

Quarterly Customer Update

October 2018

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Agenda

Incident Analysis

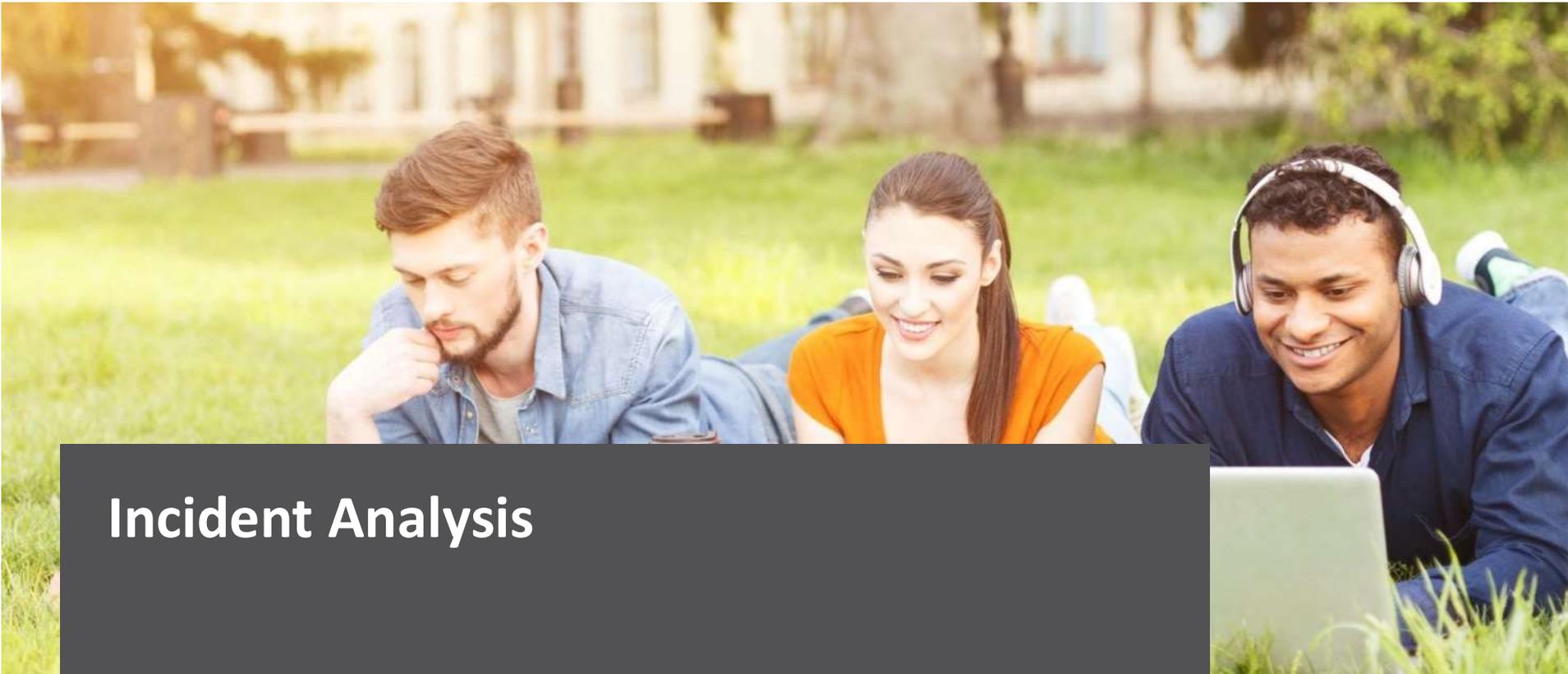
Community Update

Q3 Feature Review

Q4 Upcoming

campusM Attendance

Q&A



Incident Analysis

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EMEA Service Outage & Disruption – 1 to 2 October

- **Initial Alerts at 8:50 AM, 1 October**
 - Major incident declared, war room assembled
 - Initial Analysis undertaken
 - Additional capacity added
 - Service disrupted until 4:30 PM
- **Performance issues encountered 8:50 AM, 2 October**
 - Networking and database configuration changes
 - Temporary removal of Timetable Live Tiles
 - Normal Service resumed 1:00 PM, 2 October

EMEA Service Outage & Disruption – 3 October

- **Initial Alerts at 2:00 PM, 3 October**
 - War room already assembled
 - Database failover initiated
 - Normal service resumed 2:04 PM
 - Some AEK Publishing issues identified and addressed
- **Disruption resumed 2:50 PM, 3 October**
 - War room already assembled
 - Database failover initiated
 - Normal Service resumed 2:54 PM
- **Stable since**

Ex Libris Actions

- Immediate Major Incident Action undertaken
- President, COO, Corporate VPs all involved
- Communications throughout outage on Slack
- Status Page and emails throughout incident
- Swift doubling of capacity on cloud
- Detailed cause analysis and action
- Temporary removal of Live Tiles (and replacement)
- Ongoing War Standing throughout week

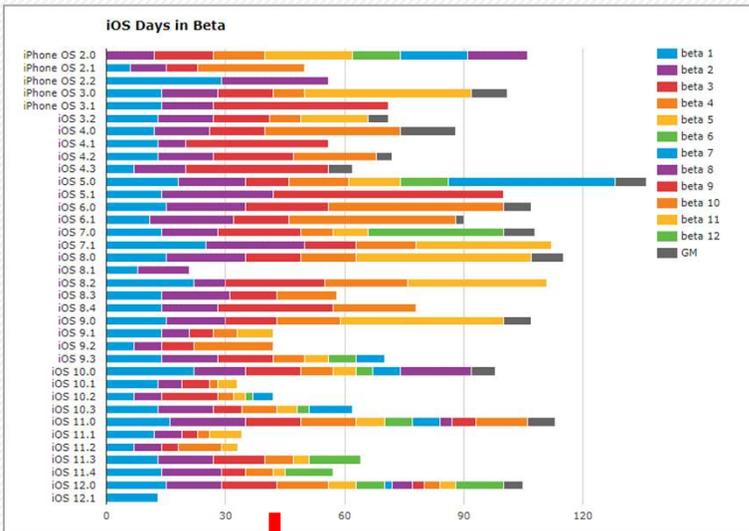
Early Indications & Impact

- **Internal network and database configuration issue**
 - Build up of requests led to slow and dropped connection to cloud
 - Snowball effect at peak times
 - Additional capacity 'hid' issues
- **Root Cause Analysis to provide full details - 8th October EOD**
- **October release to Production and November release to Preview delayed to 8th October**



Worldwide Developers Conference (WWDC) in 4 June 2018

iOS Build up to Release



- 12 Beta Releases before Gold Master
- Shortest release - 2 days
- Longest release 15 days
- Average release duration 8 days
- 100 days from announcement to release



Our Annual Process

Initial Beta Releases (June-August):

- Review developer documentation to identify potential issues and risk areas
- Run sanity tests carried out on campusM using iOS beta builds

Gold Master Release (September)

- Complete full regression analysis against Gold Master (GM) release
- Resolve any issues if and when identified

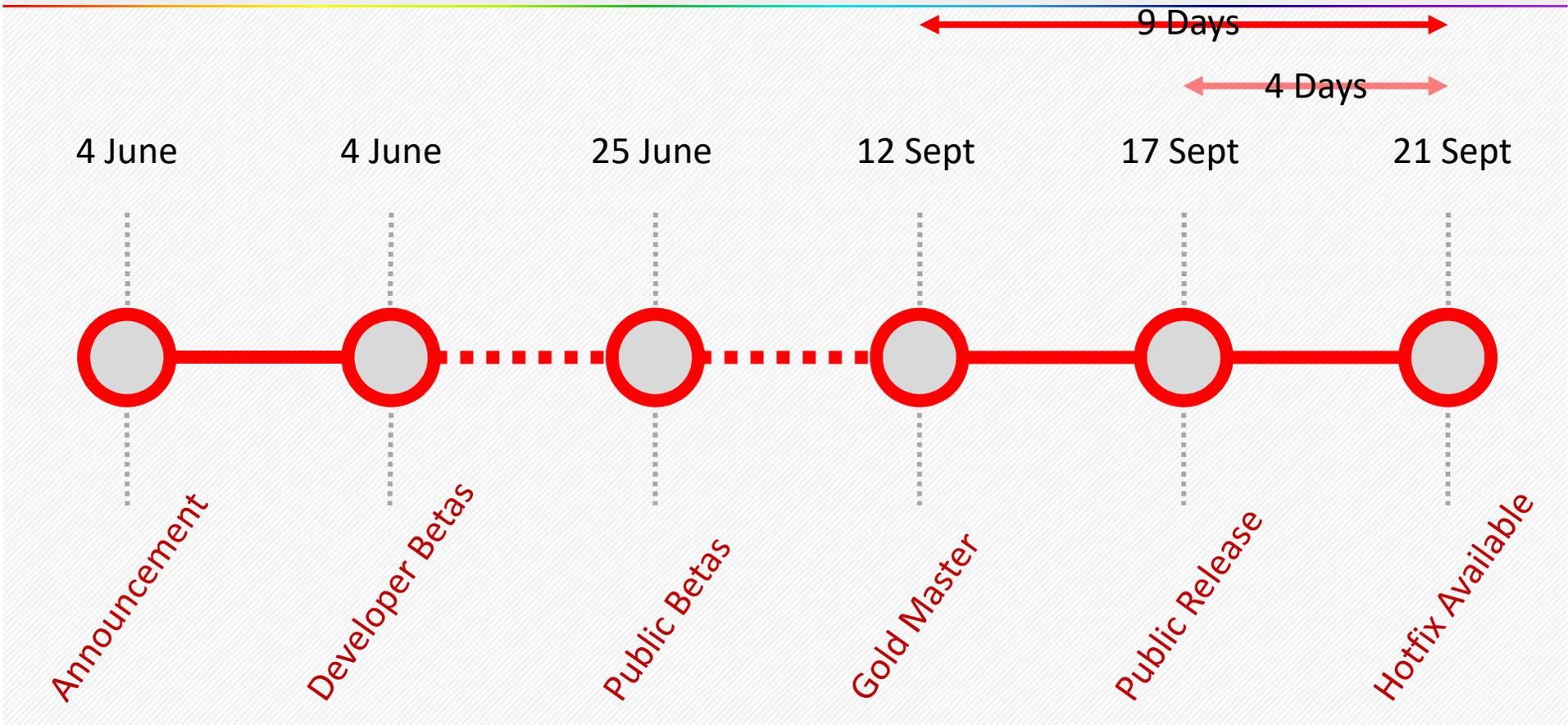
Production Release (September)

- iOS Update available to public
- Provide product hot-fixes to latest production release (if needed)

Post Release (October - onwards)

- iOS Update widely adopted by public
- Provide product hot-fixes to latest production release (if needed)

Timeline



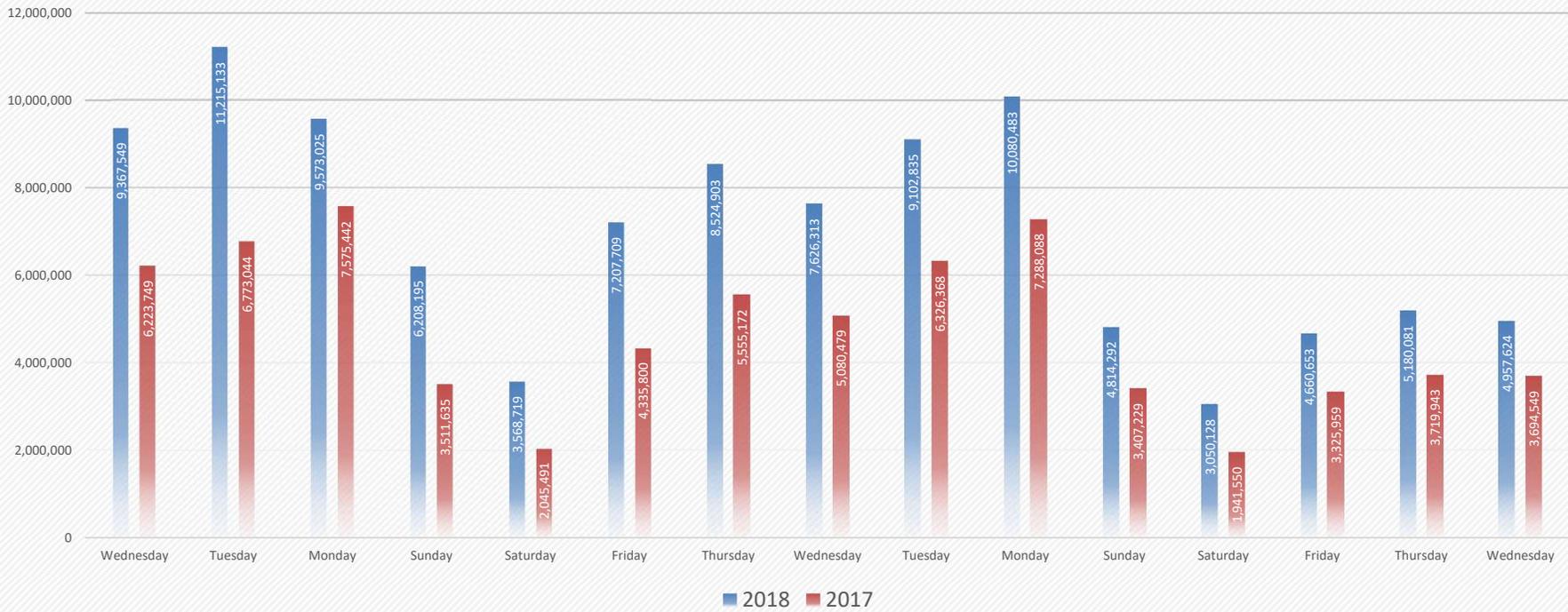


Community Update



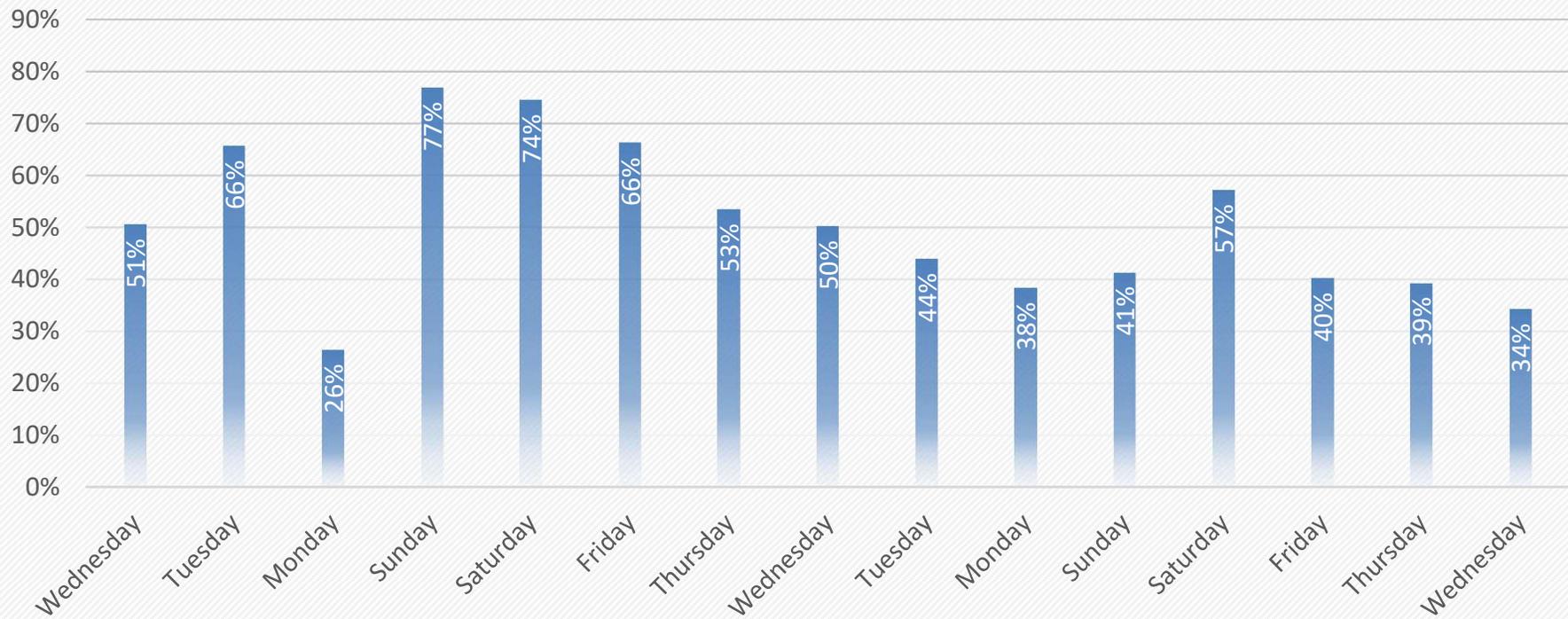
2018 Activity

PAGE SERVES PER DAY



2018 Activity

% INCREASE IN PAGE SERVES FROM 2017 TO 2018



Welcome and Congratulations!



EMEA User Group 2018

WEDNESDAY 21st NOVEMBER

LOCATION

Grand Connaught Rooms London UK

UNIVERSITY OF
EXETER

alterline

Imperial College
London



80%

Customer enjoying monthly updates

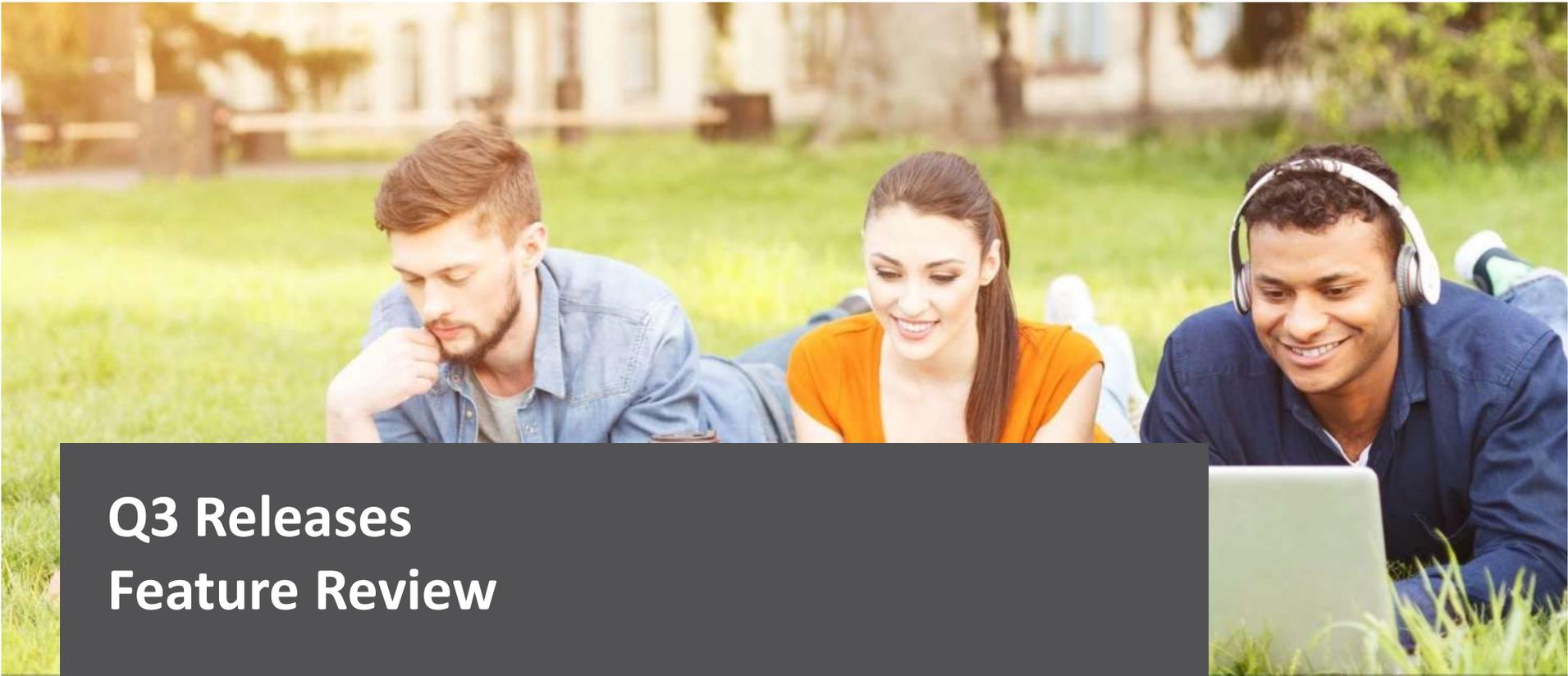
Community Resources

The collage features several overlapping screenshots of the ExLibris website:

- ExLibris Knowledge Center:** Shows a search bar and navigation links like 'More Sites', 'System Status', and 'Submit a Case'.
- Developer Network:** Includes sections for 'Product Documents' and 'Product Materials'.
- Idea Exchange:** A page titled 'campusM provides delivering the best' with a form to 'Enter your idea' and a table of instances.
- System Status:** A page titled 'System Status' with a 'Remember my instances' button and a table of instances.
- GDPR Compliance Banner:** A large banner titled 'Are You Ready for GDPR?' with a 'GET READY' button and a 'Just In' download link for the 'Ex Libris GDPR addendum'.

Instances	Email Alerts
<input type="checkbox"/> campusMAP01	<input type="checkbox"/>
<input type="checkbox"/> campusM EU01	<input type="checkbox"/>
<input type="checkbox"/> campusM NA01	<input type="checkbox"/>

Instances	Email Alerts
<input checked="" type="checkbox"/> Service is operating normally	<input checked="" type="checkbox"/> Info



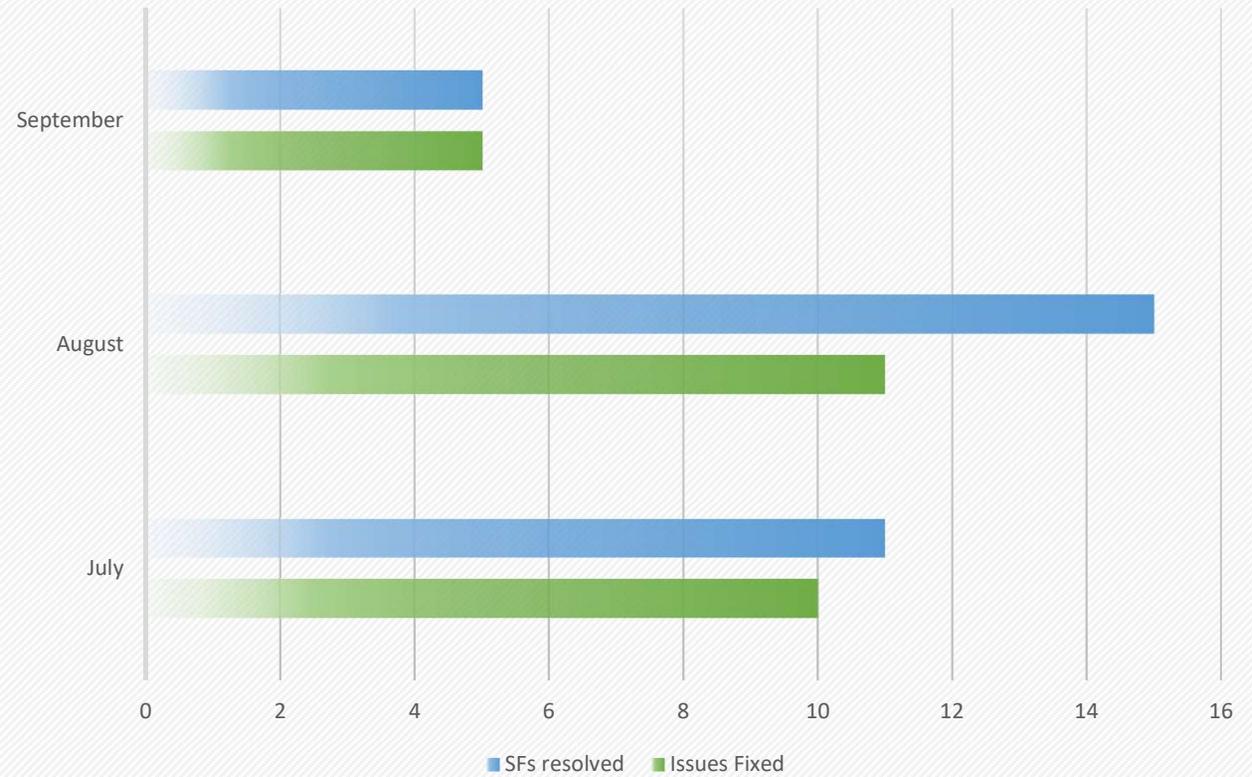
Q3 Releases Feature Review

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Issues Addressed

31
SFs RESOLVED

26
ISSUES FIXED



Audible notifications

campusM notification to include sound on native

Audio as well as visual prompting for notifications

Sound customizable through device settings

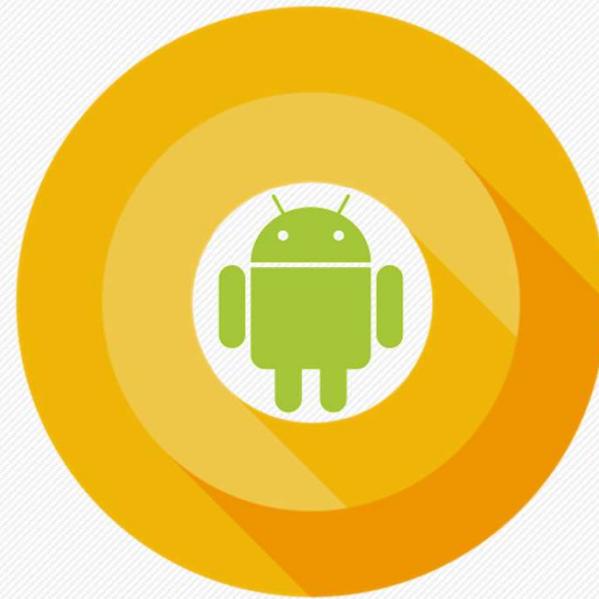
Latest notification platforms provide ongoing benefits



Android SDK Update

**Update to support latest
Android platform and API
level (Oreo, API Level 27)**

Support for Latest version
of Android



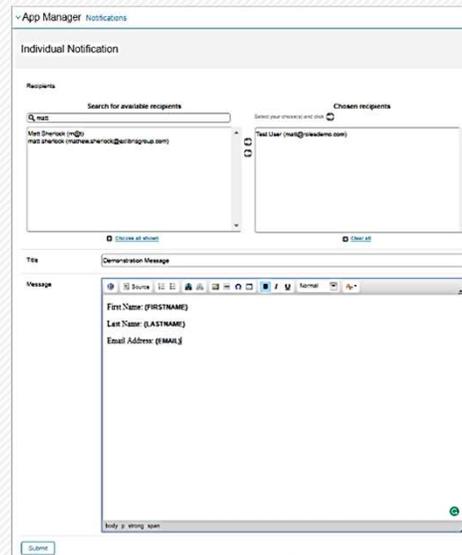
Android SDK

Feature Focus – Personalized Notifications

Increase engagement in
your messaging using
Personalized Notifications

Simple {parameters}
replaced dynamically with
user information

Use in App Manager or the
API





Coming Soon

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Coming Soon – Biometric App Access

End users can enable
biometric input to restrict
access to campusM

Uses devices biometric
capability to restrict access
to app content

Enhances app privacy and
security protection



Coming Soon– AEK React16 upgrade

Upgrade AEK to React16

Ability to develop
automated tests for AEK
projects

Supporting the move to
monthly release and
general app quality

Improved error handling
and build time



Coming Soon— Role-based Analytics

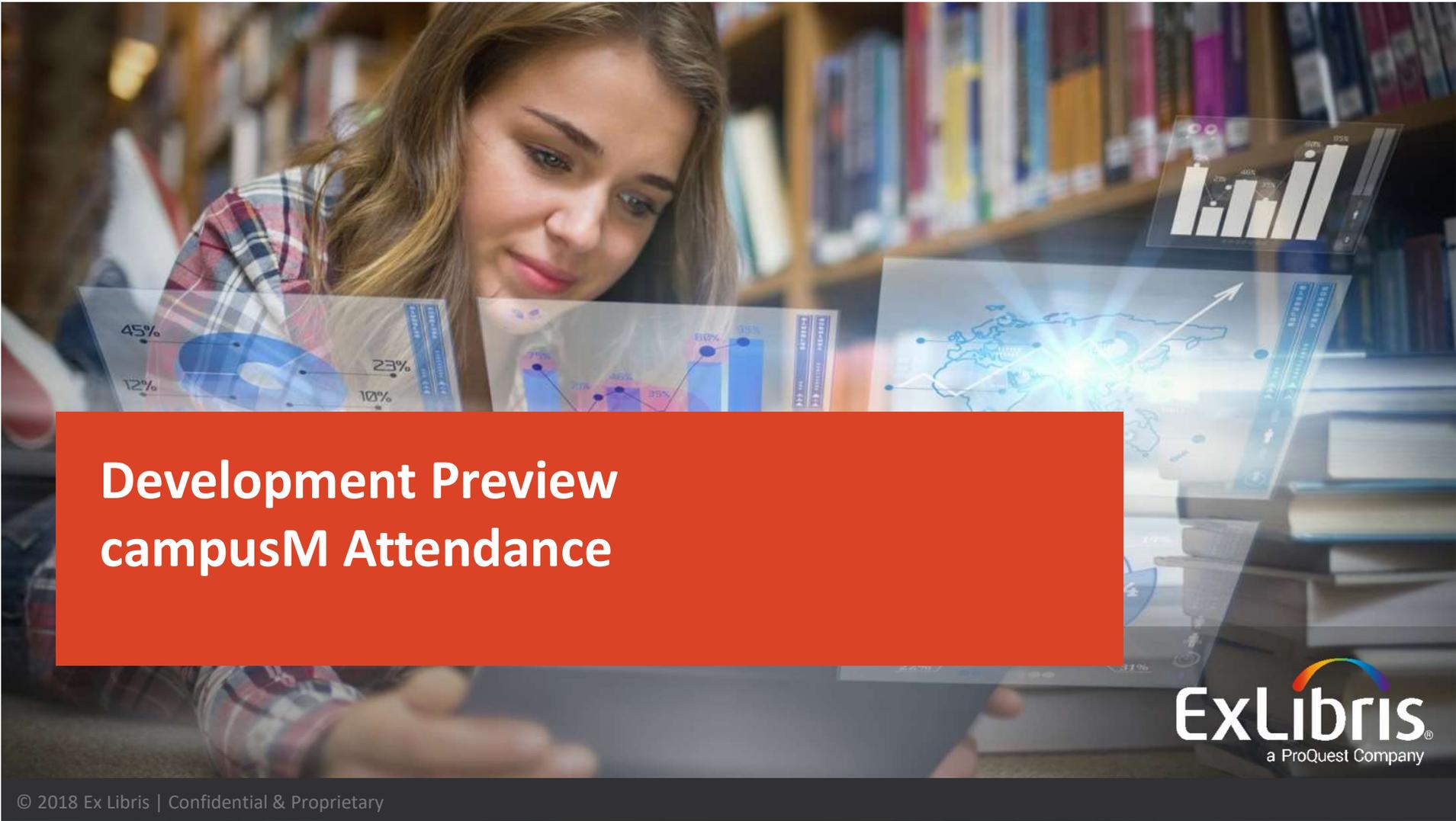
**Expose users roles in
Oracle BI, for role-based
insight**

Understand how users with
specific roles are
interacting with your app

Analyze cohort engagement
in-depth

Build and publish reports



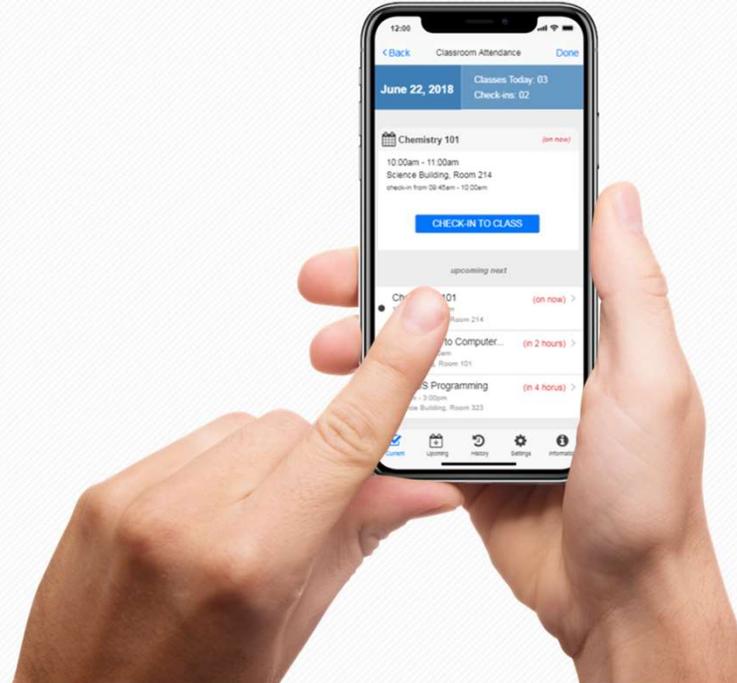
A young woman with long brown hair, wearing a plaid shirt, is looking down at a tablet computer in a library. The background shows bookshelves filled with books. Overlaid on the image are several semi-transparent data visualization elements: a pie chart on the left with segments labeled 45%, 23%, 12%, and 10%; a bar chart in the center with bars of varying heights and labels like 75%, 21%, 46%, and 39%; a world map on the right with glowing blue lines and an upward-pointing arrow; and another bar chart in the top right corner with bars labeled 27%, 40%, 35%, 58%, and 55%.

Development Preview campusM Attendance

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campusM Attendance

simplifying classroom attendance tracking



Core Principles - Guidelines

SIMPLE

- No hardware or equipment installation
- Works off any device
- Part of the main university app

CONNECTED

- Already part of campusM
- Connected to the Student Information System
- Used by all university stakeholders

AFFORDABLE

- Minimal initial and ongoing costs
- Subscription and one-time implementation fees

EXTENDABLE

- Initial self-registration and one time code validation methods
- Extendable architecture to ensure support for additional current and future technologies

Workflow Overview



Reminder

Student receives reminder notification about upcoming classes

Check-in

Student triggers a check in using the campusM app interface

Validation

campusM uses the technologies available to validate the check-in

Upload

Check-in is uploaded to the cloud when the student is online

Extract

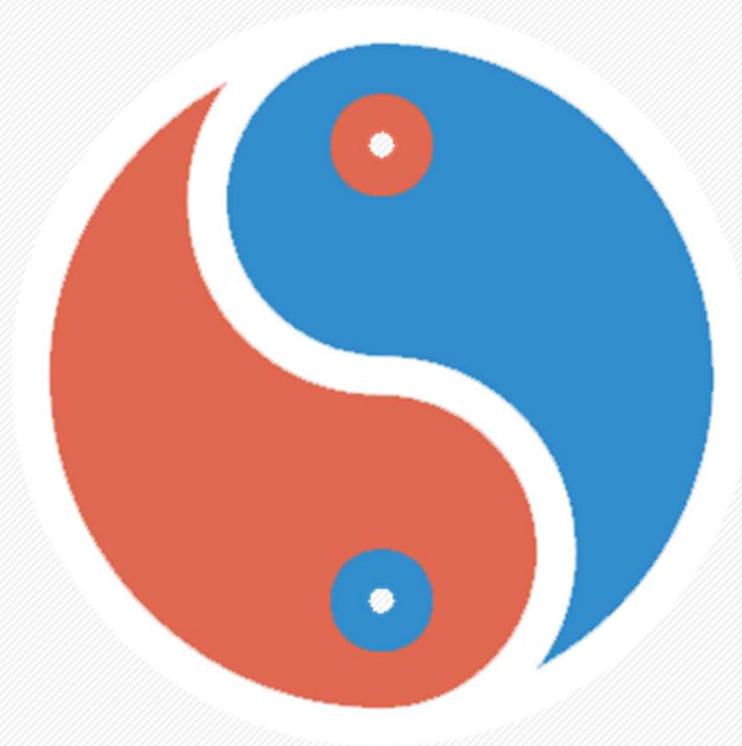
Customers extract check-in data using APIs, or view aggregated through OBI

■ Checking in – Two stage process

Check-in

Student initiates the check-in

- Self Certify --
- One Time Code --



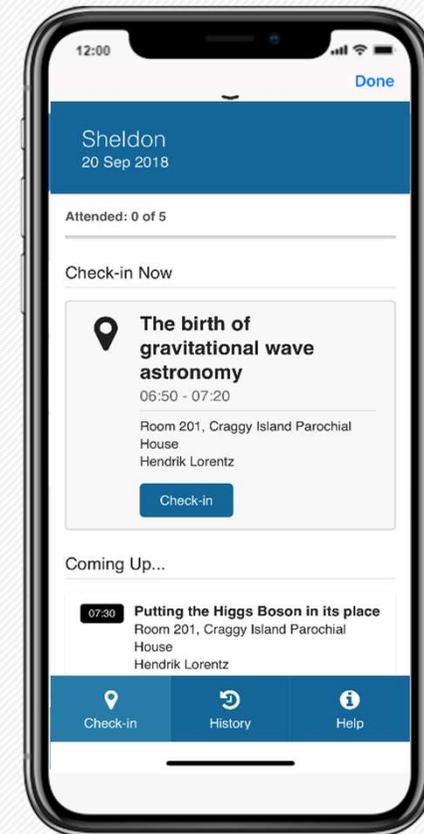
Validation

The technology validates the check-in

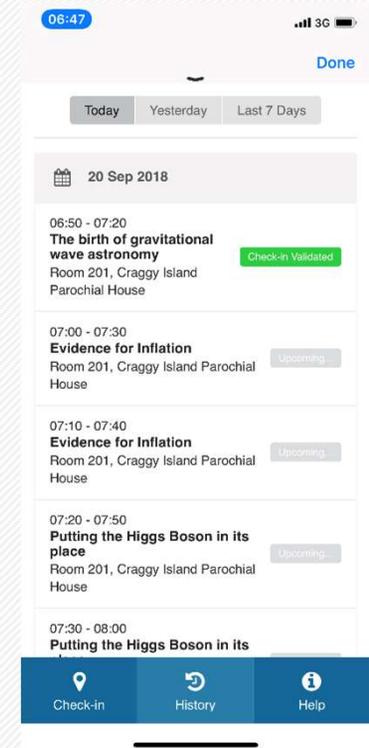
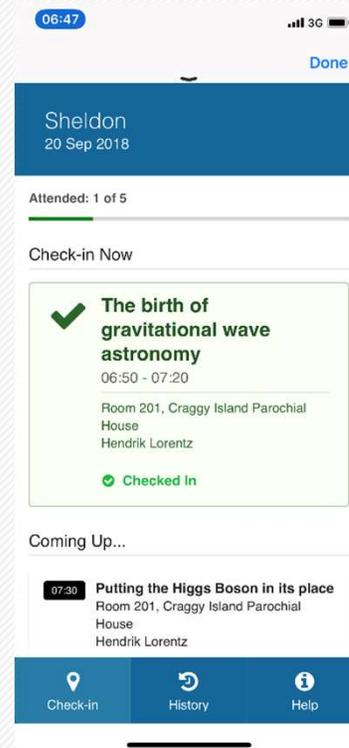
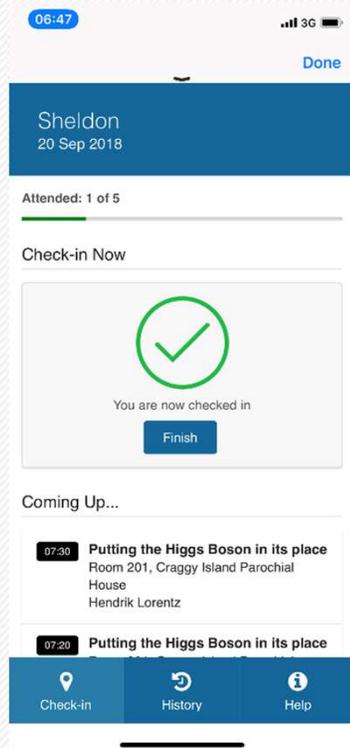
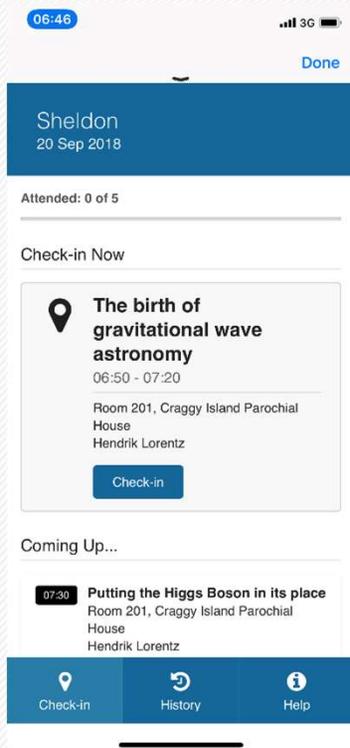
- Geolocation --
- Micro location --
- ... --
- ... --

Student Experience

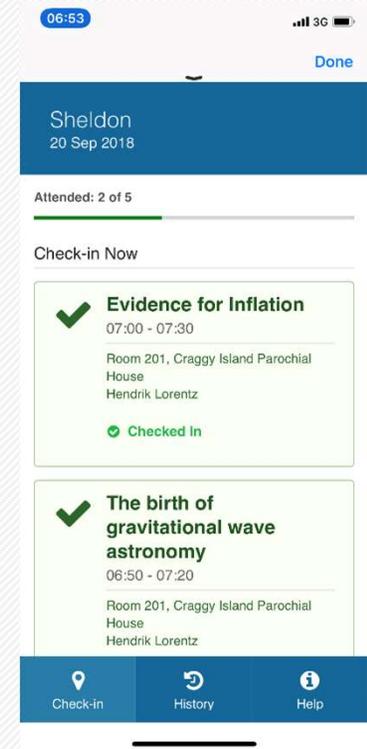
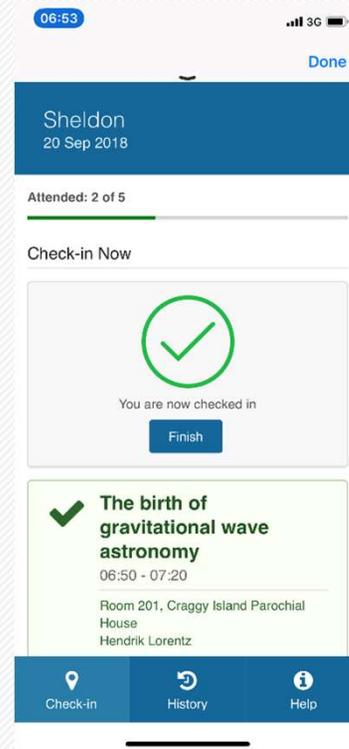
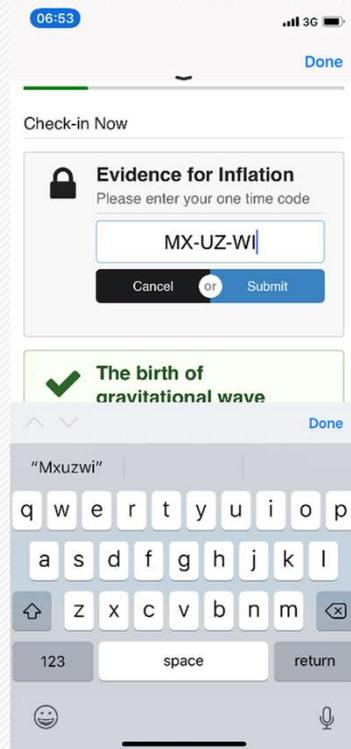
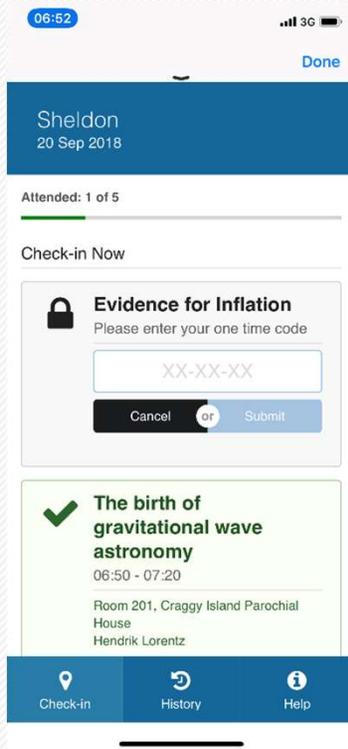
- Receives upcoming class notification
- Enters provided one-time event code (optional)
- campusM to validate code for class and confirm check-in (can be done offline)
- Receives confirmation notification
- Tracks attendance using personal dashboard



campusM Attendance UI

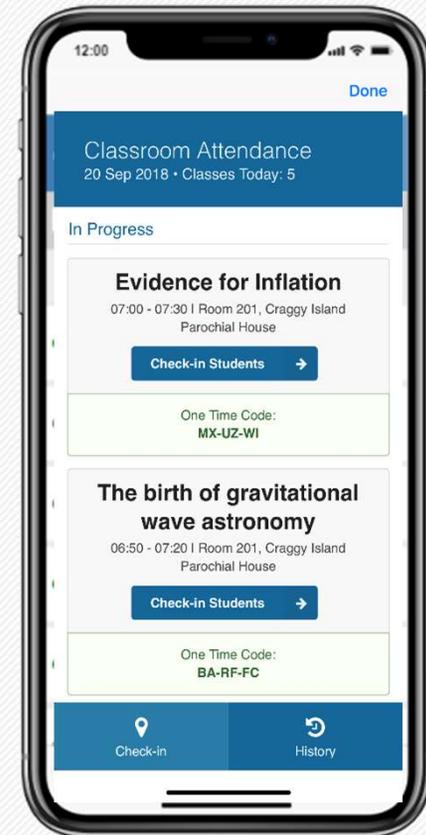


campusM Attendance UI

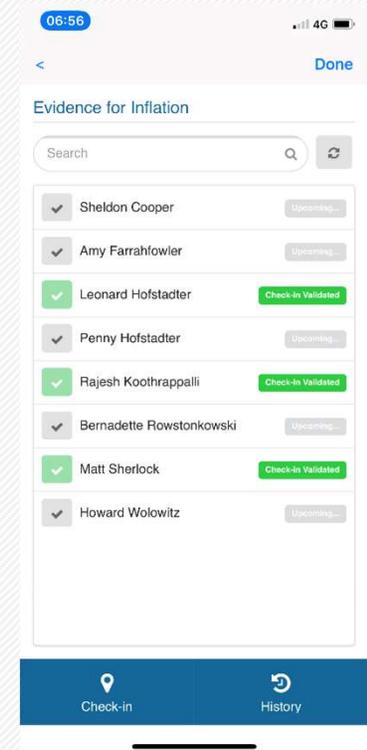
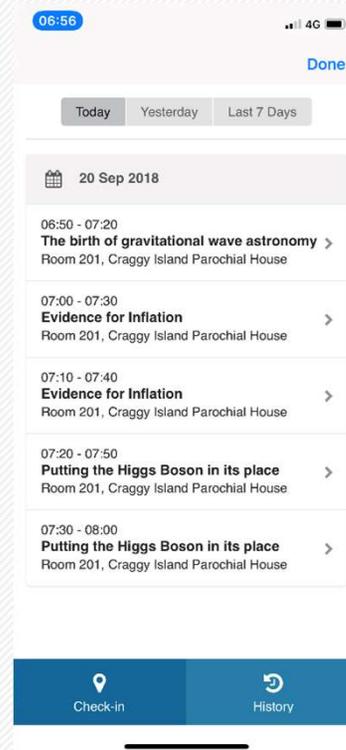
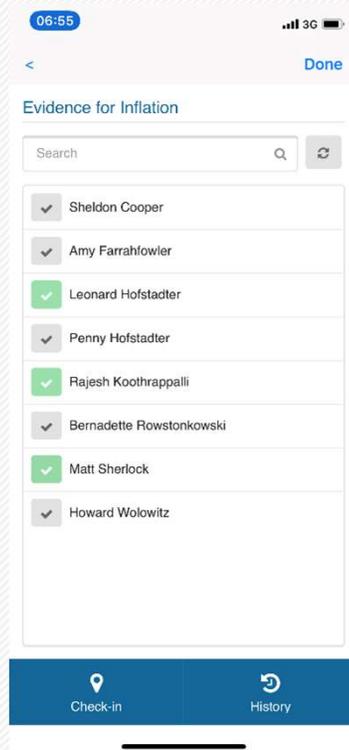
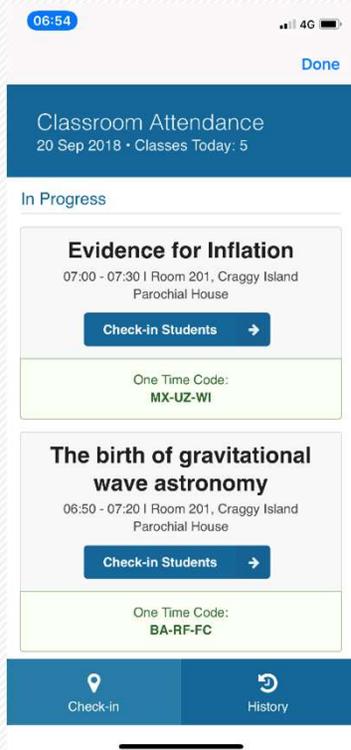


Lecturer Experience

- Gets notification about upcoming class, including one-time event code
- Writes code on the board display code on projection screen
- Students use code for validation
- Lecturer dashboard updated in real time
- Lecturer can track their class and individual student using attendance dashboard



campusM Attendance UI



Configurable Solution – In Real Time



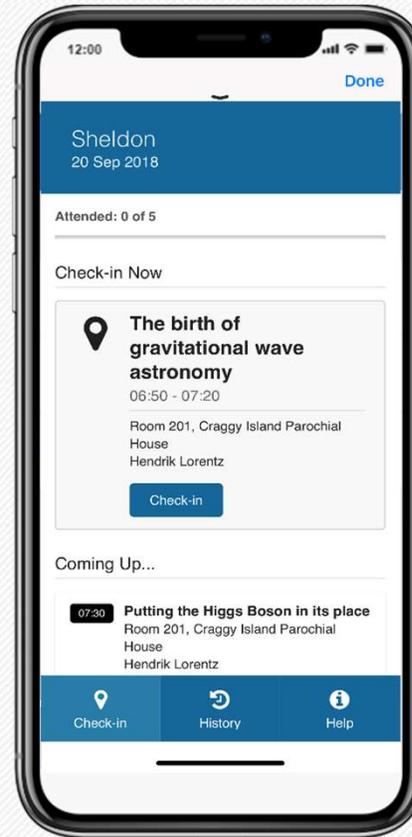
Check-in Window



Notifications



Validation Methods



Role Deployment

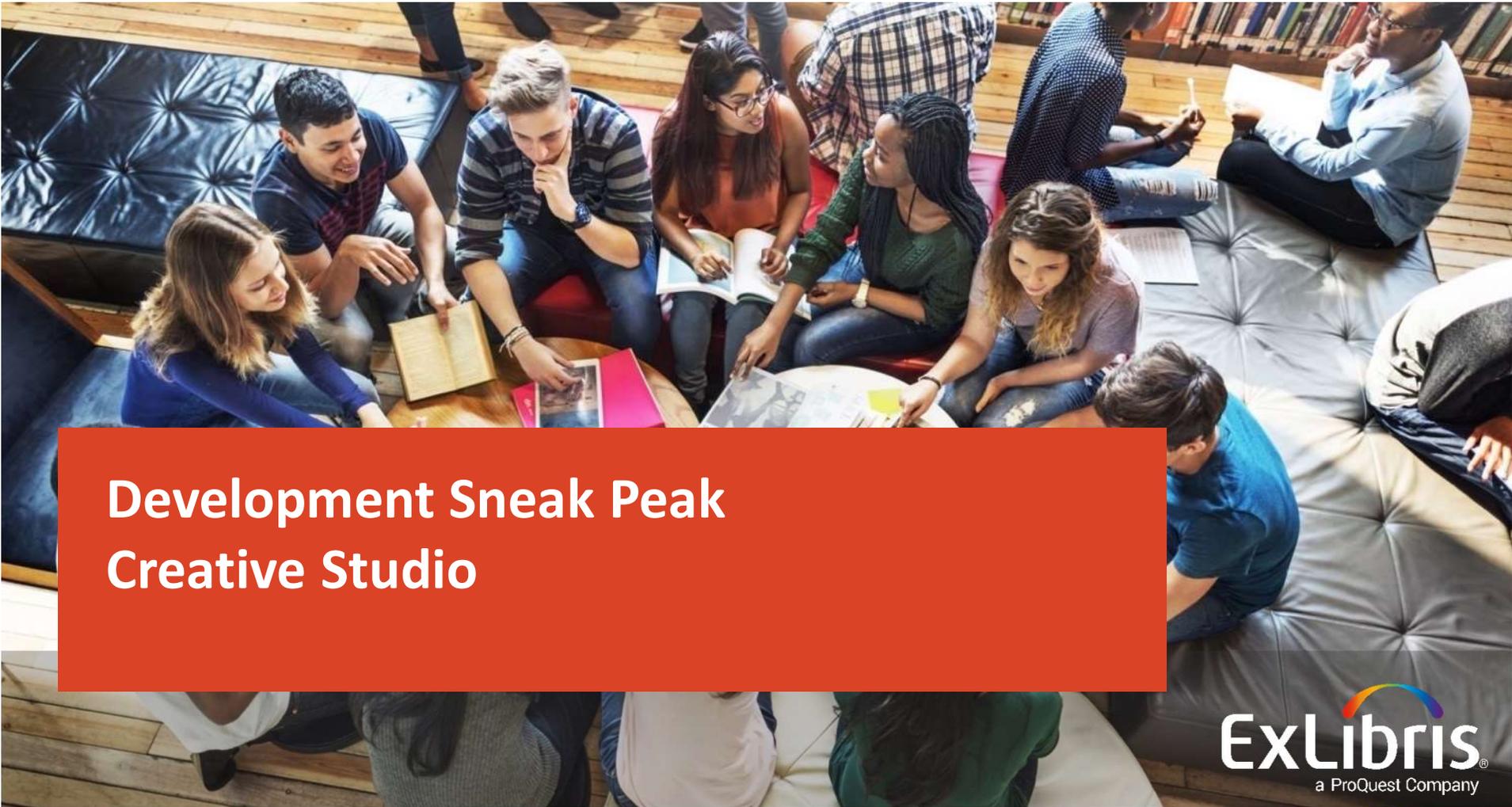


Colors & labels



Localization



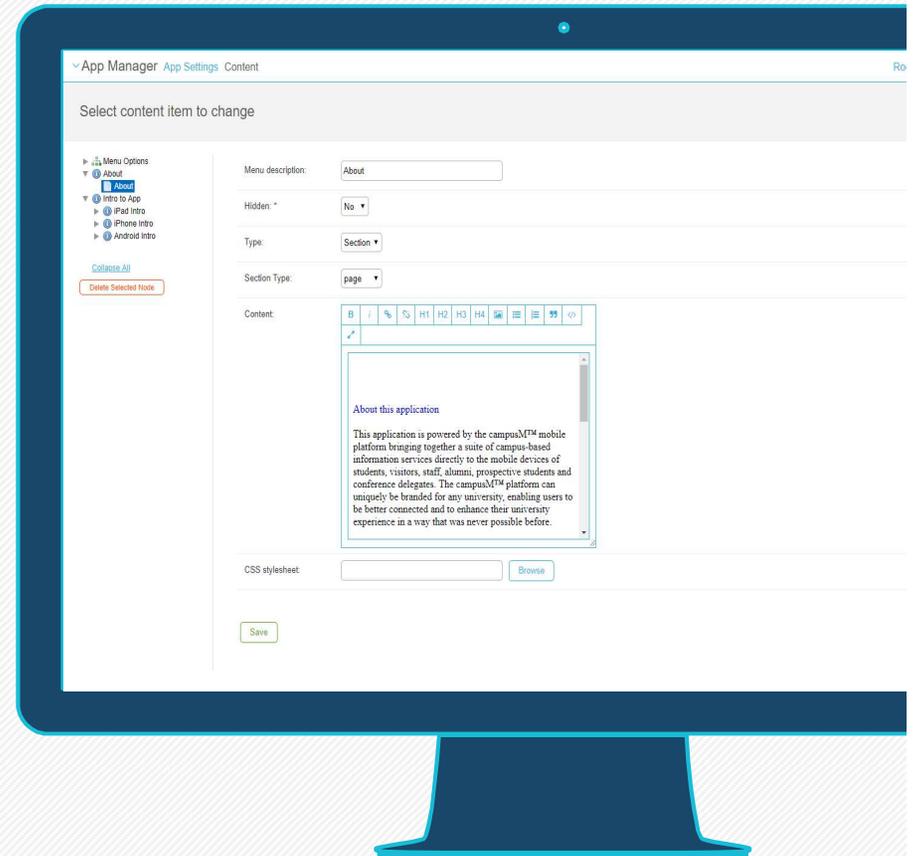


Development Sneak Peak Creative Studio

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Getting Creative...?

- Lightweight content creation
- Blank canvas
- Technical knowledge required
- Limited rich content

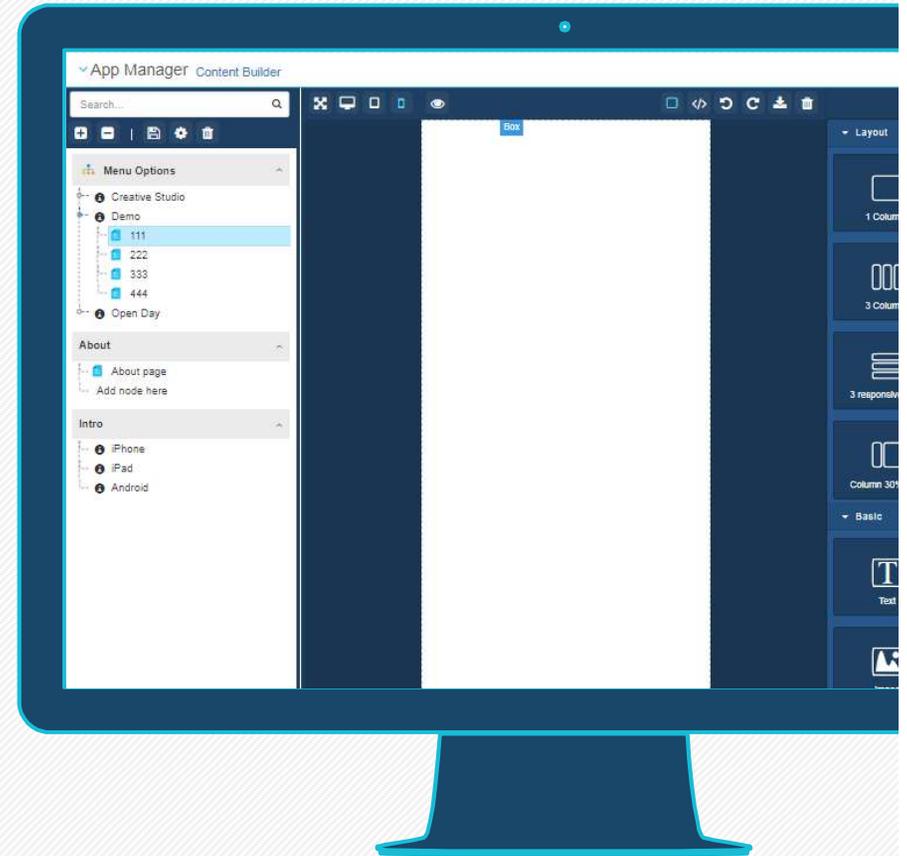


Getting Creative...!

Introducing...

campusM

Creative Studio





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