



Techstreet Enterprise

## Shedding light on standards usage in the aerospace/defense contracting industry

Use Case

**Techstreet**  
*Connecting the world to standards*

 **Clarivate**  
Analytics

## Customer profile

- Industry: Aerospace/Defense Contracting
- Subscription activation year: 2015
- Number of users being supported: 1,330
- Number of locations being supported: 16
- Key publishers being used: ASME, AWS, SAE

## Summary

### What challenges did the customer face with standards?

This customer subscribed to full collections of content without a true understanding of who was using what and how often. They did not know if their investment in multi-location user access to full sets of standards made sense for their business. They were just blindly spending hundreds of thousands of dollars a year.

## Lessons learned

### How did Techstreet Enterprise overcome these challenges?

Our usage reporting allowed them to understand what standards content meant the most. They confirmed that all 16 sites used the full set of content from some publishers. But they also learned that there was a subset of unused content as well. When they renewed their contract, they were able to drop the unused subset from their collection. They focused their budget on other standards needs.

With excellent customer services, support and fast response times, we cemented our relationship. We showed that we are interested in long-term partnership, not being merely a vendor.

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