



Simple, flexible access control and identity management

As a publisher, you need to control access to your content in line with your commercial agreements. At the same time, many of the leading publishers are now prioritizing and investing in improving the experience for end users. So, how do you keep control, but make access for users quick, easy and flexible?

HighWire Identity, delivered via SAMS Sigma, provides your users with a single sign-on to access scholarly content, across multiple websites. It enables you to identify each user and provides you with a simple, flexible way to license content and control access. Bottom line: you can know who has been accessing your websites no matter where they are hosted.

More than access control, it's the first user experience

HighWire Identity provides your users with a single sign-on to access scholarly content, across multiple websites. No more re-signing in when you switch between resources. It enables you to identify each user, plug-in other identity data sources to get a single customer view, and provides you with a simple, flexible way to license content and control access.

“There are huge changes occurring in scholarly publishing, and consumer expectations for accessing academic content are shifting rapidly. That is why we built this system dedicated to delivering a better experience for the end-user, as well as providing greater flexibility for publishers to control access, identify users and the institutions they work with.”

Dan Filby, CEO, HighWire

Features & benefits

✔ Profiles for organisations and individuals

The identity management functionality provides a single login point for all forms of identity - including usernames, library cards, IP, Shibboleth and Referrer IDs.

✔ Self-service admin for publishers and your clients

The self-service admin UI provides all the information and tools required to instantly administer clients, users, subscriptions, vouchers and reports.

✔ Messaging notices, emails and notifications

Communicate changes automatically to users or institutions via email, messages or notifications.

✔ APIs to link all identity data platforms

API integration with other enterprise software ensures all your systems work in harmony, and HighWire Identity provides an overarching single customer view.

✔ Analytics and reports

Gain insights into the patterns of your user's usage behavior, explore your data for further publishing opportunities.

Simple registration and single sign-on for enhanced user experience

A common problem

Your users want to access content in a variety of situations - at home, at the library, in their department - and often want to access a wide number of sites. This often requires a separate login format for every situation, for every content site, and every time a user opens and closes a browser window.

This poor user experience often results in users abandoning the session. They may even then look for illicit sources of content, such as Sci-Hub, which are simple and quick to access.

How we help

HighWire Identity enables quick registration and a single point of sign-in for all your content, in all situations. The sign-in also persists as your users move between tabs or windows.

This simple sign-in makes for a much more efficient and satisfying user experience, meaning you users are much less likely to abandon the process.

Self-service admin for you and your clients

A common problem

When you want to add new content subscriptions, add new clients (organizations, universities, institutions), change existing details, issue access vouchers/tokens or run reports, publishers often have to use different systems for each administration task. You may even have to log support tickets with your provider.

When your client organizations (such as librarians in universities) want to add new local administrators, allow a user to access content off-site, or view usage statistics, such as COUNTER, they often have to file support requests with the publisher.

How we help

Self-service administration enables you to perform all the tasks you need to use a single login and in a single clear interface. It provides publishers with a single view of all your clients, users, and subscriptions, with the ability to add and edit information instantly, including running reports and issuing access vouchers.

In addition, an admin service function provides your clients with a single view of all their subscriptions, COUNTER usage, and an exact view of their organization's login details, such as IP ranges and library card settings.

Understand your users with a single customer view

A common problem

As a publisher, you are likely to have a complex IT enterprise setup, often with a CRM, an eCommerce system and other data systems that store and use user/consumer identities.

This can make it difficult to maintain consistent data on your users. Not only does this make regulatory compliance challenging, but it can also cause issues when wanting to communicate with your customers and makes having a single view of your users very difficult.

How we help

HighWire Identity provides easy integration with other systems via APIs, ensuring that the publishers' CRM and eCommerce systems can automatically update a user's entitlements; as soon as a sale is made, the consumer will immediately have access.

The solution also supports publisher-configurable custom data fields (called annotations) so that all the bespoke data held in other systems can be reflected in SAMS Sigma (via API). This means that when you view a client or user profile in SAMS Sigma, it is a genuine Single Customer View.

Whether you choose from our suite of modular applications or our entire intelligent platform, we help all publishers to create the best digital experiences and reach the most people.

 HighWire | Submissions

 HighWire | Identity

 HighWire | Hosting

 HighWire | Commerce

 HighWire | Analytics

 HighWire | Consulting

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