



# Use case

## Community focus and expert support

When institutions use a product or service not only do they need to know it is reliable, but they also need to know that they will be able to get effective support with its use. In addition, when suggestions for enhancements or changes are made institutions need to be clear that their voice is being heard and that action is being taken.

### How can JUSP help?

JUSP takes great pride in being a service supported by, and responsive to, a large active user community. As a community-based resource JUSP provides a focal point for problem identification and resolution as well as a way of sharing the outcomes of local trouble shooting and enhancements to benefit the wider community. The JUSP team responds to suggestions for enhancements from its community and members report considerable value in being part of a wider community of users.

The development of the JUSP service has been based on years of intensive research by the partner organisations that comprise the JUSP team. JUSP users can be confident that the service is supported by a multidisciplinary team who constantly maintain an awareness of current issues and trends and bring this expertise to bear on the development of the portal. JUSP users benefit from being able to draw on the support and knowledge of the JUSP team.

### What do JUSP institutions say?

“Quick and responsive approach to development. JUSP has been quick to respond to development needs and suggestions from the community. The team at JUSP say what can and can’t be done. Also like the informal approach and regular updates to keep it on your agenda. Trust is important; it is easy to lose faith with a service if things are not fixed quickly or things that are difficult to do are over promised.”

**De Montfort University**

“Collaboration in academic sector – it is really good to be involved in this and to make suggestions which can be implemented that will help not just your own institution but also other institutions across the sector.”

**Birkbeck, University of London**

“I think JUSP is great because they will investigate problems on behalf of us. Because all institutions are going through the same problem, it will have already been flagged by the community. As someone said, “If JUSP did not exist somebody would have to invent it.”

**King’s College London**

