

Smile Train deploys Mindmill's Online library Management System

Challenges: Smile Train is an international organization providing financial support to children requiring Cleft Lip surgery and technical support to doctors around the world who perform cleft lip surgery. Many of the doctors associated are stationed in remote corners of the world and need to be continuously updated with the latest technology and breakthroughs. Smile Train used to send them physical copies of technical information and journals articles. Some of these were lost or damaged in mail delivery and hence Smile Train used to mail them CD's or DVD form. Many doctors used to complain of CD/DVD damaged in transit and unable to tap the knowledge within organization.



Solution: Mindmill deployed its Library Management system based on SCORM ensuring optimized content creation and enablement of learning management. The advantage with solution is that the content can be presented based on the preparedness of the user and the user can be monitored as well as examined for the information assimilation.

The mailing option was not only costly to run, but also had many inherent weakness.

Benefits: Doctors across the world could access the journals and other content, search and download whatever they required at click of button. Smile train not only saved substantial investment by dropping the mailing options, but also could manage its doctors knowledge assimilation process better.

1. It took a long time before the study material would reach the doctors, often the material was damaged during international transit.
2. Doctors could not narrow down the search based on keywords and had to rummage through a mountain of paper before finding what they were looking for.
3. The patients and their relatives did not have a single point of information storage where they could look up the details of the procedures, various options available to them and the ability to look at success stories which in turn gave them hope.

Smile Train is the world's largest cleft lip and palate charity organization. Its overriding goal is make **safe and quality treatment** of cleft lip and palate accessible to the millions who cannot afford it. Smile train founded by Brian Mullaney and Charles Wang in 1999, has sponsored **over 250,000** safe, quality surgeries across 28 countries, totally free of cost.

The management at Smile Train were convinced they should adopt a library management system (LMS) that can only manage the complexity of growing content, but also be user friendly. They were just not interested in any LMS, but that would be enable them to meet two purposes. Seamless content delivery across the world, but also help them to personalize the content based on the skills of each doctors. They had unanimously decided to adopt a SCRUM based solutions would meet both these objectives.

Smile Train is unique because we work only with **local doctors** – training, helping and empowering them to become self-sufficient and attend to the needs of cleft lip patient in their locale. To ensure the doctors associated with its mission are continuously updated of the emerging techniques and benefit from updated training, it has started a unique program of mailing journal and other technical materials directly to doctors.

Amongst the several solutions they identified, they finally zeroed on Mindmill's Library Management solution because of the following criteria.

- Full Functionality
- Easy to Use
- Easy to Administrator
- Local Support
- Web Enabled for All Functionality
- Easy to do Data Entry
- UNIMARC and All other MARC Format Support
- Unicode Support
- AACR2 Compliant
- Store and Access Book Data in Native Language
- Photo Enabled Card less Library
- Recent Arrivals
- Search a Book by Title, Publisher, Author, and Accession No.
- SCRUM based enabling user content targeting better.

Mindmill did a pilot for Smile train and doctors across the world were asked to login and access various content to test robustness. The response for pilot was very positive. Based on user feedback received, Mindmill developed a JSP based front end which was embedded in the Smile Train website itself. The backend consisted of their existing database solution Postgres SQL. All articles were scanned and their PDF's were stored in the library. Surgery movies were digitized and placed in the library. The relevant information such as author name, publication date, and keywords were entered by Mindmill in the library backend.

Post deployment of the library management systems, doctors and visitors across the organization benefitted from:

- Instantaneous accessibility of pages without having to wait for the physical book to arrive
- No limitation on the number of copies available for distribution
- More detailed searches as all words in a document can be searched for as opposed to just key words
- Improved targeting of material based on doctors/visitors capability to assimilate information.

About Mindmill

Mindmill Software Ltd established in 1993, is an SEI CMMi Level 3 and ISO 9001 certified product and software solution provider. Mindmill software is a Microsoft Gold Certified Software Solution Provider, offering world class financial/banking and ERP software.

Mindmill with 150 software product and solution specialists, is present in the five continents covering fifteen countries including USA, UK, Canada, Japan, Switzerland, Austria, France, Australia, South Africa, Israel, Ireland, Sudan, Nepal and India. Mindmill software offerings include financial/ERP software, Invoice & Procurement BPO, Outsourced Product Development (OPD), Bespoke Software Projects and Consulting services.



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