# CoSector Case Study Structure

## Quick View

1. Overview
2. Situation
3. Challenge
4. Solution (includes quote from customer)
5. Benefits (includes quote from customer)

*Please note –I have used the term ‘customer’ in this document to describe the subject of the case study. This probably isn’t relevant for Samvera, but it indicates well the split between the service provider and the other organisation for the purposes of sharing this structure. I think it could be adapted to have better language, and don’t want that to put people off assessing the structure shared here.*

The case study is illustrated with 2-3 stock photos and concludes with a large version of the brand logo for the technology/service + CoSector as the overall service provider.

2-3 quotes from the customer organisation are included within the case study – details in the relevant sections below.

This is designed for the CoSector website, and covers 2.5 sheets of A4 paper when printed out. For Samvera, we might want to adjust the length to be suitable for printing out as well – maybe make sure it fits on 2 sides of A4 or 2 sides of US letter size, to fit with a double-sided handout?

Link to example of the structure being used for a case study for the Moodle VLE technology/service provided by CoSector to Bournemouth & Poole College in the UK - <https://blog.cosector.com/bournemouth-poole-college-select-cosector-university-of-london-for-its-virtual-learning-environment>

## Overview

1 paragraph describing the organisation that is the focus of the case study. This concentrates on the type of customer organisation (e.g. HEI, FE college, Museum etc.) , a little about their mission/purpose and relevant statistics (e.g. how many potential users of the technology/service that is the focus of the case study in context of the organisation). The specific technology/service is yet mentioned.

#### For Samvera

*This section could work just as it is, giving a description of the organisation using Samvera.*

## Situation

2-3 paragraphs that give more context than the overview and gives the background information about how/why the customer organisation is operating in the area that the technology/service is designed to support. The specific technology/service is not yet mentioned.

#### For Samvera

*This section could work just as it is, giving a summary as described above*

## Challenge

4-5 short paragraphs outlining the previous technologies/services used by the customer, or summarising how the customer organisation worked pre-technology – whichever is appropriate. This section then goes on to outline the reasons for change and a short, user-friendly summary of their requirements. Mentioned the technology/service in general terms, and the context of how it fits the broad requirements

#### For Samvera

*This section could start to introduce the Samvera community as well as the technology, and the benefits of OS*

## Solution

4-5 paragraphs that cover a summary of how the technology/service specifically answered the requirements of the customer described previously. This section also covers ‘value-added’ things like help with migrating to a new service, support given during the change period, working in partnership with the customer and service provider from the customer perspective- basically all the good points specific to the implementation carried out with this customer organisation.

Also includes a positive quote by someone more senior but on the ground within the customer organisation who worked on the project to get this technology/service in place.

#### For Samvera

*This could include the specifics of the chosen Samvera implementation, naming anything like Hyku or Hyrax and/or other technology details. It could also go into more detail about how the organisation has interacted and benefited from the Samvera community.*

## Benefits

4 paragraphs. Includes a review style summary of benefits the customer organisation has seen since they started to use the technology/service. This thematically links to the specifics identified in the Situation, Challenge and Solution sections.

Includes another, longer quote (usually from the same person within the customer organisation, but could be a different person) that covers that the customer is pleased with the technology/service, with the way in which the implementation was done and the ongoing benefits for the customer of support/further work with CoSector. This ends the case study on a positive note, with a focus on widening out the benefits so that other organisations would be hopefully thinking ‘we could do that’.

#### For Samvera

*This section could look at the positive benefits of how the technology and being part of the community have helped the organistion achieve their goals. It could end with a quote designed to encourage other people to work with Samvera, both as a technology and as supportive community. Ending with an approved logo – either just Samvera or Samvera plus the logo for Hyrax etc. if that is relevant to the specific implementation.*