



ANZREG
Australia & New Zealand Regional ExLibris Group

Ex Libris Corporate Update
ANZREG, February 2016
Monash University Law Chambers

Ziv Benzvi, VP APAC

Adi Fubini, Director, APAC Support

ExLibris
a ProQuest Company

Creating an Exceptional Synergy



Two market leaders, each with a track record of innovation and market-leading solutions, joined forces to deliver exceptional value to customers



**Leading Cloud-based
SaaS Solutions**



**Comprehensive
Content Offerings**



**Extensive
Knowledgebase**



**Deep Academic &
Library Expertise**



**Broad Network
of Partners**



**Openness &
Collaboration**



Leverage combined skills,
assets, and capabilities to
enrich our products,
enhance customer
satisfaction, and
accelerate innovation

Ex Libris At-a-Glance



>3,480
Institutions using
Ex Libris Cloud



>800
Employees
Globally



90
Countries



42
National
Libraries



>3200
Institution using
Primo and Summon



>630
Alma Institutions
worldwide

Where Are We Today?



Acquisition closed on December 15, 2015



Structure of business unit finalized



Product strategy for Ex Libris & ProQuest established



Integration plan on track in the various departments



Excellent position for unprecedented market opportunities

Our Strategy



- Continue development and support of existing products
- Stay committed to the vision of:
 - Unified resource management
 - Unified discovery and delivery
- Enhance support and professional services

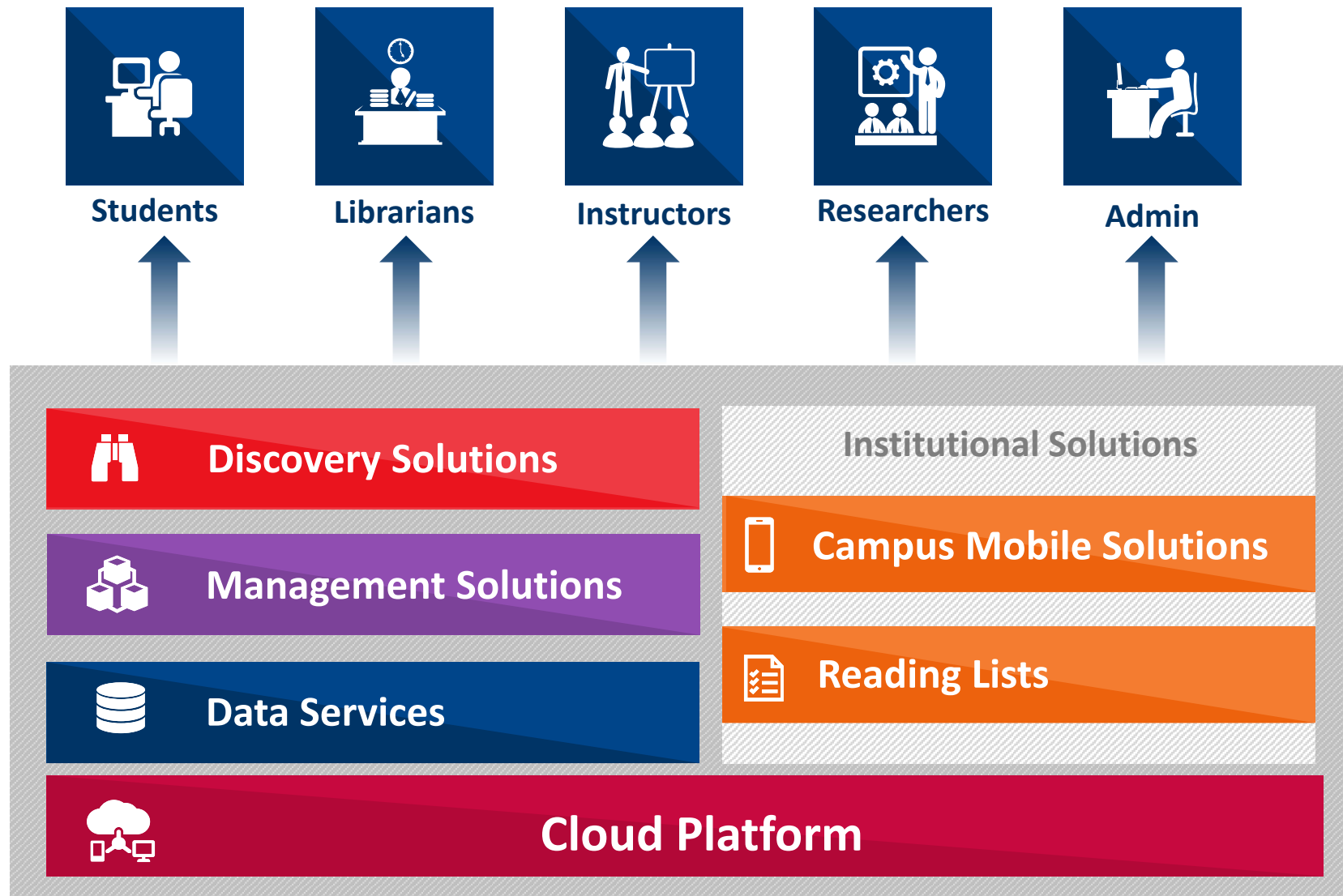


- Enrich content-based services
- Enhance product features and workflows
- Address wider institutional needs

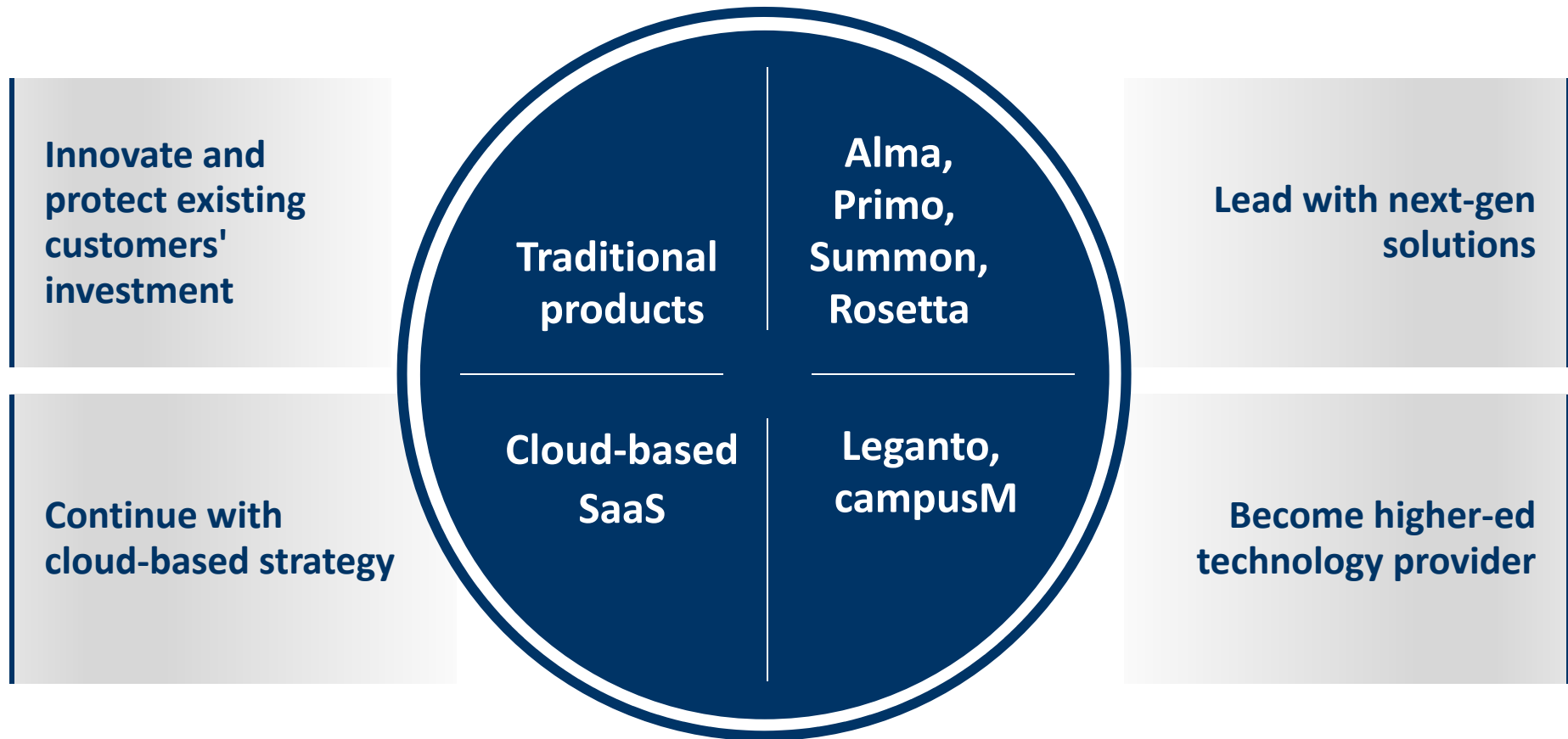


- Introduce new solutions
- Expand to new geographies
- Nurture user community

A Market-Leading Product Offering



Ex Libris Growth Strategy



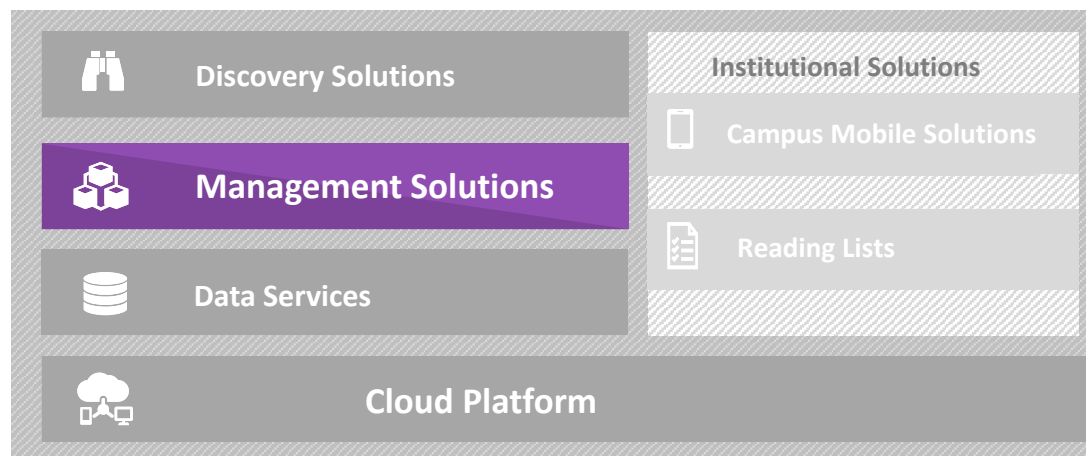


Management Solutions

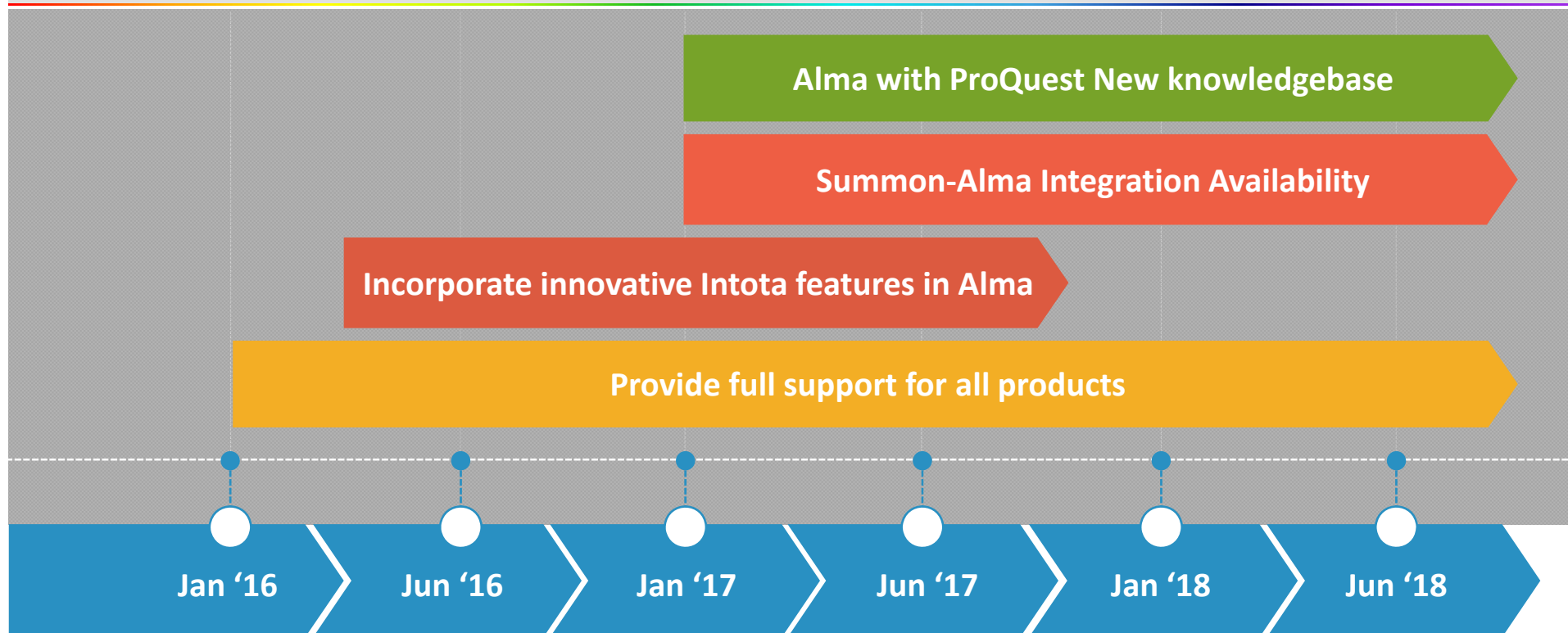

ExLibris[®]
a ProQuest Company

Management Solutions: Strategy Highlights

- **Continue building on Alma as the market-leading library management platform**
 - Incorporate Intota vision into Alma roadmap
 - Enhance Alma roadmap with innovative Intota features
- **Continue to support all products**
- **Leverage ProQuest's new knowledgebase in Alma**
- **Create program for ProQuest Workflow Solutions customers interested in moving to Alma**
- **Integrate Summon and Alma to provide greater choice**



Integration Strategy: Leveraging Our Combined Strengths



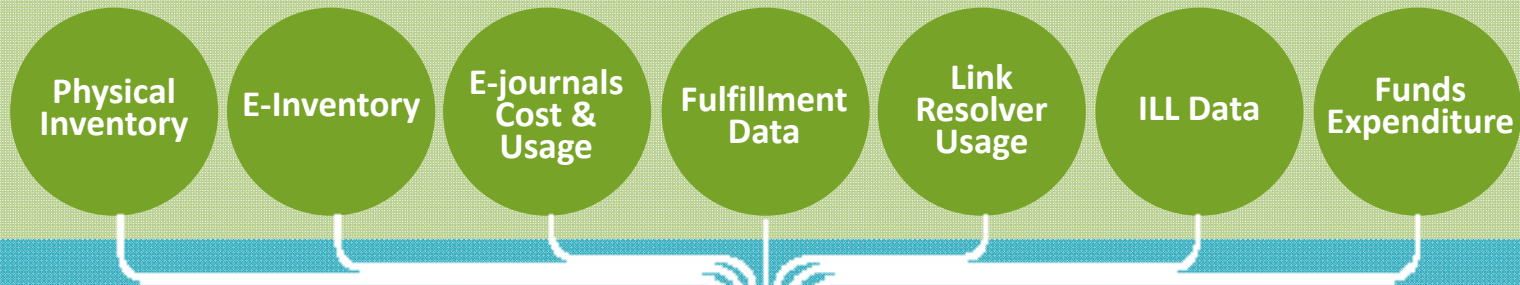
The Alma roadmap will be enhanced with innovative capabilities from the Intota vision.

For example:

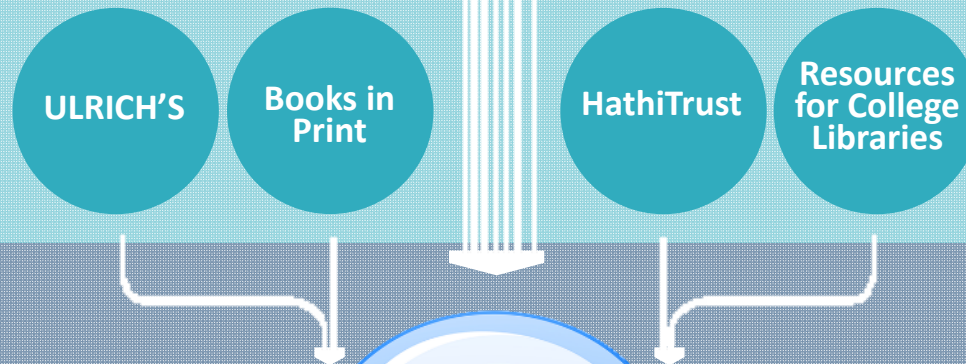
- ▶ ProQuest's New Knowledgebase
- ▶ Enhanced automated demand-driven acquisition workflow
- ▶ Alma Analytics enhanced with unique Intota Assessment features (external resources such as BIP)
- ▶ Index Enhanced Direct Linking
- ▶ Alma Community Zone enhanced with content from ProQuest

Actionable Analytics + Comparative Data = Smarter Decisions

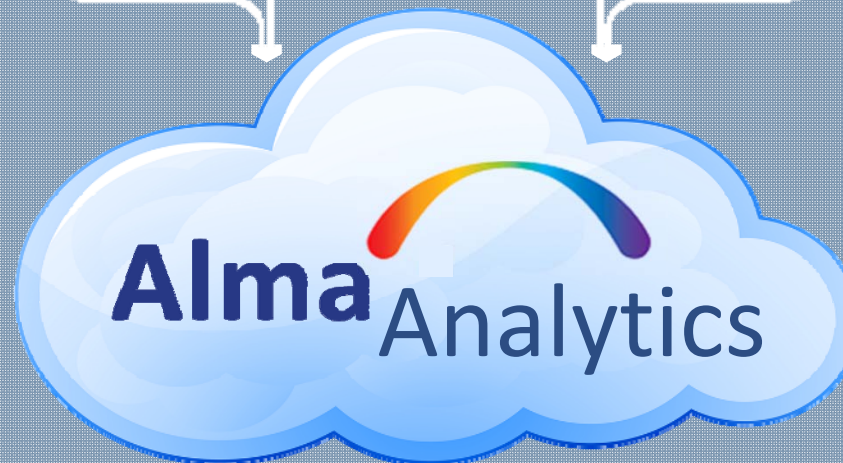
Current data sources in Alma Analytics



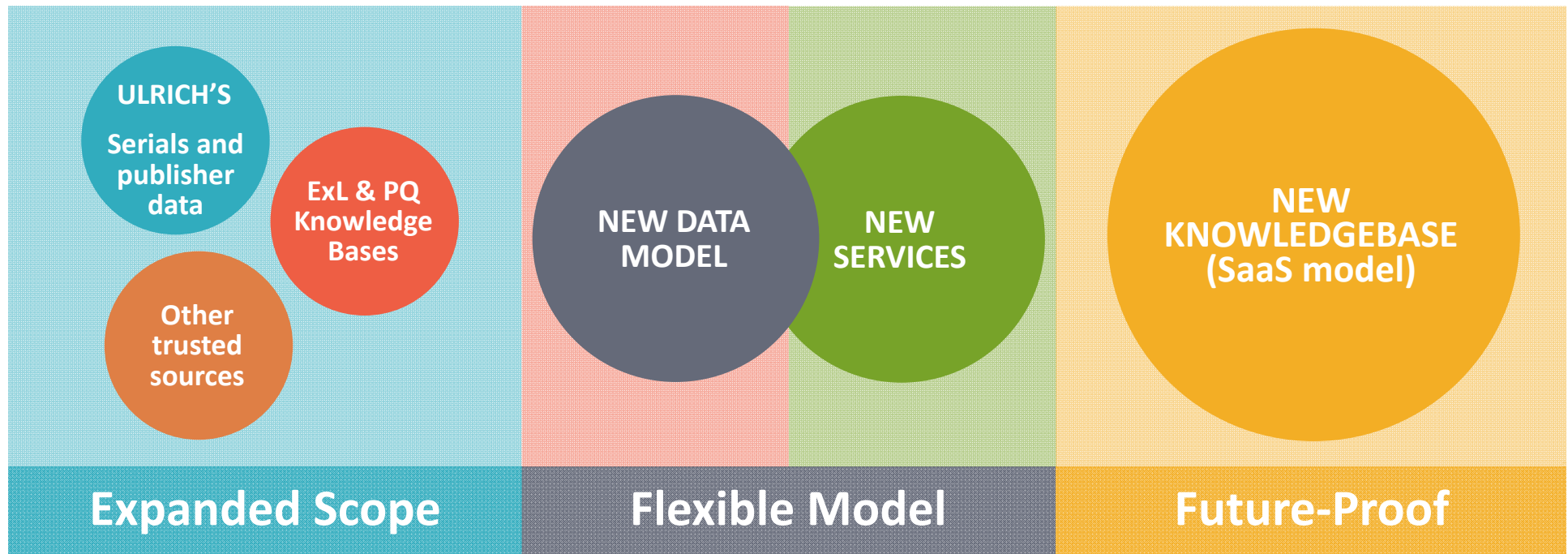
New unique data sources from ProQuest



Alma brings analytics to the point of action



Boosting The Alma Experience with New Knowledgebase



Authoritative Resource Metadata

Data from a variety of sources: e-resource metadata, Ulrich's, MARC authority records (ProQuest unique assets)

Expandable Data Model

New relational structure allows for any content type and supports linked data

Support for New Business Models

Understands demand-driven acquisition (DDA), perpetual access rights, open access



Continue to support Intota and honor commitments



Incorporate Intota vision into Alma

Identify innovative Intota capabilities to be incorporated into Alma roadmap such as: enhancing Alma CZ, DDA workflow, IEDL (index enhanced direct linking)



Introduce Ex Libris program for Intota Customers

Offer a program for customers who want to move to Alma



Discovery

**ExLibris**[®]
a ProQuest Company

Our Strategy and Vision



Broad & Rich Content Offering

- Unified, high-quality index
- Content enrichment
- Content analytics
- Content neutrality



User Experience

- Discovery beyond search – exploration & learning
- Patron-integrated services
- Mobility



Library Empowerment

- Exposure of collections & expert services
- Customization
- Analytics-driven optimization
- Workflow efficiency



Discovery in Context

- Personalization
- Discovery via multiple entry points
- Extension of discovery to research, teaching, and learning domains

Discovery Solutions: Strategy Highlights

Summon and Primo continue to be our flagship discovery products

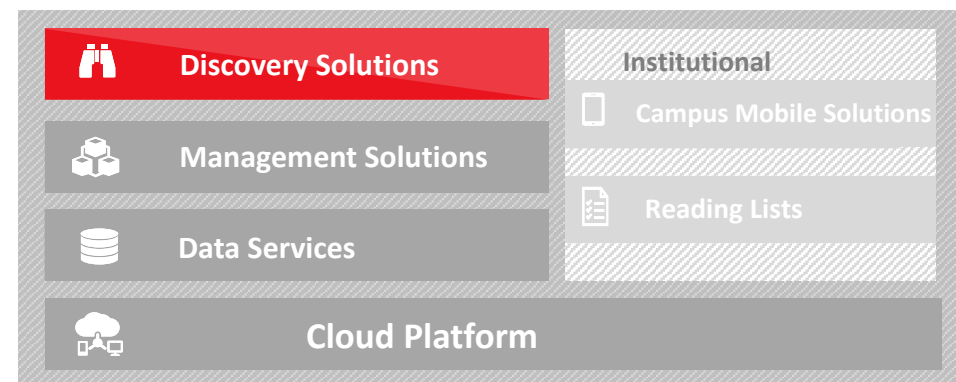
Committed to both products' roadmap plans

Innovative cross-product capabilities to be leveraged

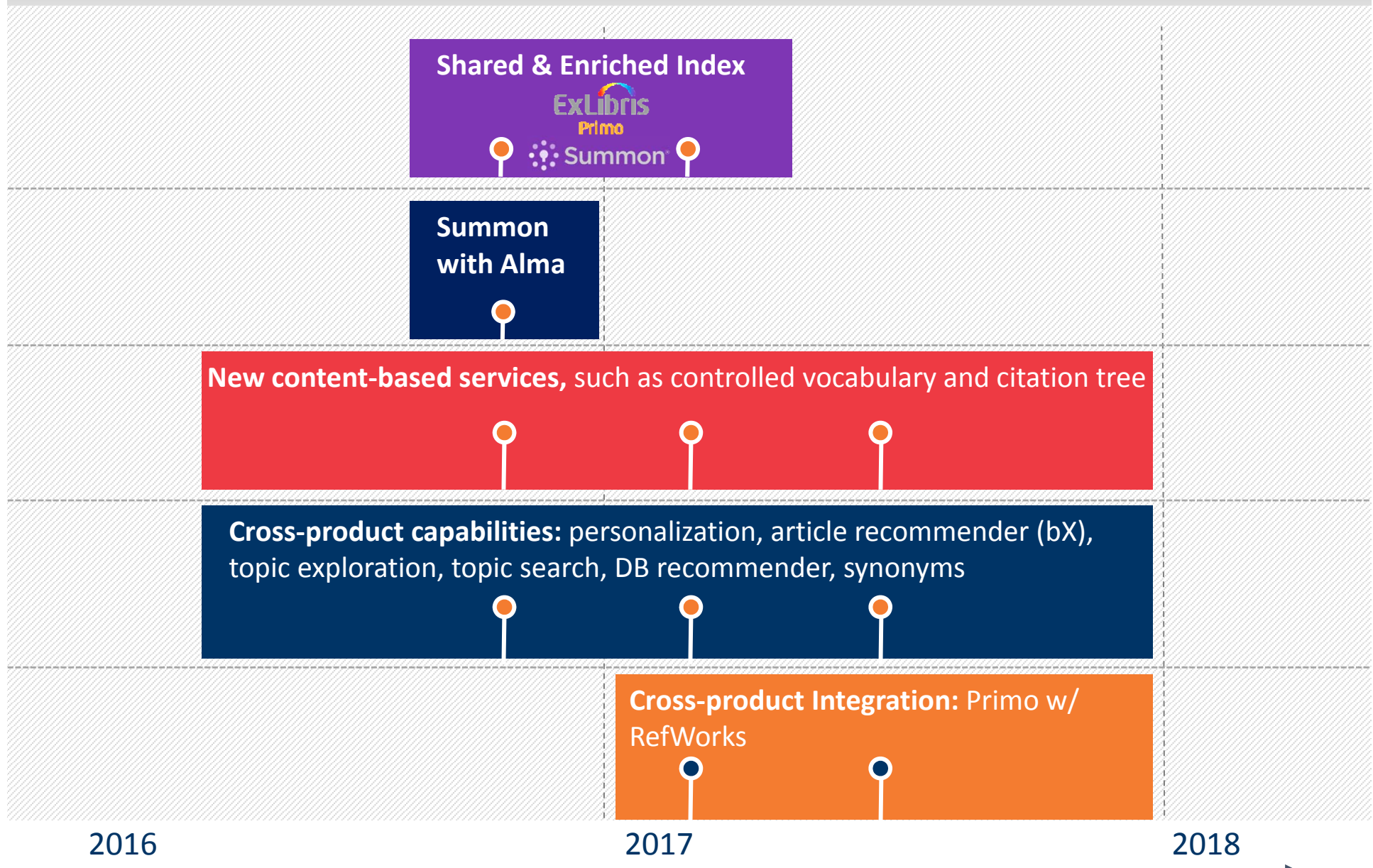
- Shared and enriched central index content
- Enhanced services—for example:
 - Primo → Summon: Personalization, article recommendations (bX)
 - Summon → Primo: Topic search, database recommender
- Summon integrated with Alma

New & enhanced capabilities to be introduced

Content-based services such as controlled vocabulary and citation tree



Discovery Synergy Roadmap



Extensive and Reliable Content Coverage



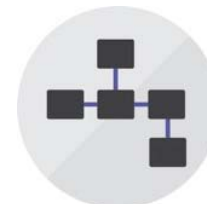
Deep content coverage

Tracks the most types, and broadest types, of resources



Best & easiest access to full-text content

Provides superior linking experience with minimal workload for library staff



Stewardship of metadata

Aggregates, enriches, and updates metadata from all sources



Authoritative resource metadata

Improves discoverability

Addition of multiple collections--for example:

Summon → Primo:

- USPTO - U.S. patents & grants
- Infobase Learning
- IHS, Inc. (standards)
- Naxos of America, Inc. (music)

Primo → Summon:

- GBI-Genios
- United Nations Food and Agriculture Organization (AGRIS)
- Airiti Library (CEPS)
- Newsbank Readex

Maintaining our commitments:

- Show no bias towards any content provider in terms of ranking, linking or indexing
- Initiated the NISO ODI recommendations
- Support the discovery of open-access content

What makes us different?

- Separate platforms for content and discovery
- Merge records process – preventing possibility of bias towards specific providers
- Delivery method based on library-defined linking priority

■ Global Operations – Vision and Mission

Vision

A world class customer support organization

Mission

To constantly meet customer satisfaction while improving organizational efficiency

Global Support Accomplishments in 2015

Reduce backlog

- Focus on “High” Priority cases
- Clean up aging backlog in Development

Improved Visibility for Development Cases

Strengthen Support presence in the regions

- Significant customer’s face time

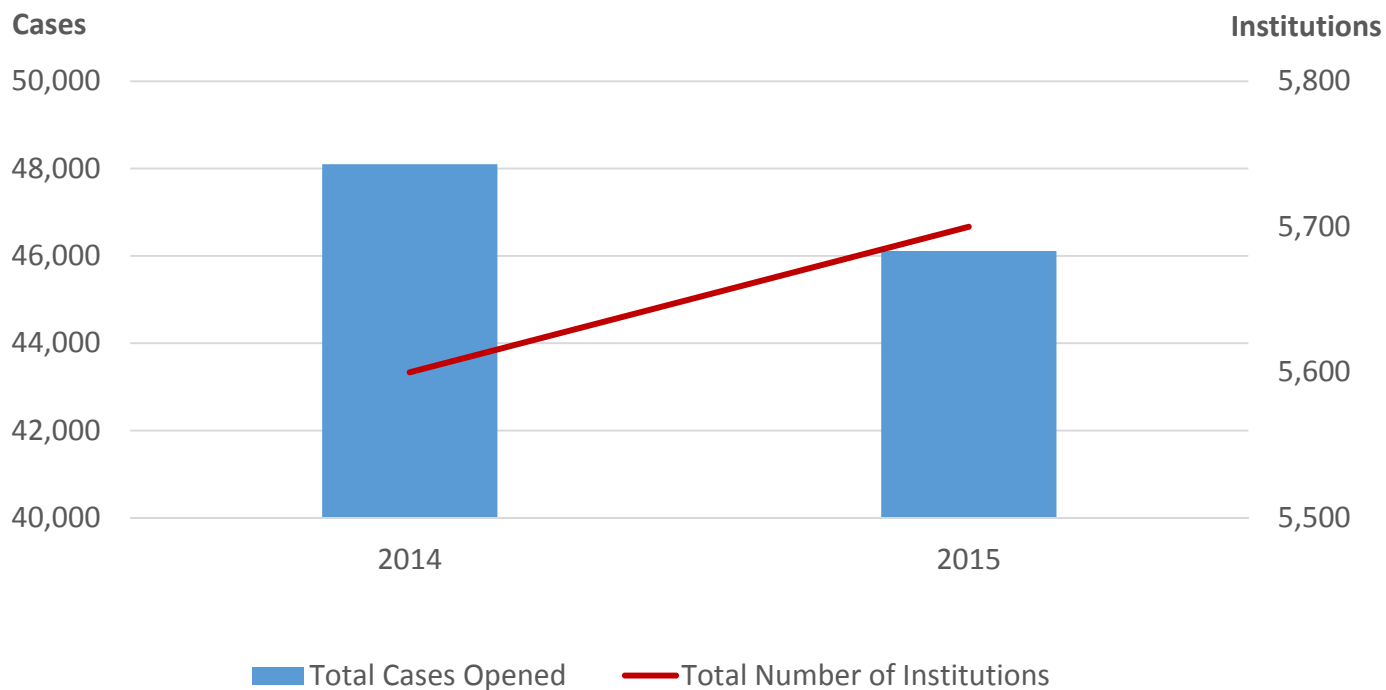
Re-introducing Knowledge Centered Support

Improvement trend of customer satisfaction with support cases in 2015

Take over Services for mature products



Overall Customer Support Volume



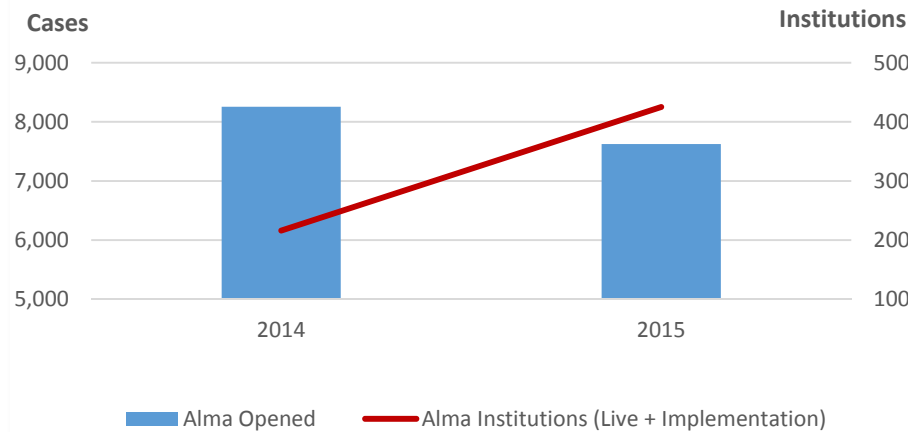
OVER 4% DECREASE OF CASES OPENED ANNUALLY	1.5% GROWTH OF INSTITUTIONS	1/3 OF ALL CASES RELATED TO DATA CONTENT	15% DECREASE IN MATURE CASES ANNUALLY (SFX, VOYAGER)
---	-----------------------------	--	--

Customer Support: Operational Excellence

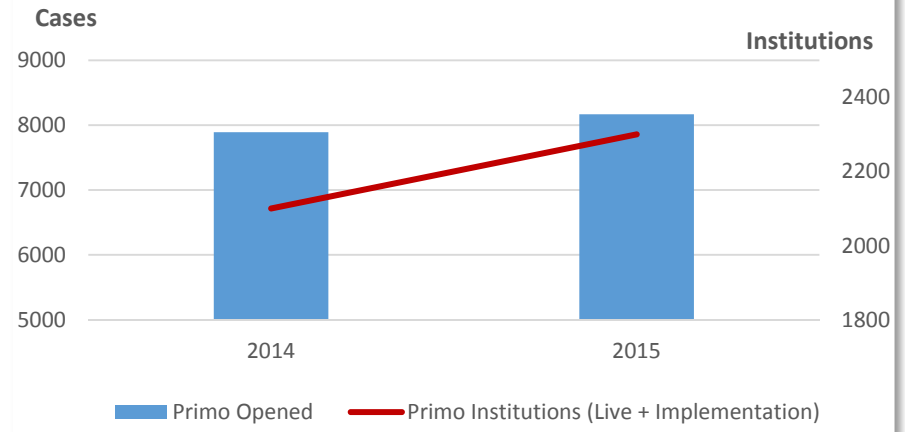
OVERALL PRODUCT QUALITY IMPROVEMENT

INCREASED EFFICIENCY WITH PROLIFERATION OF KNOWLEDGE ARTICLES

Alma Support Volume

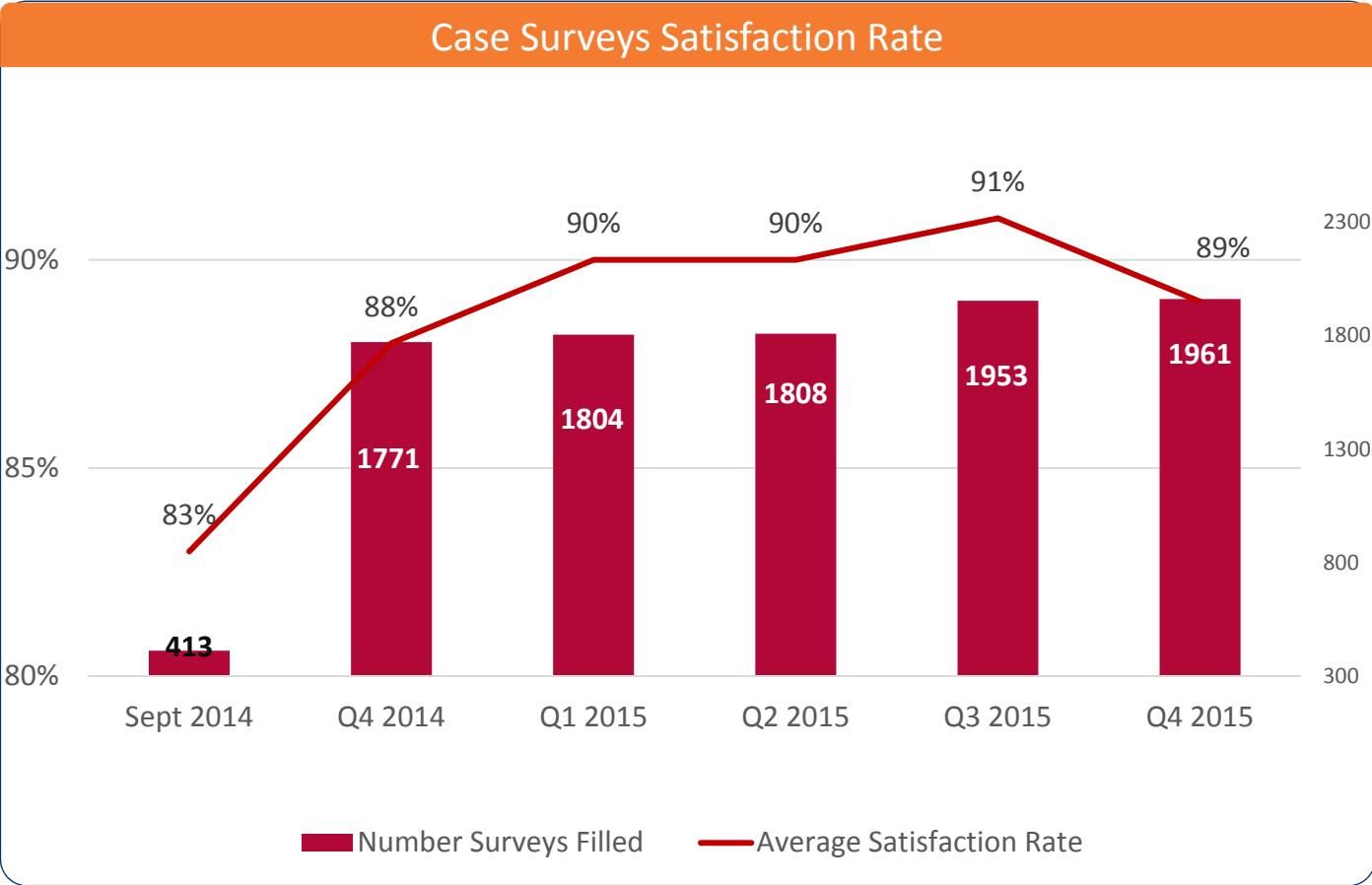


Primo Support Volume





Satisfaction Trend



Email Preferences: Streamlined Communications

ExLibris Logged in as [redacted] [Logout](#)

[Cases](#) [Search Cases](#) [KB Items](#) [Publish](#) [Account Assets](#) **Email Preferences**

Messages and Alerts

[Link to Salesforce documentation](#)
[Escalation policy](#)
[Contact us](#)

Dear [redacted]

In this page you can manage your email preferences and subscribe to relevant mailing lists. Personal details, such as email address, can be edited under [My Profile](#).

Available Mailing Lists

Select All

Product Specific Support Messages

- Aleph
- Alephino
- Alma
- Alma Data Services
- bX
- CampusM
- DigiTool
- MetaLib
- MetaLib KB
- Metalib+ (includes subscription to corresponding System Status Page notifications)
- Primo
- Primo Central
- Rosetta
- SFX
- SFX KB
- Verde
- Voyager

Ex Libris News and Information

- Articles
- Messages for Ex Libris customers (e.g. availability of local offices during holidays, etc.)

Search

Search All

[Advanced Search...](#)

Find Articles (Old)

Recent Items

No records to display

Welcome, [redacted]

[My Profile](#) | [Logout](#)

STREAMLINED
COMMUNICATION

PERSONALIZED
CUSTOMER
PREFERENCES

VEHICLE FOR
PROACTIVE AND
PREDICTIVE SUPPORT

OVER 2,700
SUBSCRIBERS
40% SUBSCRIBED FOR
ARTICLE UPDATES

Predictive Support



Introducing the Ex Libris Knowledge Center

ExLibris
Knowledge Center

Training | Documentation | Knowledge Articles | Developer Network | More Sites

What can we help you with?

Search

System Status Submit a Case

Browse by product:

Alma Primo Rosetta SFX Aleph Voyager MetaLib Verde DigiTool campusM Leganto +

Search Knowledge Articles
Search our extensive knowledge base for answers to commonly raised questions

Find Product Documentation
Access the latest documentation for Ex Libris products

Take Training
Learn new skills and get certified with our tutorials, recorded training and other materials

Understand Products and Services
Learn more about our product offerings, and how they can serve your needs

Featured Topics

- Introduction to the Knowledge Center
- Knowledge Center Questions and Answers
- Problems with Knowledge Center, Developer Network, On Line Help etc.
- How to apply additional script to correct issue with derivative copies in SP 4.2.1 installation
- Enhancement Process - Common Q&A
- What is the URL to Provide Vendors for Alma Vieww Window Link and Resolver Icon?
- Add an IP Address to Access Ex Libris Products Through Hosted Server Firewall

KNOWLEDGE ARTICLES, DOCUMENTATION & TRAINING UNDER A UNIFIED PLATFORM

SINGLE SEARCH FOR ALL CONTENT

MODERN CUSTOMER EXPERIENCE

FREE AND OPEN TO ALL