



Case Study

Improving access to academic content and supporting research integrity with GetFTR

Customer
GetFTR

Location
United Kingdom

Industry
Publishing

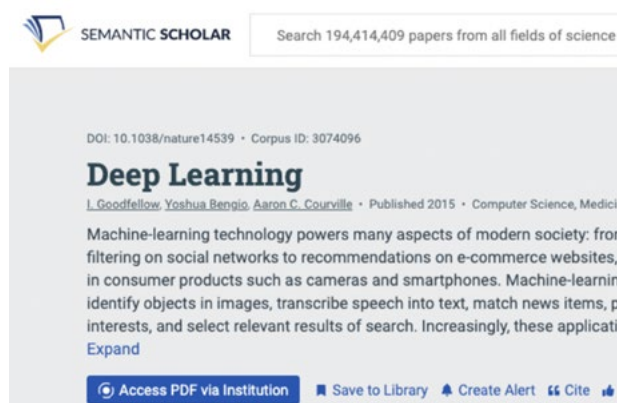
Feedback from publishers, research tools, librarians and researchers on the GetFTR browser extension has been positive:

” *This is so cool! I just pulled up Google Scholar to test this out, and I love that it mentions if it's open access or subscription!!!* “
Researcher

Overview

Get Full Text Research (GetFTR) is a pioneering service that enables streamlined access to scholarly content by integrating real-time entitlement checks into academic research tools. When full-text access is available, either through institutional subscriptions or Open Access, research tools that integrate can clearly signal availability and direct researchers to the authoritative version on the publisher's platform. Examples of GetFTR in action can be seen on platforms like Semantic Scholar and Mendeley.

Launched in 2020 by five major academic publishers, American Chemical Society, Elsevier, Springer Nature, Taylor & Francis, and Wiley, GetFTR quickly established itself as a vital piece of research infrastructure. To scale the service and address broader challenges like research integrity, GetFTR brought in Zenitech as its strategic development partner.

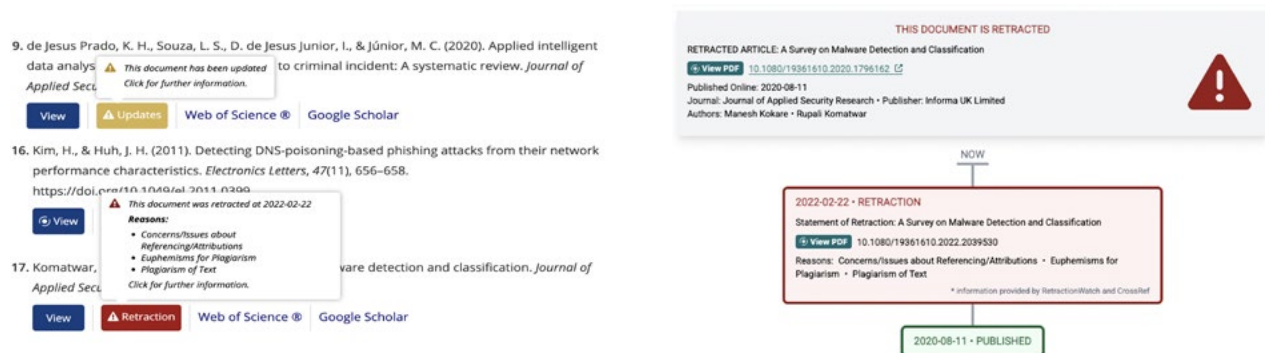


Driving research integrity: retractions & updates

Zenitech played a key role in helping GetFTR elevate its mission of preserving scholarly integrity. One major enhancement involved integrating real-time **retraction and update notifications** into the service.

This critical functionality ensures researchers are immediately informed when a paper has been updated or retracted, helping them avoid citing outdated or invalidated findings. In an era where the **credibility of research is under growing scrutiny**, this feature safeguards accuracy and transparency.

See examples of how retractions and updates, alongside the status of the article, are surfaced directly to researchers in the tools that they use.



The image displays two examples of how GetFTR integrates retraction and update notifications into research tools.

Left Example (Search Results): Shows a list of articles. Article 9, by de Jesus Prado et al. (2020), has an 'Updated' notification. Article 16, by Kim et al. (2011), has a 'Retraction' notification. Article 17, by Komatwar, also has a 'Retraction' notification. Each notification includes a brief reason and a link for further information.

Right Example (Detailed Retraction Notice): A detailed notice for the retraction of the article 'A Survey on Malware Detection and Classification' (DOI: 10.1080/19361610.2020.1796162). The notice states that the document was retracted on 2022-02-22. The reasons for retraction are: 'Concerns/Issues about Referencing/Attributions', 'Euphemisms for Plagiarism', and 'Plagiarism of Text'. The notice also provides a link to the original article and a link to the retraction statement.

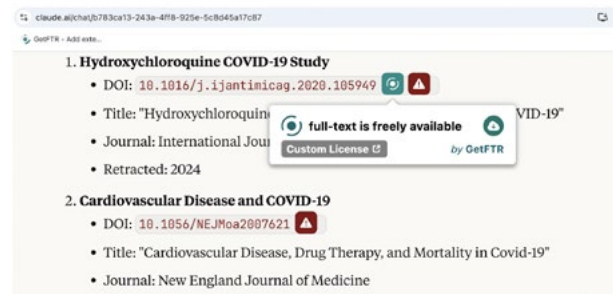
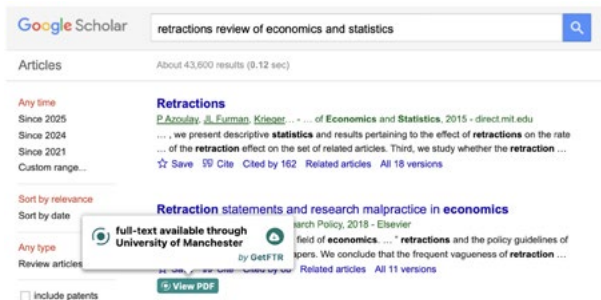
Enhancing access with the GetFTR browser extension

To further scale the service, GetFTR identified a need to extend its reach beyond research tools that have a direct integration with GetFTR. Zenitech developed **Browser Extensions** for **Chrome, Firefox, and Microsoft Edge**.

These extensions bring GetFTR functionality to any website where scholarly articles appear, displaying full-text access indicators, Open Access flags, retractions and updates, and reuse rights. They also enable content saving to popular **reference managers**, streamlining the researcher workflow.

This required technical flexibility:

- On sites like Claude, Zenitech matches using Digital Object Identifiers (DOIs)
- On platforms like Google Scholar, Zenitech implemented metadata matching techniques due to DOI not being displayed



Seamless collaboration & agile development

Zenitech **collaborates closely with GetFTR's Product Director** and publisher stakeholders, using an agile, **test-and-learn approach**. The team regularly proposes improvements to optimise performance, reduce infrastructure costs, and enhance value to end-users.

Examples include:

- **Refactoring reporting systems** for clarity and efficiency
- Creating **"drop-in" buttons** to speed up research tool integrations
- Identifying ways to **reduce latency** across API calls

GetFTR is powered by AWS and designed as a serverless architecture, ensuring cost-effective scalability. Zenitech's engineering team quickly adapted to the serverless model, delivering high-performance enhancements while upskilling on new technologies.

Measurable impact

Today, GetFTR is integrated with **over 70 leading platforms**, delivering:

- **8+ billion entitlement checks**
- **2.4 billion full-text links** to the version-of-record content
- Expanded coverage to **all Open Access content**

With Zenitech's support, this scale demonstrates GetFTR's ability to remove access barriers, increase usage of legitimate publisher content, and boost researcher trust across disciplines.

Looking ahead

Building on the successful Browser Extension launch and continuous API improvements, Zenitech is supporting GetFTR in exploring new features and services, including:

- **Librarian tools** to provide aggregated subscription data, usage, and other key information
- Tools for **publishers and integrators to benchmark** performance

Conclusion

Zenitech's partnership with GetFTR showcases how the right technical partner can accelerate innovation, expand feature sets to meet emerging demands, and scale services in a complex, mission-critical ecosystem. Together, Zenitech and GetFTR are reshaping how researchers access and trust scholarly content.

” Since launch, GetFTR has seen an acceleration of Publishers and Discovery Tools coming onboard as they find value in the many use cases that GetFTR support today.

Dianne Benham,
Product Director, GetFTR



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