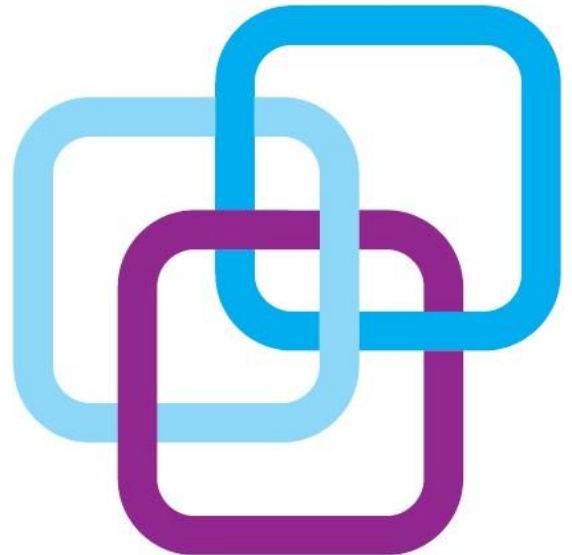


G-Cloud 15

FOLIO

Service description

Knowledge Integration Ltd



About Us

Knowledge Integration was incorporated in 1999, giving us 27 years of unrivalled experience in the provision of bespoke digital solutions. We have a team of skilled, qualified developers and consultants in place to ensure our services meet and exceed our customer's requirements. As of 2026 we work with 30+ customers across the UK and worldwide with our CIIM solution being used for the publication of over 150 million items.

Our systems address broad issues such as resource discovery and sharing and can be applied across a range of industries and sectors. Key sectors we currently operate in include the broad Cultural and GLAM (galleries, libraries, archives, and museums) sectors.

We traditionally focus on the problems of information extraction, description, indexing and matching with particular emphasis on ETL/ELT workflows for converting legacy metadata repositories into modern information retrieval and discovery solutions. We use our experience and skills to support a wide range of customers and solution requirements.

Service Definition FOLIO

What the service is

This service provides application support and delivery services for FOLIO modules developed and maintained by the supplier, covering Electronic Resource Management (ERM), Serials Management, Open Access and Dashboard functionality. The service supports public sector libraries operating FOLIO in production and focuses on the reliable operation, effective use, and ongoing evolution of supported applications.

Supported ERM functionality includes Agreements, Licences, ERM Comparisons and Local KB Admin, alongside Serials Management workflows, Open Access publication request management, and Dashboard reporting and insights. The service combines application support with delivery capabilities such as data management, integration, and controlled change delivery to support sustainable long-term use of FOLIO.

Application and Scope

The service supports the following FOLIO application areas:

- ERM: Agreements, Licences, ERM Comparisons and Local KB Admin
- Resource Management: Serials Management
- Publication request management: Open Access
- Reporting and insights: Dashboard

Support is limited to applications developed and maintained by the supplier and delivered within a buyer-managed FOLIO environment.

FOLIO Features

- Support FOLIO ERM (Agreements and Licenses), Serials Management, and Dashboard
- Respond to logged incidents reported via our centralised ticketing system
- Diagnose and resolve application-level defects and errors
- Support application updates and supplier-provided fixes
- Provide guidance and training to FOLIO users and stakeholders
- Develop new features for Agreements, Licences, Dashboard, OA, Serials Management
- Manage, consolidate, transform and synchronise data across applications
- Provide project management and governance for support and delivery activities
- Data auditing, design and transformation for migration into FOLIO
- Integration with external systems and data sources

Application Support and Incident Management

The supplier provides application-level support for supported FOLIO modules. Incidents are logged and managed through a centralised ticketing system, providing a single route for reporting, tracking, and communication.

Support activities include diagnosis and resolution of application-level defects and errors, investigation of reported behaviour, and communication of progress and outcomes. This helps reduce disruption to live services and supports the reliable operation of key FOLIO applications.

Application Updates and Fixes

The service includes support for application updates and supplier-provided fixes. This ensures supported applications remain aligned with relevant FOLIO releases and continue to operate as expected within supported environments.

Update-related support may include issue assessment, guidance on deployment, and post-update verification.

Application Development and Enhancement

Where agreed, the service can include the development of new features for Agreements, Licences, Dashboards, and Serials Management. This enables buyers to extend functionality to meet evolving operational requirements while maintaining alignment with the FOLIO ecosystem.

Data Management and Migration

The service supports the management, consolidation and synchronisation of data across supported applications. Activities may include data auditing, data design, and transformation to support migration of legacy data into FOLIO.

This helps maintain accurate, consistent, and standards-compliant data across library systems and supports successful transition to FOLIO.

Integration and interoperability

The service can support integration between FOLIO applications and external systems or data sources where required. This enables interoperability with third-party systems and supports the exchange and reuse of data across the wider library systems landscape.

Project Management and Governance

The supplier provides project management and governance to support structured delivery of support, enhancement, migration, and integration activities. This provides oversight, coordination, and control for change and improvement work associated with supported FOLIO applications.

Service Outcomes

Through a combination of application support, delivery services, training, and governance, the service supports:

- Reliable operation of ERM, Serials, and Dashboard applications
- Effective use of reporting and insights
- Reduced downtime through timely issue resolution
- Sustainable long-term operation of FOLIO in production environments
- Successful data migration and ongoing interoperability
- Improved user confidence and effectiveness when using FOLIO applications