



Ex Libris Support

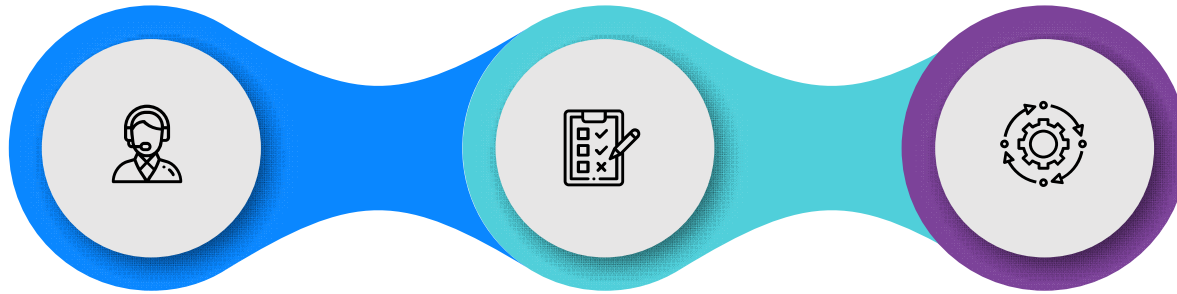
Jed Gilmore
VP Customer Care Academia & Government



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Improving Responsiveness and Time to Resolution



1. Support statuses

Shorter and clearer

2. Backlog relief

Review differently,
allow ongoing
responsiveness

3. Process enhancements

Chat and more

How will we be more responsive?

1

Immediately, **shortening the queues** to increase responsiveness, by segregating (as a one-time effort) old cases. Keeping the queues levels reasonable over time

Done - Sep 2022

2

Intensively analyze the segregated cases to process and close them efficiently over the next months.

Still Relevant?

1 cause-
> many cases

Can it be resolved soon?



Complete by May 2023

Updates and Results

- Overall responsiveness on Support cases ↓
- “Customer Support is no longer resolving the cases I open. Sometimes they mention Project Flash. What is Project Flash and why aren’t they resolving cases” WHAT?
- Continue with focus on responsiveness, understanding, and product knowledge

World Class Service Experience

Create a technology-enabled world class customer experience based on ITIL best practices



Personalized Experience

Key end user and account information is automatically pushed to support agents



Anticipate Customer Needs

Shift to issue prevention and leverage analytics to improve the user experience



Provide a Consistent Experience

Increased efficiency through process and tooling reduces total cost of ownership



Provide Convenient Support

Multiple options for engaging support, creating a convenient and personalized experience

Incident Management | Change Management | Problem Management | Knowledge Management



What's the Deal with Data Excellence?

Osnat Vilenchik
VP Content Operations



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Agenda

- Why is data management so challenging?
- What improvements are available to you today?
- How will our roadmap improve your workflows in the future?



40,000,000

1

Total population in California

2

Count of CZ portfolios updated automatically

3

Number of book chapters in the Central Discovery Index

Data management: Mission impossible?

7000

Content
Providers

948M

Journal
Articles

5.2B

records in CDI

35,000

Collections in
each KB

15M

bibliographic
records in
Alma CZ

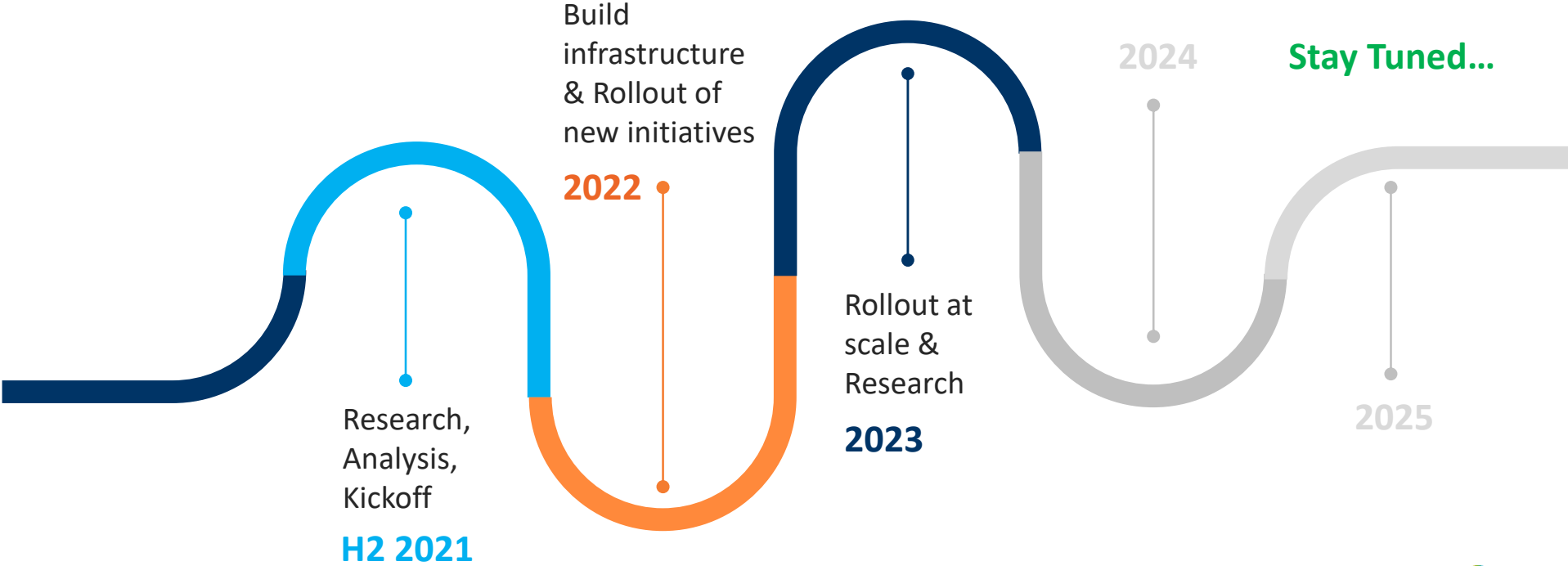
54M

portfolios

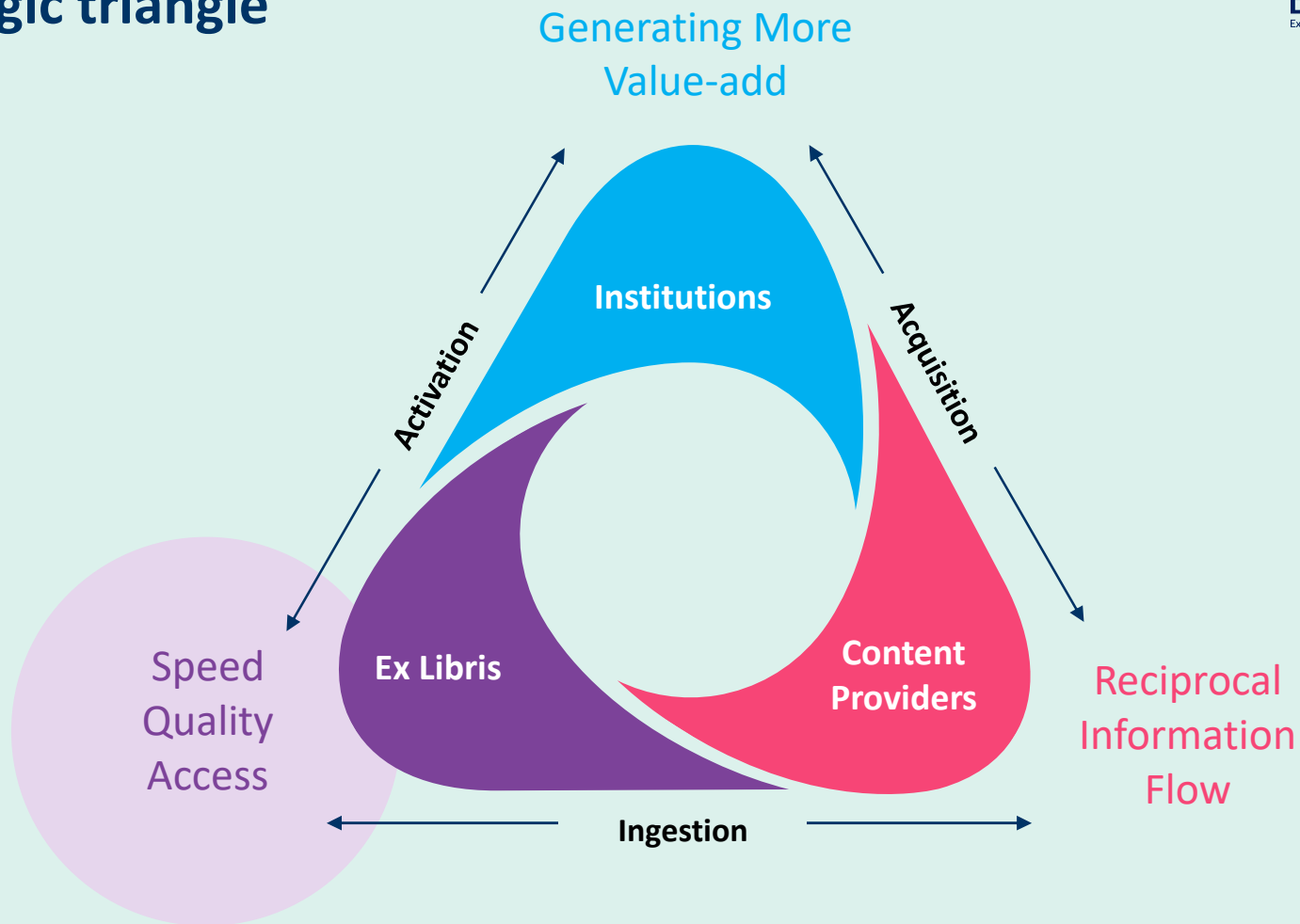
Managing high-quality data requires extensive use of technologies

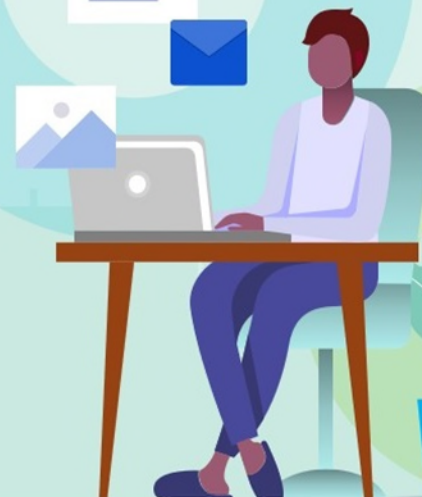


Data Excellence Journey



The magic triangle

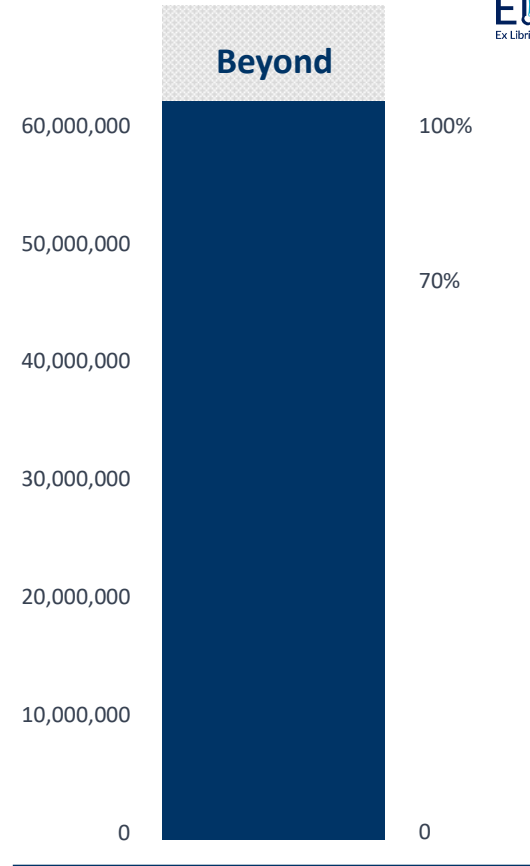




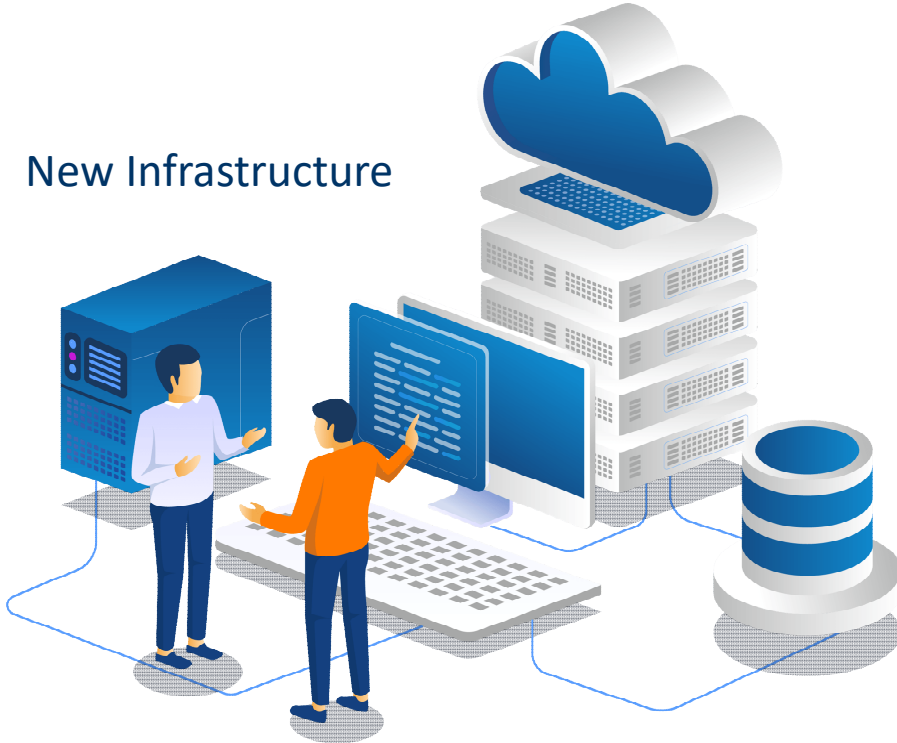
What improvements are available to you today?

Speed. Quality. Accessibility.

From Weeks to One Day



New Infrastructure



12,000,000

1

Bibliographic records of books in Alma Community Zone

2

Visitors in Disneyland a year

3

Rows in Alma Community Zone updates task list

Quality standard

Low

Medium

High

Speed. Quality. Accessibility.

What are we doing to improve content quality?

15,000

Book Collections

80%

in High Quality

2023

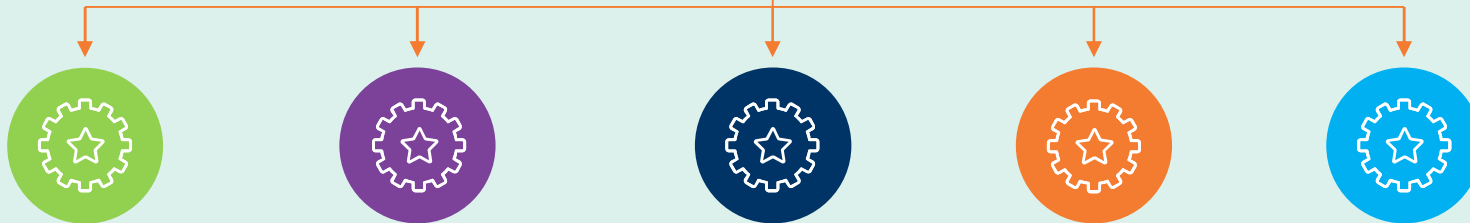
- **Focus** on most activated books collections
- **Enrich** 1M additional bibliographic records
- **Research** advanced technologies for enriching content at the scale

Alternative sources, outreach to providers and improve selected titles

Improving CDI Content Quality



More data | Better quality | Improved results



50M additional articles with peer review indication

35M EBC Book Chapters

Additional descriptive fields

Improve Language and OA handling

Author & Subject normalization

1,500,000,000

1

Video records in CDI

2

Records with direct link to full-text (QuickLinks)

3

Times my mom told me to sit up straight

Speed. Quality. Accessibility.

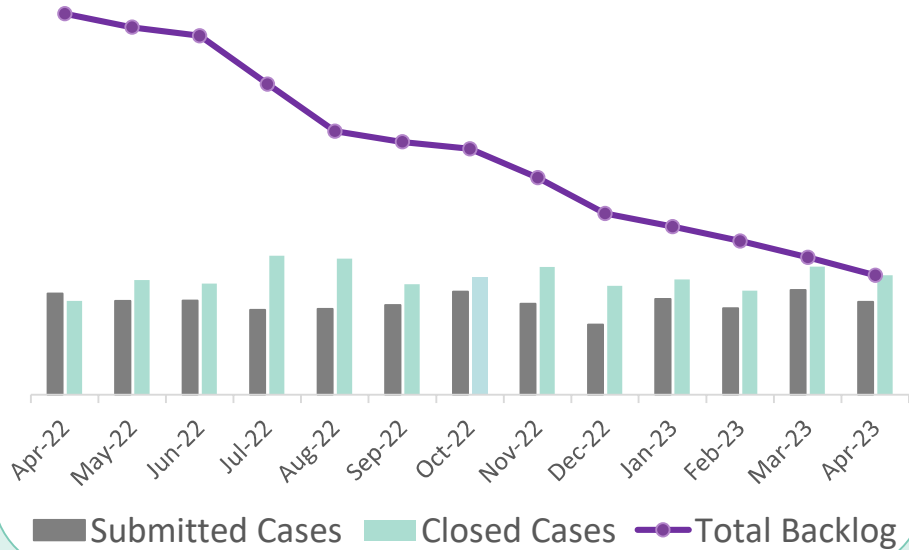
Quick and Easy Access to full text

- 40% of links improved with the best-fit linking method
- Rights update time reduced from 100h to **30 hours**

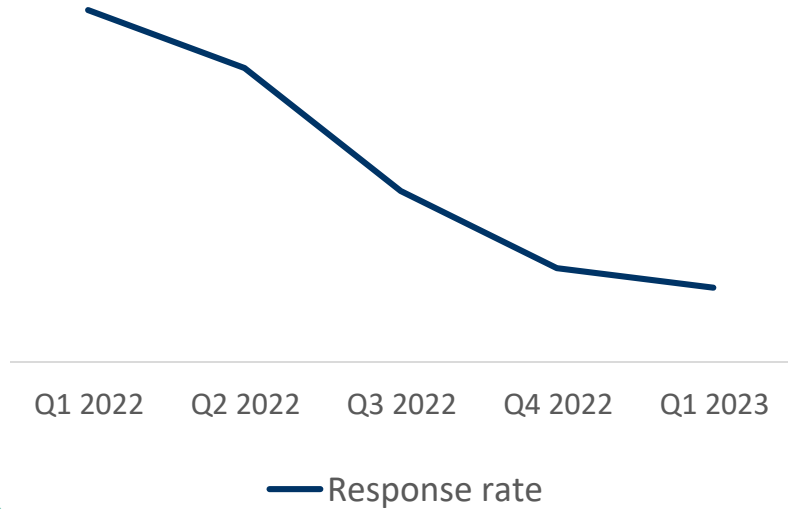


Resolving Issues: Upgrading Your Experience

Backlog Reduction



Better Responsiveness

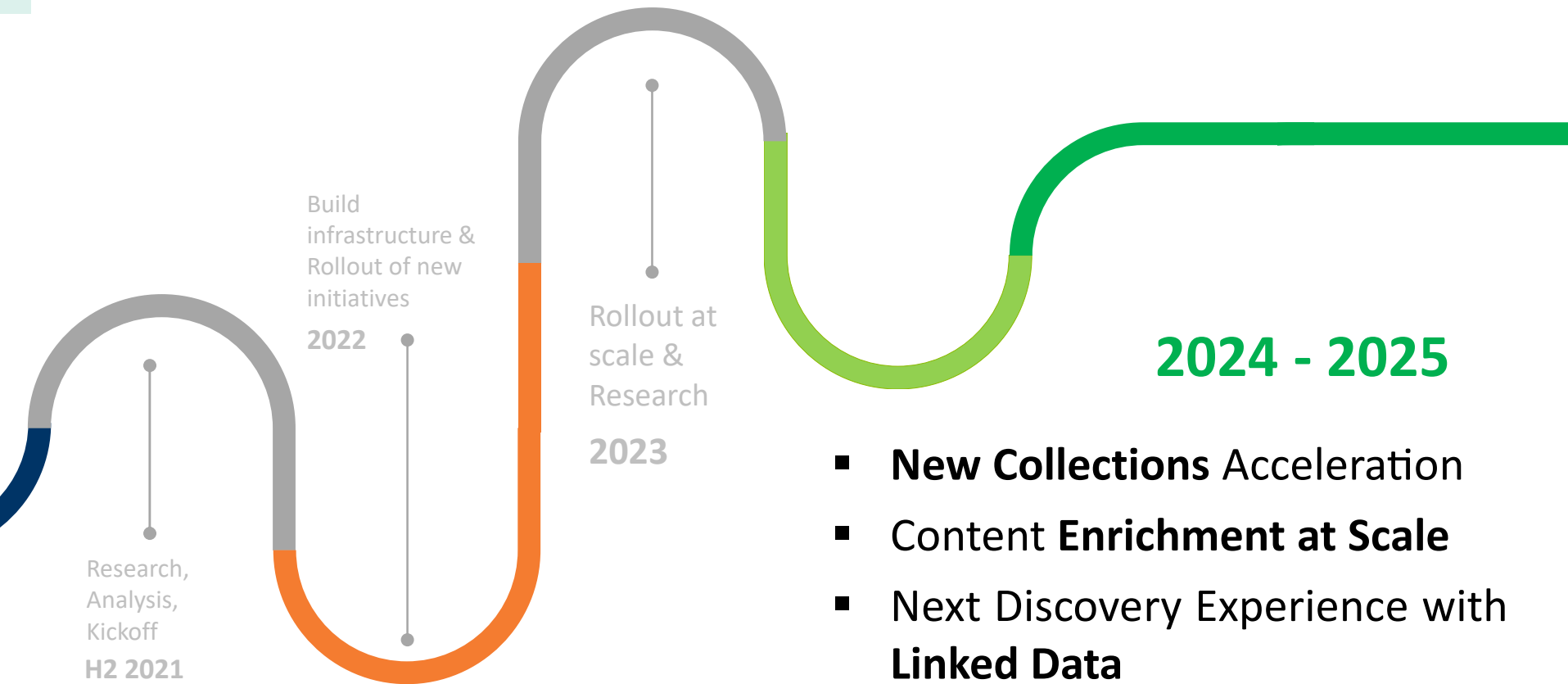


Faster resolution | Quick response | More transparency



How will our roadmap improve your workflows in the future?

Data Excellence Journey



An aerial photograph of a vast, dense forest with a river meandering through it. The trees are a vibrant green, and the river is a dark, winding line. The text "Data Forest" is overlaid in the center in a large, white, sans-serif font.

Data Forest





Thank you!

