Benefits of illumin by role

Benefits for research managers

FEATURE	BENEFIT
Team member and active request summary graphs	Quickly and visually assess your research department and individual researcher workloads.
Priority levels, required time and sensitive request flags	Assign resources where they are needed most to ensure your research meets service delivery benchmarks.
Analytics	Prepare professional and sophisticated reports of key statistics relating to research requests and department performance.
Time tracking and audit trail	Improve cost recovery and resource allocation reporting, and maintain quality control by capturing all research activity and communications.
Custom fields, forms, tags and workflows	Tailor the system to your unique needs, streamline processes and reduce data input.
Page layout and translation functionality	Provide a user experience unique to your enterprise or industry with the ability to adjust layout and branding of your system's dashboards. Offering access in a language and format your users understand will make for a more fulfilling experience.
User roles and privileges	Meet the requirements of your internal security or privacy policies.

Benefits for researchers

FEATURE	BENEFIT
Tracked communication threads, automated email alerts	Save time, easily track your work and communicate more efficiently with your requesters.
Basic through to advanced search options	Reduce duplicate effort and produce higher quality research by uncovering and repurposing the knowledge already held within the system.
Reassign or subscribe to requests	Effectively manage your workload, provide leave support to other researchers and collaborate to improve research turnaround time and outcomes.

Benefits for research requesters

FEATURE	BENEFIT
Searchable Knowledge Base	Make faster, better-informed decisions with 24/7 online access to a central information repository.
Secure, online requester portal including web-forms, research history and communications	Know where your research request is up to with self-service tools that provide visibility, communication and research request turnaround times.
Multiple options for submitting research requests	Eliminate the need for requesters to be retrained as they can continue to initiate research requests using the same tools or channels they are accustomed to (e.g. phone, email, walk in).

Benefits for IT

FEATURE	BENEFIT
Fully browser-based, available as SaaS, locally hosted or fully hosted	Reduce internal IT costs and time associated with networking and installation.
Web API integration options	Improve business operating functions and results with streamlined integration and maximum information sharing potential.
Single Sign-On	Save staff and helpdesk time with fewer password related issues and greater usability.

Benefits for executive management

FEATURE	BENEFIT
Analytics	Monitor staff productivity, quality control and return on resource investment.
Access to the Knowledge Base	Improve enterprise-wide knowledge sharing, accelerate internal decision making, reduce turnaround times on business proposals and customer communications.
Start-to-finish tracking, filing and categorisation of all research activity and communications in a searchable database	Reduce the loss of valuable enterprise knowledge associated with staff turnover, misplaced documents and other causes.

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