



Working with Ex Libris

EMEA User Group 2019

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ExLibris
a ProQuest Company

Customer Engagement Model - Community



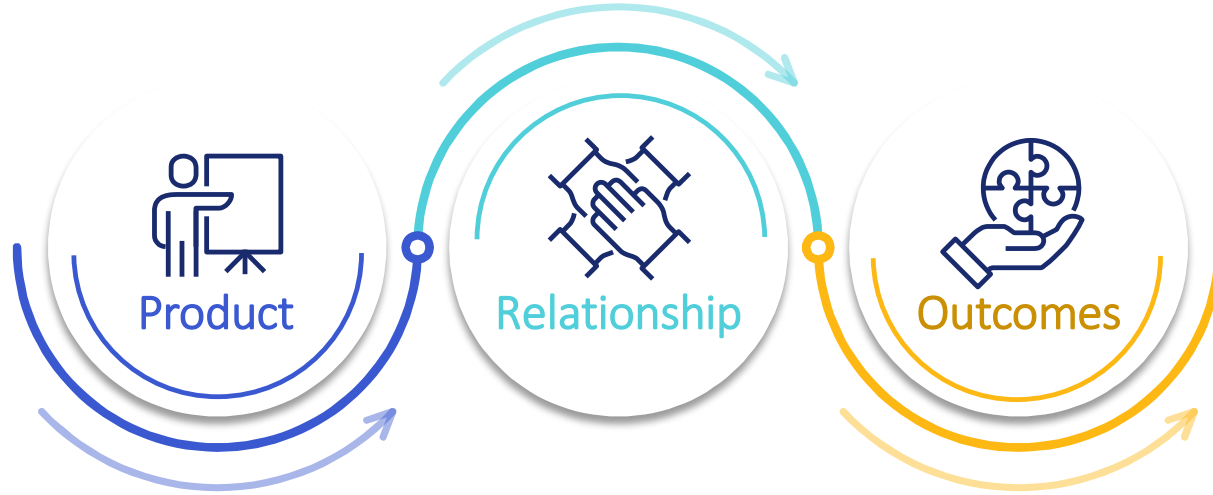
- Provides benchmarking data on my company and job
- Enables opportunities for collaboration
- Is active and inclusive

- Gives back in ways I like
- Provides opportunities to learn about my field
- Takes my feedback seriously

- Recognizes me for using product
- Teaches me how to better use product
- Cares about me as a person and customer

- Makes doing a great job easier
- Is easy to learn and use
- Does what I need it to do
- Provides value that justifies cost

Success Team Goals



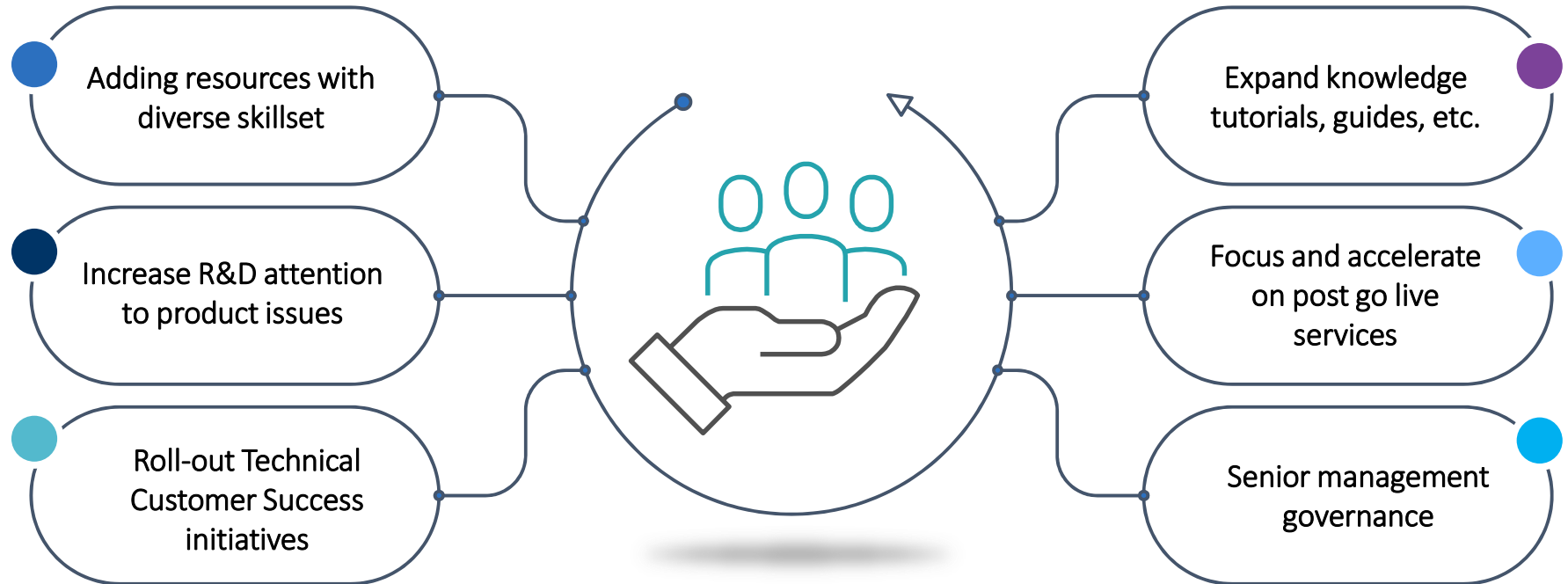
Our team is here to:

Share best practices about how institutions use our products

Help you make them work for your local needs

Make it easy to get more value

Strengthening Customer Experience





2019 Success Cases

Overview

Working with universities to increase their campusM value realization. Learning and understanding customer-specific insights to improve usage / student engagement.



Common Scenarios:

Branding Refresh
Link-outs / system changes
Performance
troubleshooting



Requested Services:

Best Practices
Latest integration version
Live tiles
SSO Migration



Potential Product

Creative Studio
Notification Center
Attendance Readiness
Web Portal

Aston University – App Refresh



Timetable stability



Connect Layer Health Check



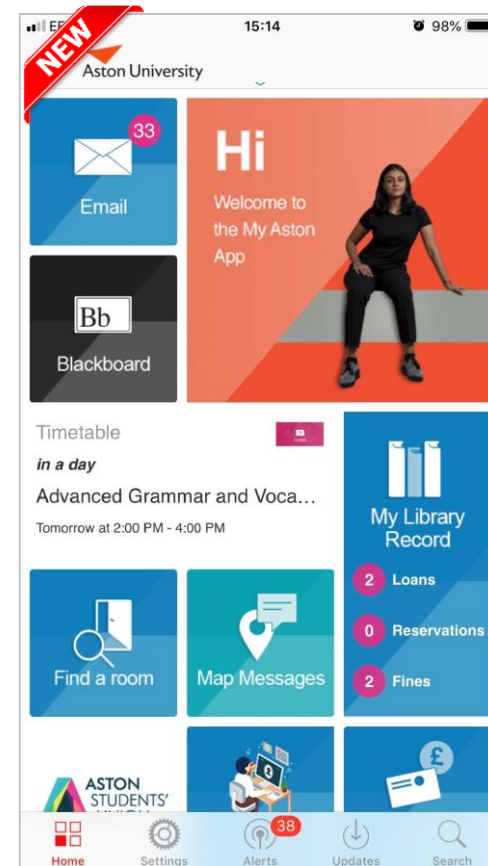
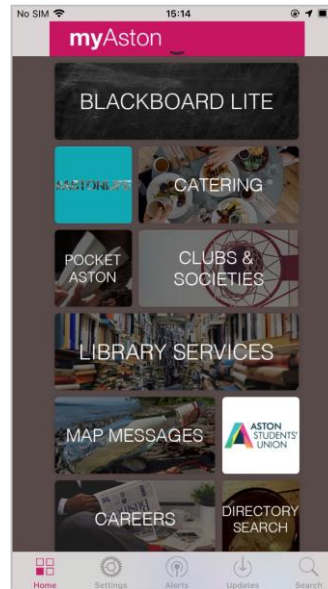
Updated Branding



Live tiles



Integration Updates



Keele University – App Refresh



Portal sidebar +
Personalization



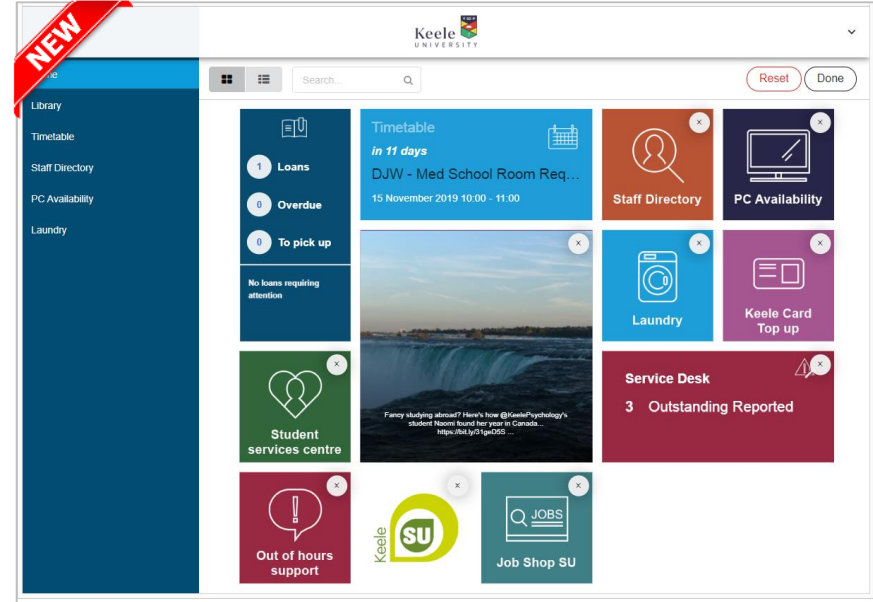
Updated Branding



Live tiles



Keele AEK +
Integration Updates



Leeds University – SSO Migration



Single Sign On migration



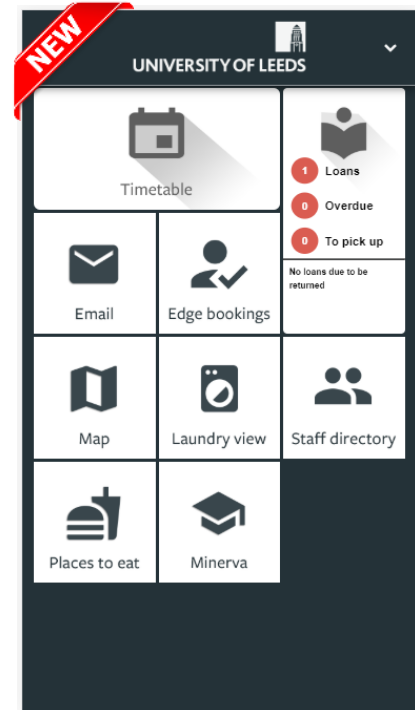
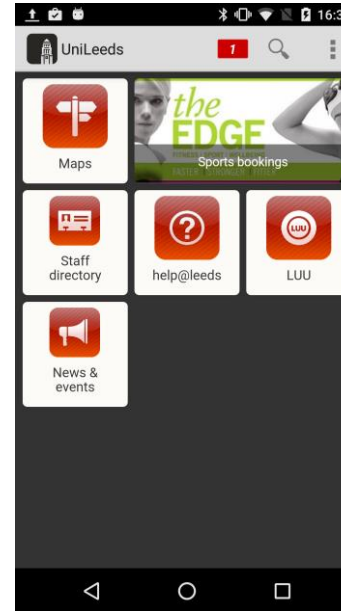
Updated Branding



Live tiles



Integration Updates



Royal Veterinary College – SSO Migration



Single Sign On migration



Updated Branding +
Personalization enabled



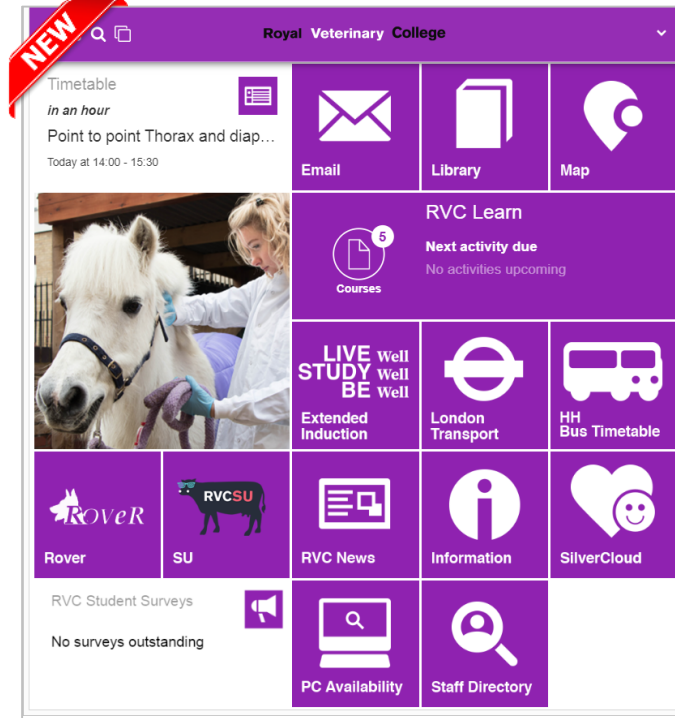
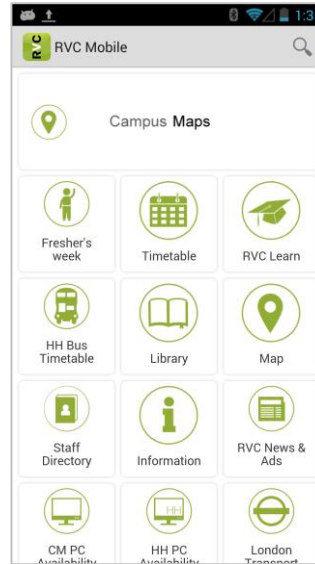
Welcome Week Events
Planner



Live tiles



Integration Updates



Impact Analysis



Usage / Engagement



Reduced issues reported



Improved user experience

+33%

Average increase in
Active Users
compared to Sept
2018 !

2020 Success Team Initiatives

Create and roll out structured success packages from 2019 outcomes



App Refresh

Branding update
Product Integrations
Quick wins



SSO Migration

Product Integrations



Start of Term Readiness

Performance Health checks
Best Practices
Branding update

How Can the Success Team Help?



Best Practices

Sharing experiences
from a global
network of HEI



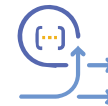
Experts

Connecting you with
relevant experts



Guidance

Tailoring
recommendations



Education

Reviewing and
training on relevant
offerings



Summary

Basic Communication Channels



Salesforce

ensuring issues are being logged, tracked, and handled



24x7 Hub

providing escalation means in all times of the day



Slack

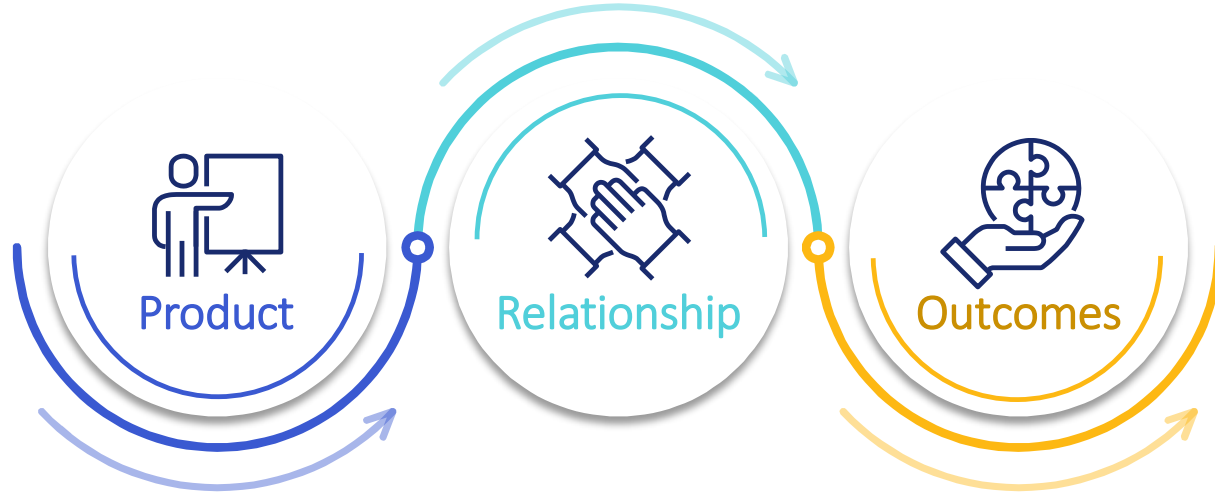
facilitating community conversation as well as topic-specific forums



Events

supporting knowledge and best practices sharing

Maximizing Your Value Realization



Our team is here to:

Share best practices about how institutions use our products

Help you make them work for your local needs

Make it easy to get more value