



CASE STUDY

Services and Implementation

Implementation Project Process, Requirements and Delivery

ExLibris
campusM



Success indicator

campus mobile app
ready to go live in 12-16 weeks

Case Study – Ex Libris Implementation Strategy

Ex Libris teams strive for 100% customer satisfaction. We assign a Technical Project Manager (TPM) to guide the customer from the beginning of the project to its completion and collaborate with the institution to create a mutually agreed upon plan for the project scope, roles, and timeline during the initial phase of implementation.

1 GETTING STARTED

identify stakeholders, gather prerequisites, draft statement of work

2 DEFINE

training, kickoff meetings, plan and prerequisites fulfilled

3 BUILD

set up content, integrations and branding, build native and web apps, app tests

4 DEPLOY

app submission, local marketing, Go Live

Project Resources

During a typical campusM Deployment you can expect to need the following resources

Role	Expected commitment
Project Sponsor	Up to half day per week
Project Manager	Typically half day, with specific peaks for project start and launch phase
App Administrator	1-2 days per week
Source System Specialist	2-3 days total (for 16 week project duration)
IT Infrastructure Team	1-2 days total (for 16 week project duration)
Developer (if applicable)	

Go-Live Focus


Our services team works in collaboration with the institution staff using a series of defined processes to ensure on-time and on-budget project completion.


Once live you will switch to support providing access to a range of support and success resources ensuring you continue to make the most of your app.


Overall the implementation process was a really good experience and our app was live in 4 months with very positive feedback from our students.

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