



# Support, Success, Services Update



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# Guiding Principles

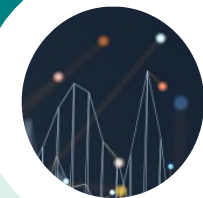
## PERSONALIZE

Library experiences



Libraries to value,  
knowledge, support,  
systems

## CONNECT



Generate  
actionable insights

## ANALYZE

## OPTIMIZE

Operations and  
workflows



Introduce new  
approaches for  
engagement

## ENGAGE

## Connecting...

- Libraries to product value
- To knowledge and support
- Systems

## Behind the scenes...

- Connecting services and resources → best practices

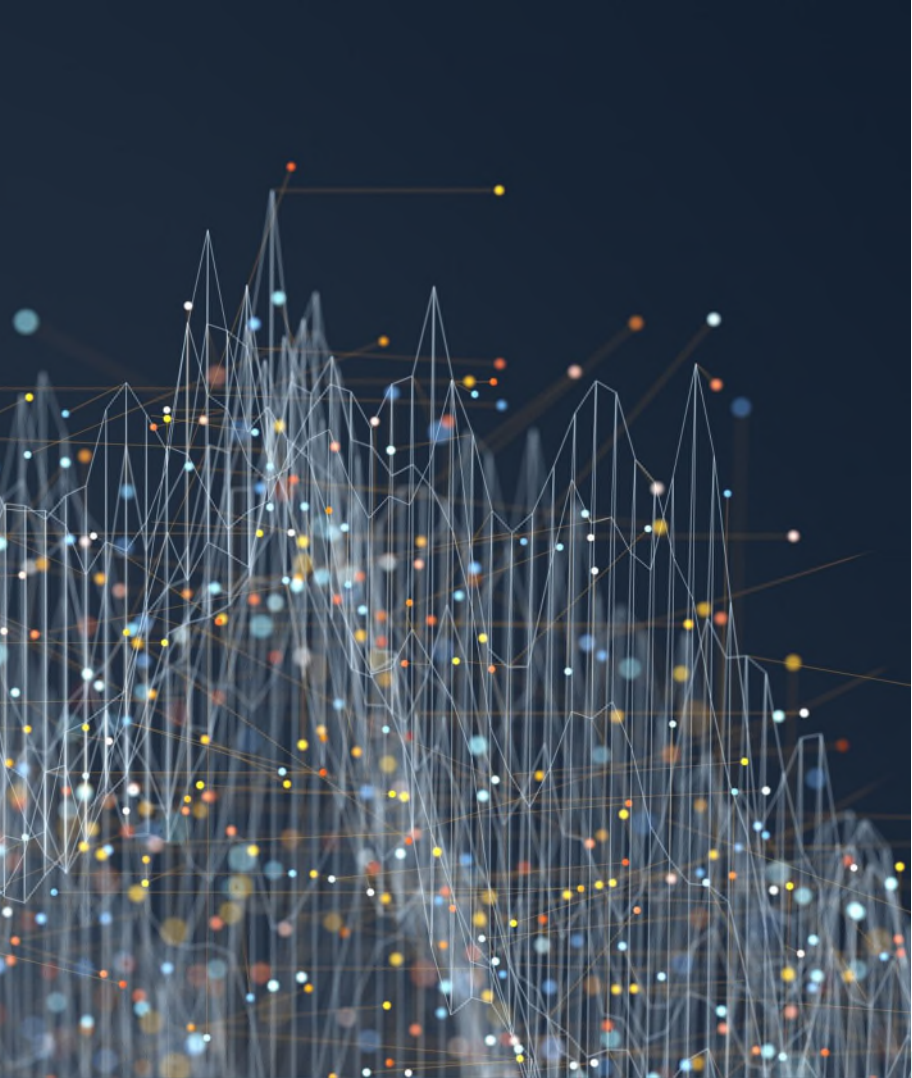
# Personalizing...

- Implementation models
- Support processes with your context built in

## Behind the scenes...

- Tailoring your success roadmap from the start





## Analyzing...

- Pre-implementation baseline
- Business intelligence capabilities

## Behind the scenes...

- Driving improved response times using case processing analytics
- Identifying barriers to value with adoption data

# Optimize...

- Adapt Alma as your organizational structure changes
- Grow your return on investment with consulting services
- Discover ways to improve existing workflows
- Learn about best practices



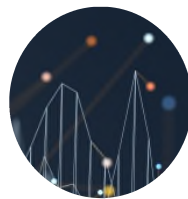
## Engage...

- Streamlined implementation approach
- Fill gaps with managed services
- Explore service subscriptions
- Take advantage of Support availability and expertise
- Get just in time value realization guidance





# Guiding Principles



ANALYZE

PERSONALIZE



OPTIMIZE



YOUR LIBRARY

CONNECT



ENGAGE





# Thank you!

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# Guiding Principles – how they apply to the customer experience

	Services	Support	Success
Connect - Shelley	<ul style="list-style-type: none"> <li>Ex Libris and Innovative integration – benefits to customers: expertise, best practices, methodology, collaboration</li> <li>Training services – workshops, webinars, KAP, custom sessions, onsite or online</li> <li>Technical services for 3<sup>rd</sup> party integrations</li> </ul>	Chat support	Understanding what’s important to you – why you purchased our products
Personalize – Melissa	<ul style="list-style-type: none"> <li>Signature services – flexibility within implementation</li> </ul>	Consultation and support, even after implementation	Value realization - Year One programs
Analyze - Don	<ul style="list-style-type: none"> <li>Analytics/reporting services</li> <li>Pre-implementation analysis</li> </ul>	Case flow analysis to improve service	Customer health monitoring
Optimize - Melissa	<ul style="list-style-type: none"> <li>Enhanced support for organizational changes, merges/splits, etc.</li> <li>Consulting services: optimize, change management, extend</li> </ul>	Guidance for improving existing workflows	Best practice guidance
Engage - Shelley	<ul style="list-style-type: none"> <li>Managed services – system administration as a service</li> <li>Simplified approach to implementation – focus on methodology for gathering input, implementation playbook</li> <li>New service subscription models</li> </ul>	Available to help whenever needed	Success on Demand - Just in time engagements