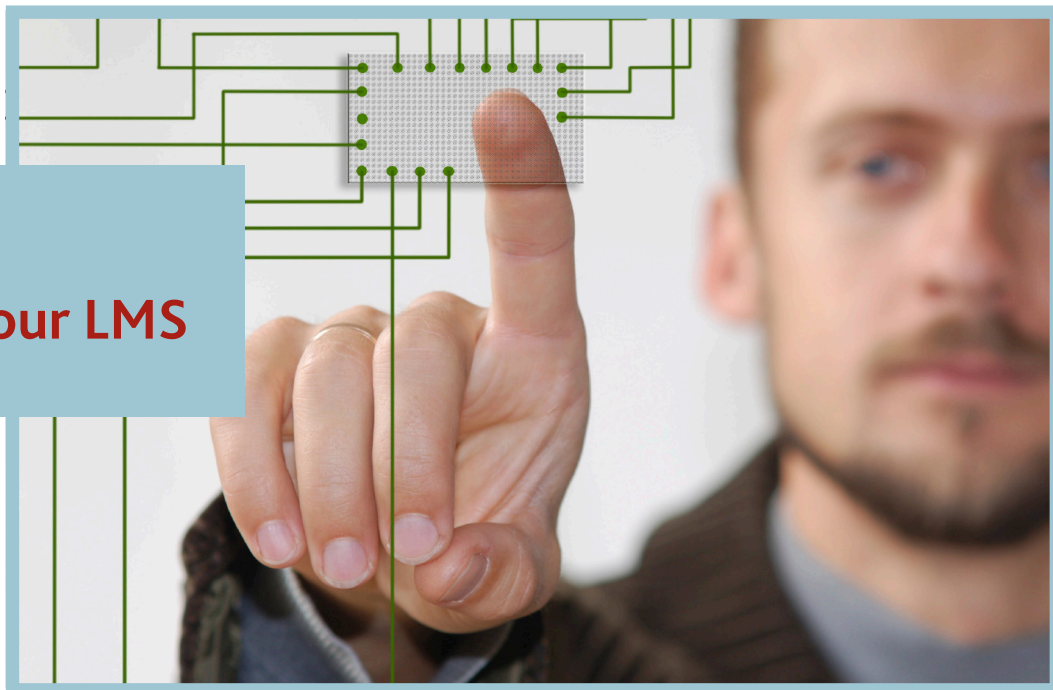


CAPITA

Keystone Integrating your LMS



Benefits for your organisation:

- Delivers real interoperability between any LMS and wider institutional services such as campus portals, finance systems, student records and CRM systems
- Streamlines workflows and processes, optimising your institution's resources
- Removes the reliance on repetitive, manual data re-entry, ensuring information integrity and delivering efficiency savings
- Provides 'joined-up' services across the entire institution, helping to promote library services and attract new customers

Benefits for your customers:

- Library transactions (including ePayments, reservations and renewals) available from within VLEs and portals
- Seamless, single sign-on between council and library services
- Increasingly available library services (such as ePayments) accessible via a range of channels
- Enhanced customer experience across all services as information can be updated in real time.

Integration today is more important than ever before; local authorities and libraries are expected to deliver better services, often with fewer resources. The use of multiple systems across institutions has typically resulted in maintaining separate sets of data – often with no visibility of each other.

Furthermore, the ability to extract library account information into these systems (avoiding lengthy batch processes or the manual re-entry of data) has, until recently, required specialist database expertise.

Joined-up institutions

Keystone provides a range of integration modules that integrates library data - regardless of your LMS - with services across the wider institution such as finance systems, campus portals, payment systems, student records and CRM systems. With Keystone, library account details are visible in real-time throughout the wider institution, streamlining workflows and processes and promoting your library services across a range of channels.

"Integration has enabled us to deliver seamless library services to staff and students visiting us via the University's portal."

Lorraine Beard , head of information services
The University of Manchester

Finance integration

Financial integration projects are traditionally expensive, complex and prone to delays. With the Keystone Finance Integration Module, institutions can automatically share invoice data between the LMS and financial systems, combining time and cost savings with simplified audit tracking.

Identity management

Although identity management systems have simplified the task of maintaining electronic identities, securing multiple identities across an institution often requires inputting borrower details which have already been entered elsewhere. The Keystone Identity Management Module synchronises your LMS with existing identity systems in realtime.

This removes the reliance on manual input, speeds up registration, and provides connectivity across numerous data sources including student record systems, HR systems and even alumni.

ePayments integration

With library services increasingly accessed via the Web or out of hours, customers need quick and efficient payment methods that go beyond cheques, cash and cards at the service desk. The Keystone ePayments Module integrates library charges with internet payment providers (such as WorldPay, PayPal or WPM Education) and allows library customers to pay their library charges 24/7 using either debit or credit cards. Regardless of your LMS, Keystone can facilitate the payment of library charges online.

CRM integration

As councils adopt CRM systems to manage citizens' identities, the ability to display library data within these systems delivers obvious benefits to call centre staff. With the Keystone CRM Module, library information is seamlessly transferred to and from the CRM database, providing an enhanced, accurate service for citizens. This also provides call centre staff with library information within the call centre software, meaning that they don't have to become familiar with a new system.

“ Before integration our staff had to manually input library invoice data into our SAP finance system. The automatic transfer of invoice data has resulted in considerable costs savings and improved accuracy.”

Lynne Stanley,
assistant ICT manager Children & Lifelong Learning,
Staffordshire County Council

Portal integration

Student VLEs and council portals have for some time been the hub of public information and student resources, yet valuable library services are often missing from this crucial first point of interaction. The Keystone Portal Integration Module embeds live library account information within portal and VLE solutions such as Microsoft SharePoint, Blackboard, uPortal and Moodle.

Find out more

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