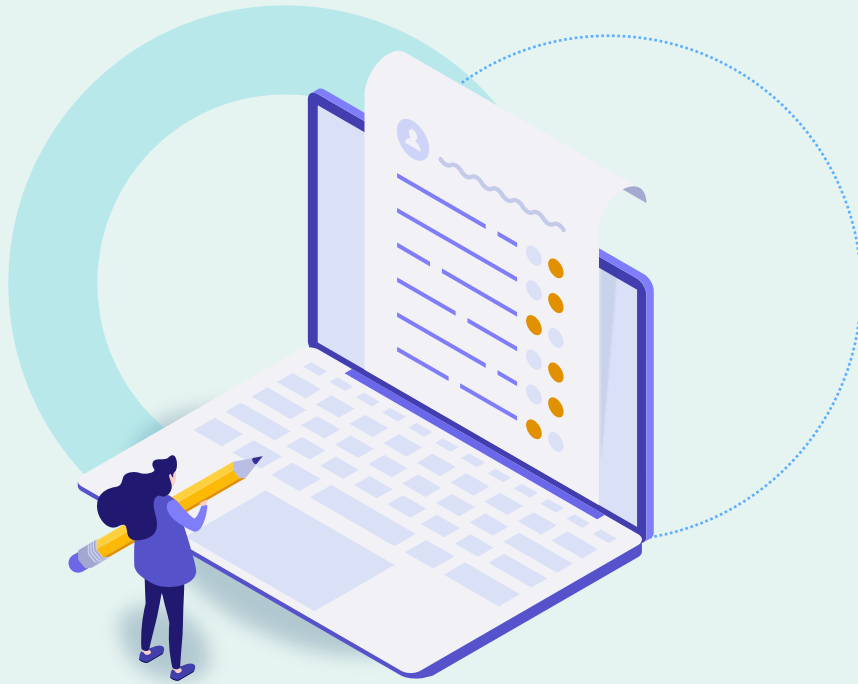


Customer Experience



Agenda



- Introductions
- Heart of Our Business
- Customer Experience
- Make it Easy
- Working Together

Introductions



Hilary Newman
Sr. Vice President
Customer Care

- Based out of California, US
- 30 years in Library technology industry,
- Master of Library and Information Science (MLIS) from University of North Texas
- Experience with technology, customer user groups
- Highly focused on relationships and customer experience



Shelley Hostetler
Sr. Director
Customer Success

- Based out of Illinois, US
- 23 years in Library technology industry,
- Master of Science, Library and Information Science (MLIS) from University of Illinois
- Experience with libraries globally, Support, product management
- Highly focused on library success and putting technology in its place

You Are the Heart of Our Business

No changes to the way
we work together

We are the same trusted,
collaborative partner you've
always known



Understanding Your Experience



Understanding Your Experience

Assessing Progress and Uncovering Potential

- Identify what you're doing well
- Understand where you can find more value
- Utilize Premium Services for fully tailored value delivery



Customer Experience Mindset



- Insights – Adoption, health scores, benchmarks (Success and Product)
- Knowledge acceleration program (Global Knowledge Delivery)
- Ask the experts webinars (Global Knowledge Delivery)
- Success programs – especially focused on the first year (Success and Support)
- Success programs for emerging markets – LATAM, China (Support, Success, Professional Services)
- Alma business reviews (Success and Support)
- Product quality and performance (R&D and Product)
- Data Excellence (Content ops and product)
- Chat support (Support)
- In app messaging (Product)

Customer Experience in Action: Alma Business Reviews

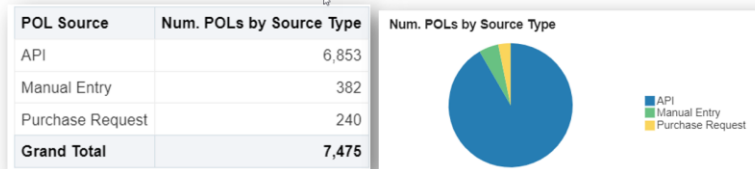
Objectives



After our Alma Review today, you will be able to...

- Recognize features of Alma that are indicators of strong Alma habits
- Identify areas of Alma not currently being optimized
- Prioritize embracing underused features

Automate routine library services by eliminating the need to switch between systems



3-5 reporting codes in use

Invoicing Integrated with Oracle Financial

Simplify workflows and processes to get the job done

Import Profiles

- 157 total, 19 scheduled

Autoholdings

- 4 in use
- Wiley now available with April release

Use of CZ

- 45% of collections linked to CZ; 30% of portfolios
- Comparative data: 81% for collections and 74% for portfolios



Contact your Account Manager to request an Alma Business Review.

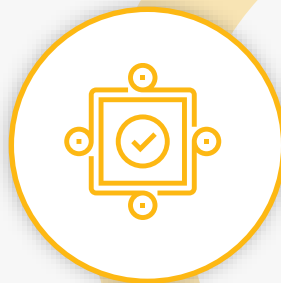
Customer Experience with Support



People



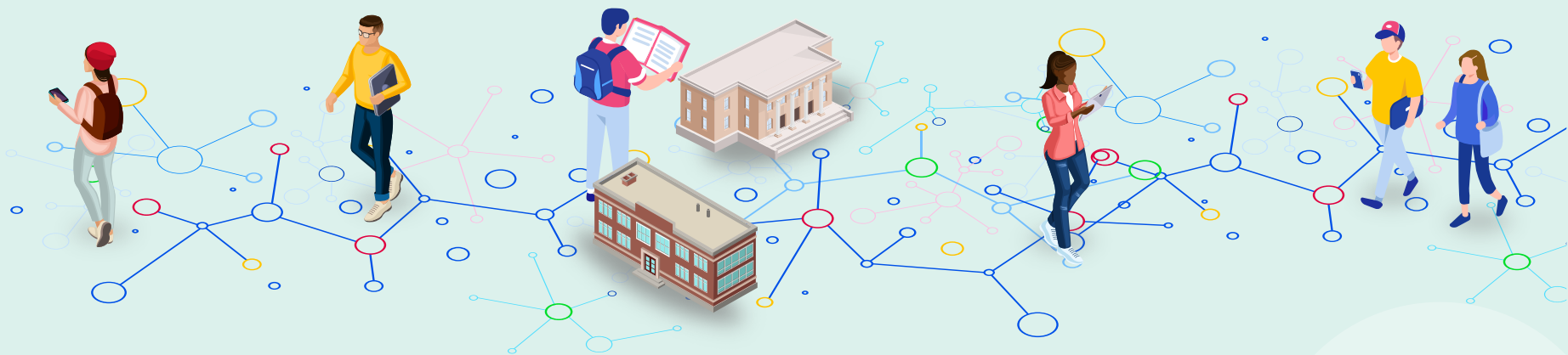
Process



Solutions

Starts with Empathy | Make it Easy: Frequent
Communication, Fast Resolution | Get it Right





Customer Focused, Expert Team

Make it Easy - Chat Support

- 13,000+ Chat sessions
- In Chat resolution: 40% to 60%
- Average wait time: 25 seconds, target 20 seconds
- Alma, Primo VE, Leganto, CDI, CZ, Summon, 360, RP, RefWorks, Rialto
- Available now: EMEA, NA, China, ANZ
- Coming soon: LATAM, Singapore, Hong Kong

Support
experience




Immediate
response



Live support with
experienced
analysts

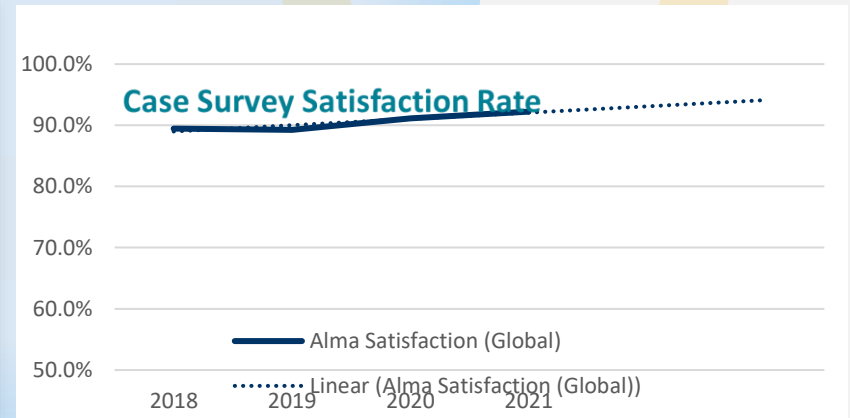
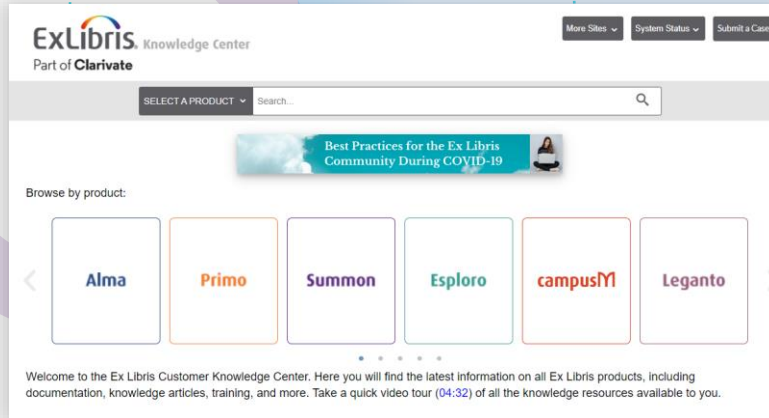
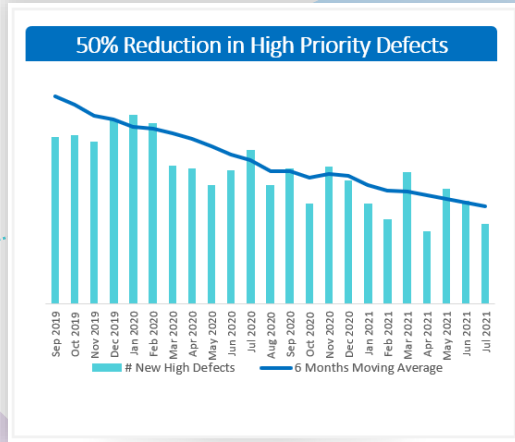


Improved
customer
satisfaction



*“Stacey: I will go ahead with your OLH
Feedback suggestion. Thank you
for a very pleasant experience
as a first timer for this Chat
service. (19m 55s)”*

Get it Right



Working Together

Feedback

Communicate the Priority
Respond to the Customer Delight Survey
Complete Ticket Surveys
Escalate when Needed!

Hilary Newman

hilary.newman@clarivate.com

Direct: 510.882.1631



Thank you!

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Hilary.Newman@Clarivate.Com



ExLibris
Part of **Clarivate**