



# Ex Libris Operations Highlights

ANZReg | May 2017

Yair Amsterdam | COO, Ex Libris

**ExLibris**  
a ProQuest Company

# Overall Integration Cycle



# So What Have We Accomplished?



## Product strategy implemented

- Summon over Alma
- Intota vision
- Unified enriched Content
- Leganto powered by SIPX



## Added 170 Workflow Solutions employees to Ex Libris

- Overall 800 employees



## Customer facing functions consolidated

- Ease migration to Alma



## Information Systems integrated

- Customer facing – SFDC, CKC, Status Page, Ideas
- Internal – Office 365, ERP

# 2017 Global Operations

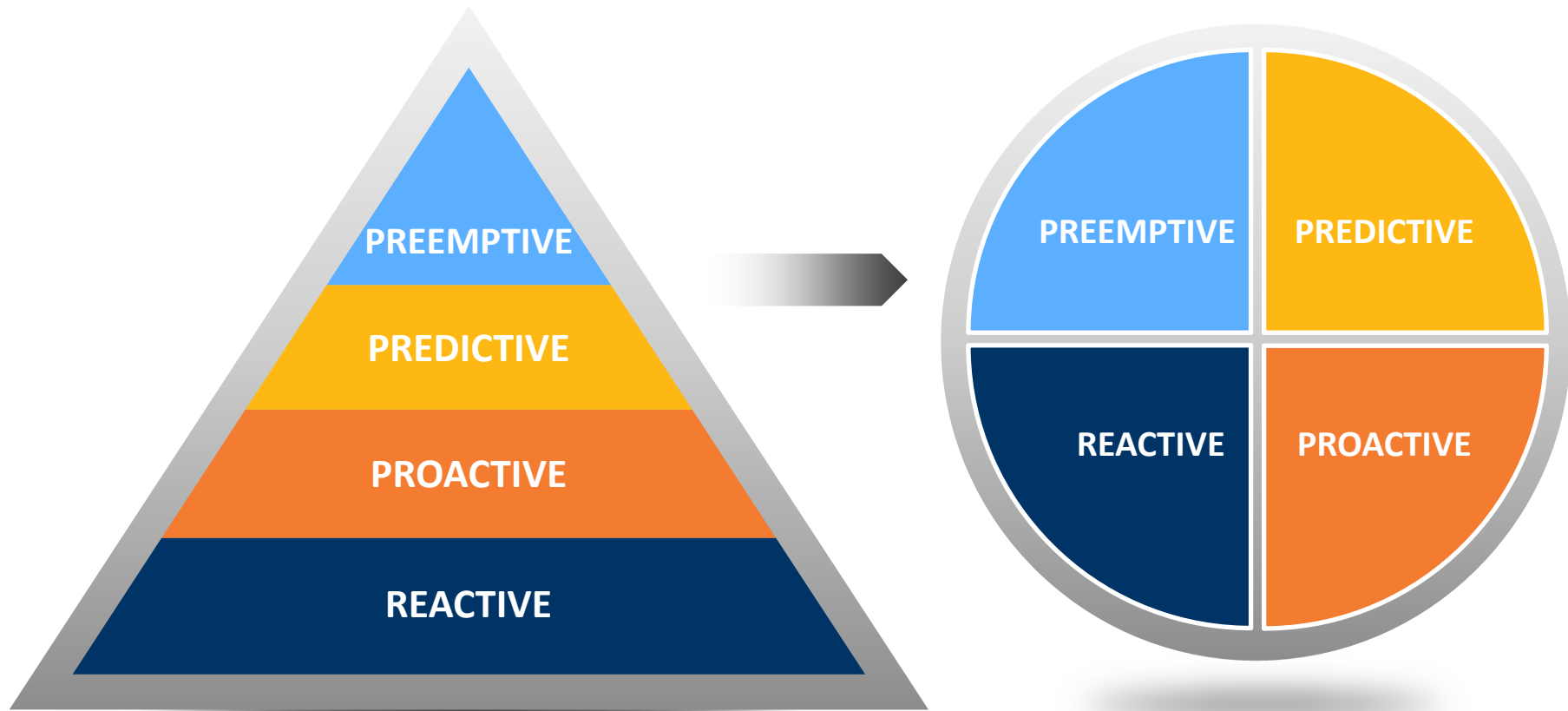


A person in a blue suit and striped tie is pointing upwards with their right hand. A white line graph with five circular markers is overlaid on the image, showing an upward trend. The background is a blurred cityscape.

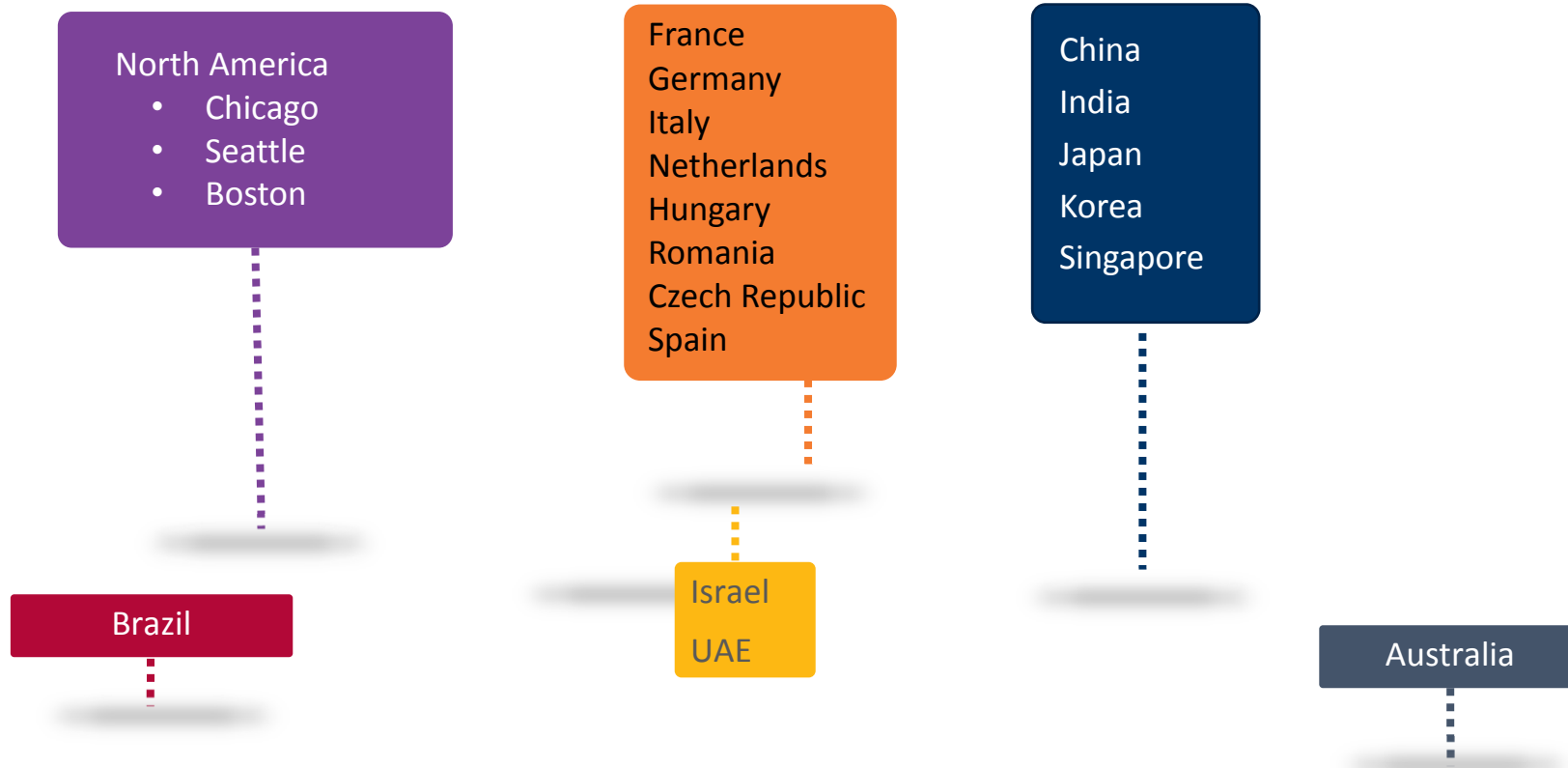
# Customer Success

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# Customer Service Evolution



# Global Support Presence in 18 Countries

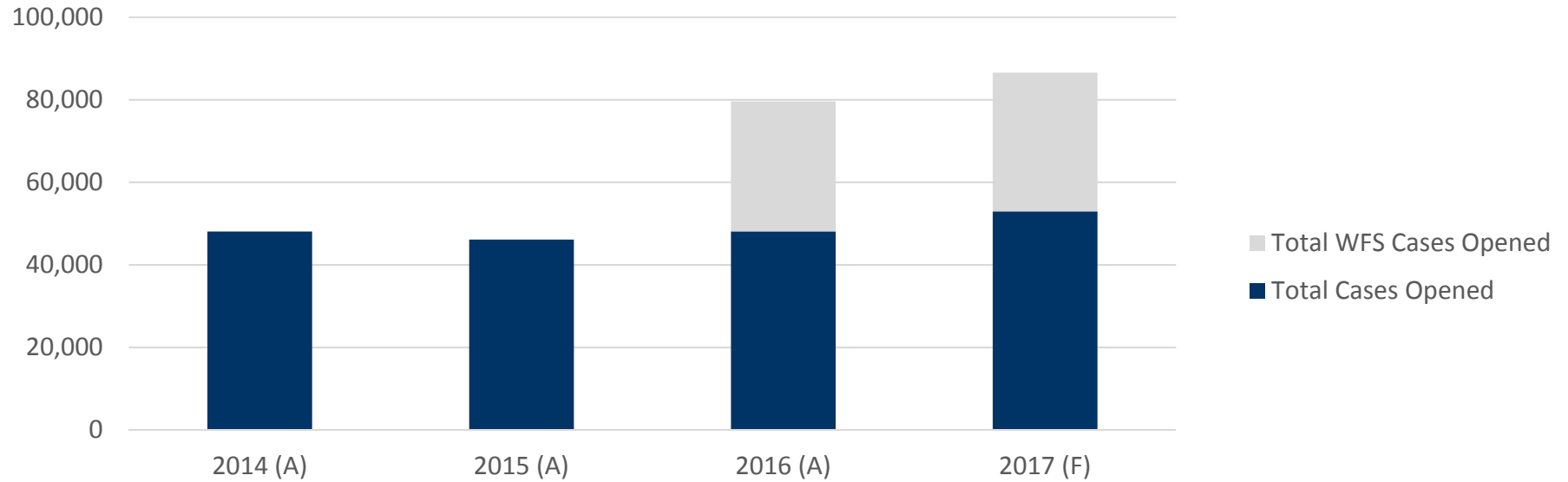


# Growing Presence in Australia





# Overall Customer Support Volume



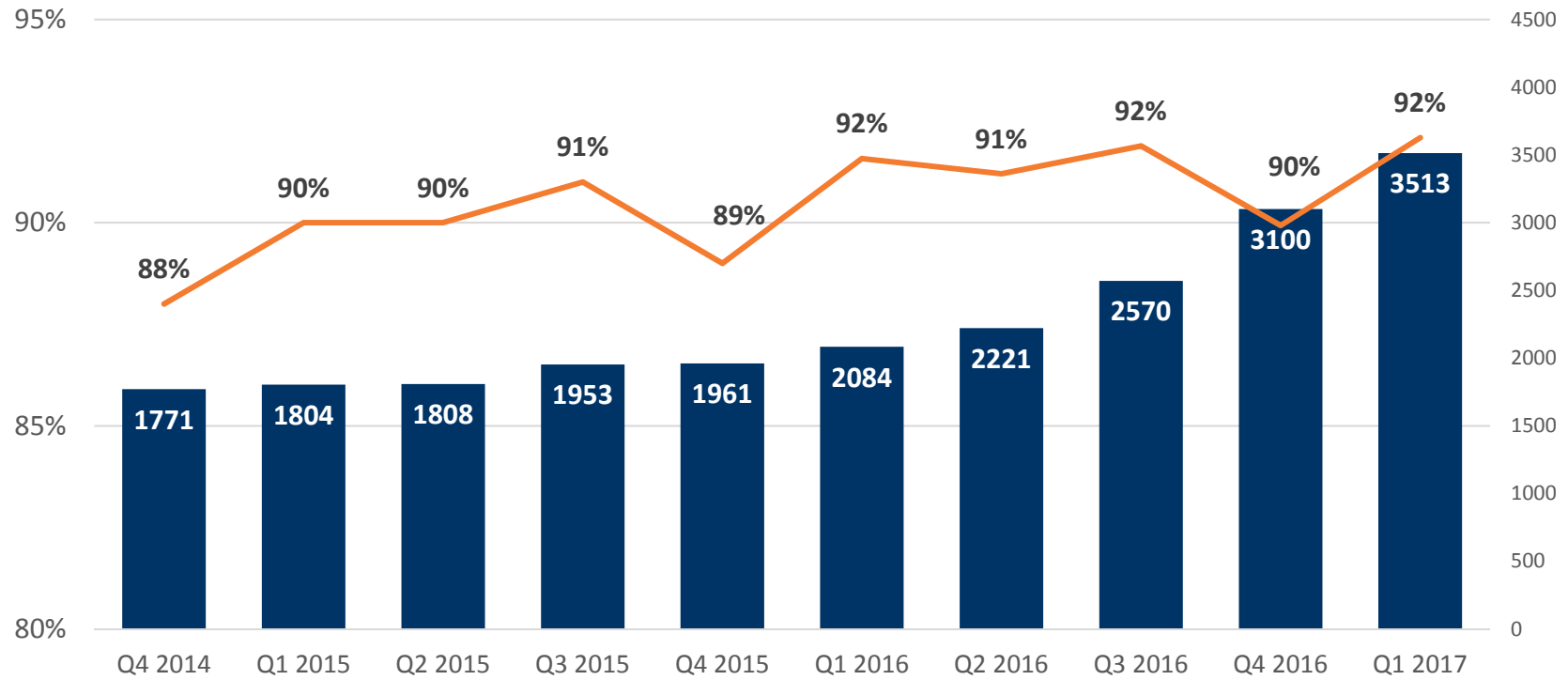
STABLE CASE VOLUME  
OVER PAST YEARS

SIGNIFICANT GROWTH  
IN NUMBER OF  
INSTITUTIONS

1/3 OF ALL CASES ARE  
RELATED TO CONTENT

DECREASE IN  
SFX, VOYAGER AND  
ALEPH CASES

# Case Surveys Satisfaction Rate



# Case Surveys Drive Improvement!

## MEASURE

Results appear on personal dashboards for all levels: analysts to COO

## REPORT

Monthly report to support management

## ENGAGE

- Phone call follow up for outstanding cases
- Ongoing communication of improvements



## ANALYZE

Weekly content analysis for all comments received

## ACT

- Support processes change upon customer feedback
- Results serve as basis for professional training

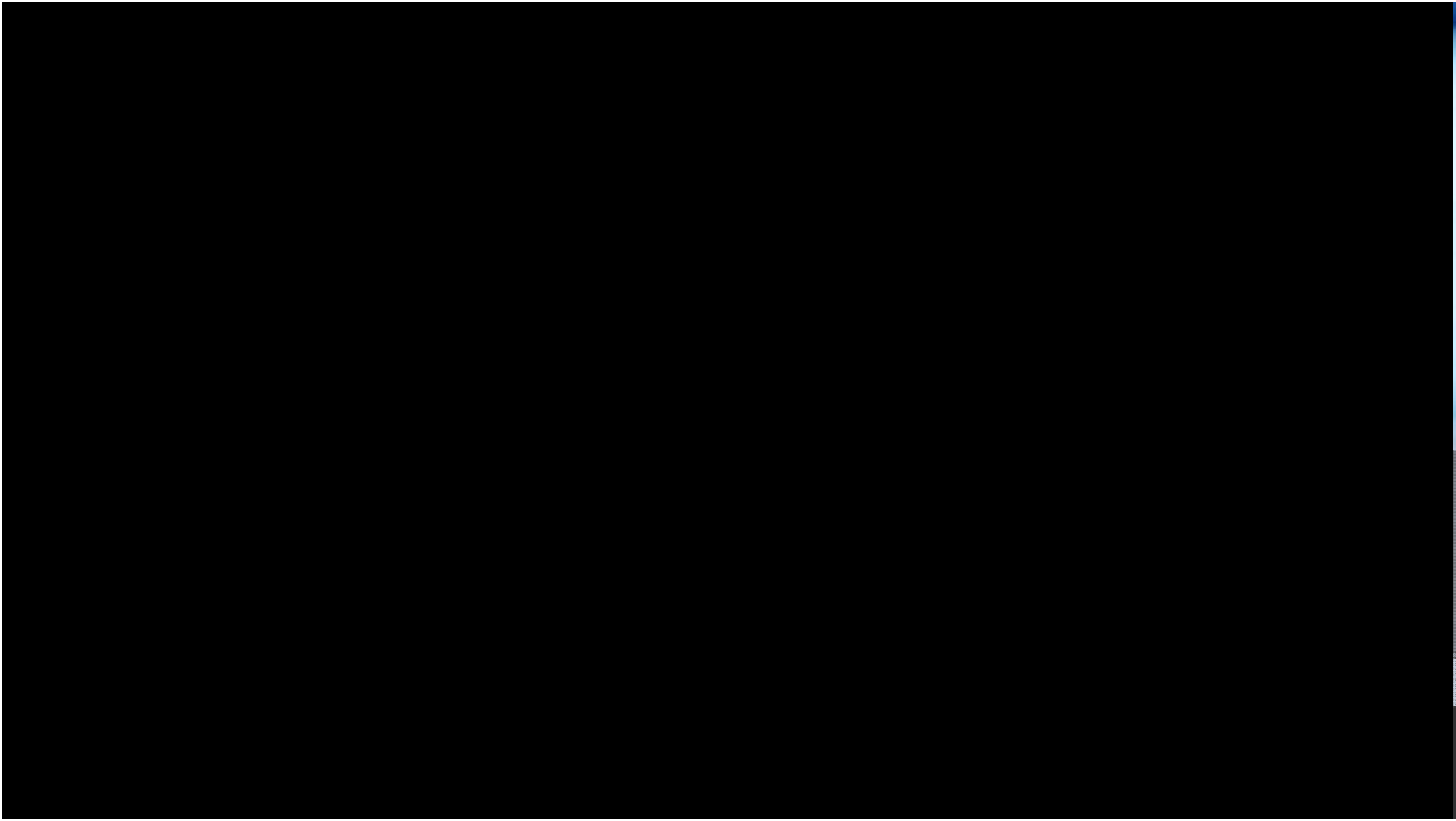
A hand holding a target with three blue darts hitting the bullseye. The background is a blurred image of a person in a white lab coat.

# Operational Excellence

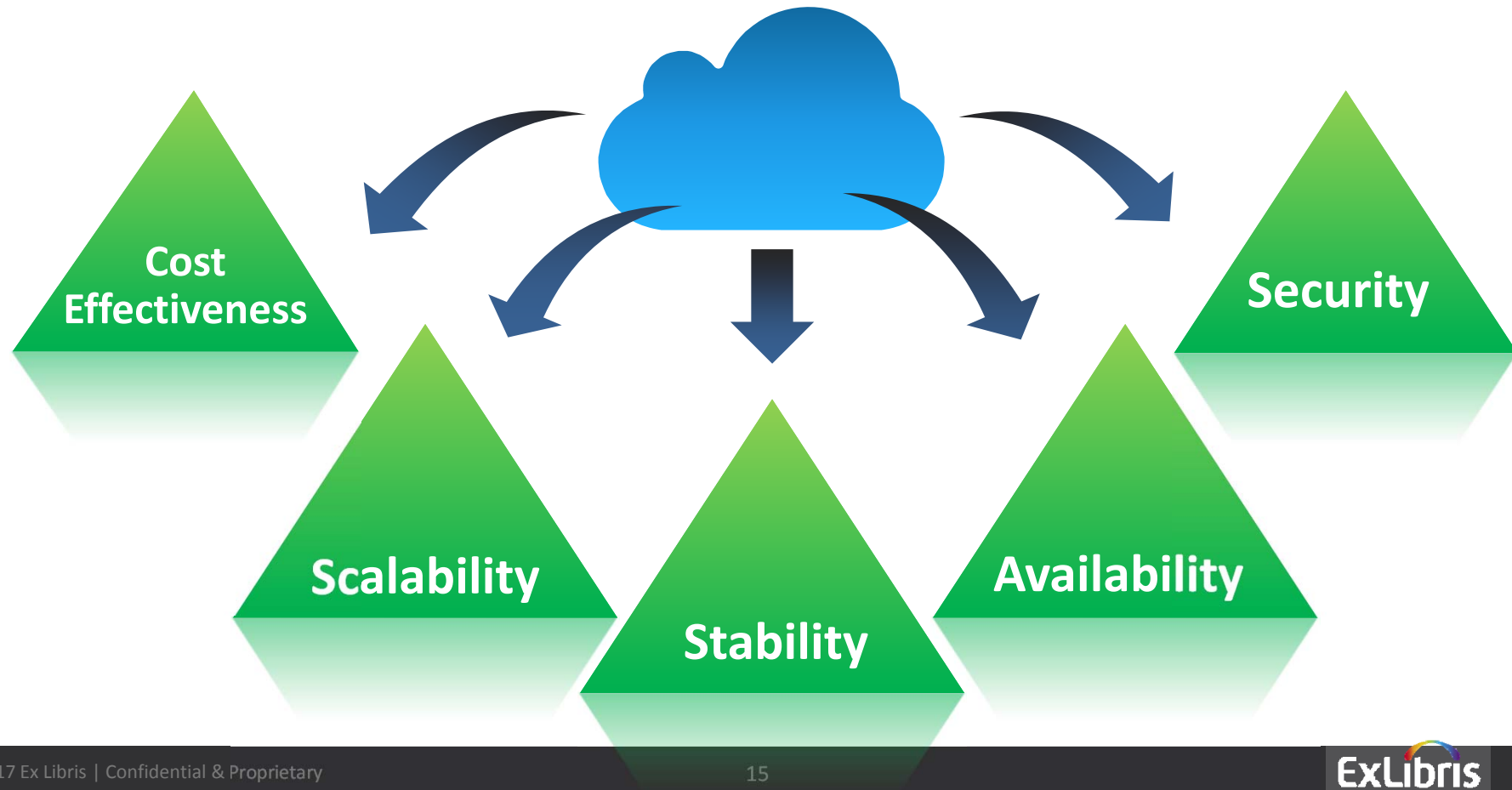
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# DATA CENTER TOUR



# Ex Libris Cloud Requirements



# Cloud in Numbers



**+ 5,500**

SaaS/Hosted  
Institutions

Alma, Primo, Summon, Intota, Aleph, 360, SFX,  
Voyager, MetaLib, MetaLib+, Verde, PC, bX, Ulrich's

**5.4 M**

Daily Primo Searches

**2 M**

Daily Summon Searches

**4.1 M**

Daily Alma Transactions

**83**

Racks in 10 private DCs and 3 AWS locations

**1,492**








Physical servers

**4,818**

Terabytes of storage



# Cloud Uptime 2016 - 2017

	# live institutions	% of customers meeting Contractual SLA (99.5%)	% of customers meeting internal SLA (99.9%)
	579	100%	100%
	1217	Yearly uptime 99.97%	
	996	99.90%	99.80%
	1700	Yearly uptime 99.94%	
	49	100%	100%
	417	100%	100%
	480	Yearly uptime 99.97%	

**>99.97% OF CUSTOMERS  
MEET SLA**

**>99.80% OF CUSTOMERS  
MEET INTERNAL SLA**

# Certified with the Most Rigid Security Standards

## MAINTAIN EXISTING CERTIFICATIONS



ISO/IEC 27001:2013



Data centers are SSAE-16 certified (formerly SAS-70)



ICO Registered (UK Data Protection Act)



CSA STAR – Self assessment



ISO 27018:2014 Privacy Standard

## PLAN FOR NEW CERTIFICATIONS IN 2017:



US Federal - FedRAMP (Alma/Primo)



ISO 22301: 2012 - Business Continuity Management Systems Requirements



# Quality of Content

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# Content Operations Vision & Mission



## VISION

Provide best in class content services to academic libraries and providers



## MISSION

Allowing libraries to fulfill their content related needs for both administrative and end-user aspects



# The Content World



## Discovery

Summon Index  
Primo Central



## Delivery

360 KB  
SFX KB  
Alma CZ



## Ulrich's



## Provider Relations & Research



## Support and Linking



## Content Development

# Content Inventory 2017



COLLECTIONS	3,159
PROVIDERS	339
RECORDS	2,915M



COLLECTIONS	2,236
PROVIDERS	264
RECORDS	1,232M



COLLECTIONS	15,262
PROVIDERS	2,514
ENRICHED BIB RECORDS	1,647M
AUTHORITY FILES	18



TITLES	414,032
PUBLISHERS	182,076
REFERED TITLES	50,758
ACADEMIC SCHOLARY TITLES	121,486



COLLECTIONS	33,761
PROVIDERS	6,765
RECORDS	1,775M



COLLECTIONS	6,446
PROVIDERS	637

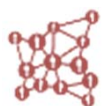
# Working with the Community



Authorities



Bib Records  
Enrichment



SFX  
Contributions



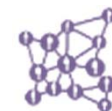
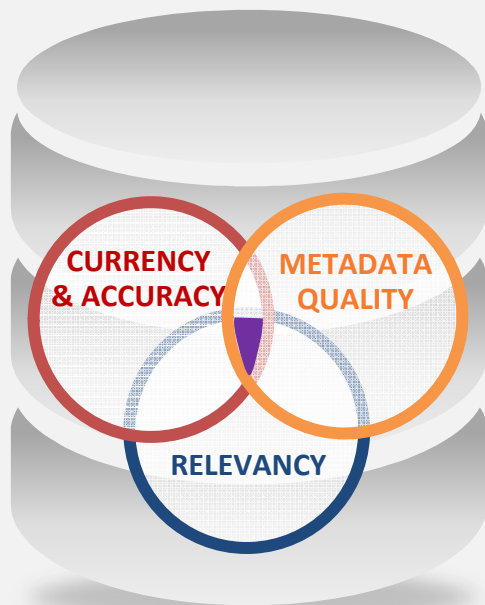
PWG (NERS)



Tailored  
Collections



Community Voting



Alma CZ  
Contributions



Support Surveys



KB Advisory Board



Easy to Do Business

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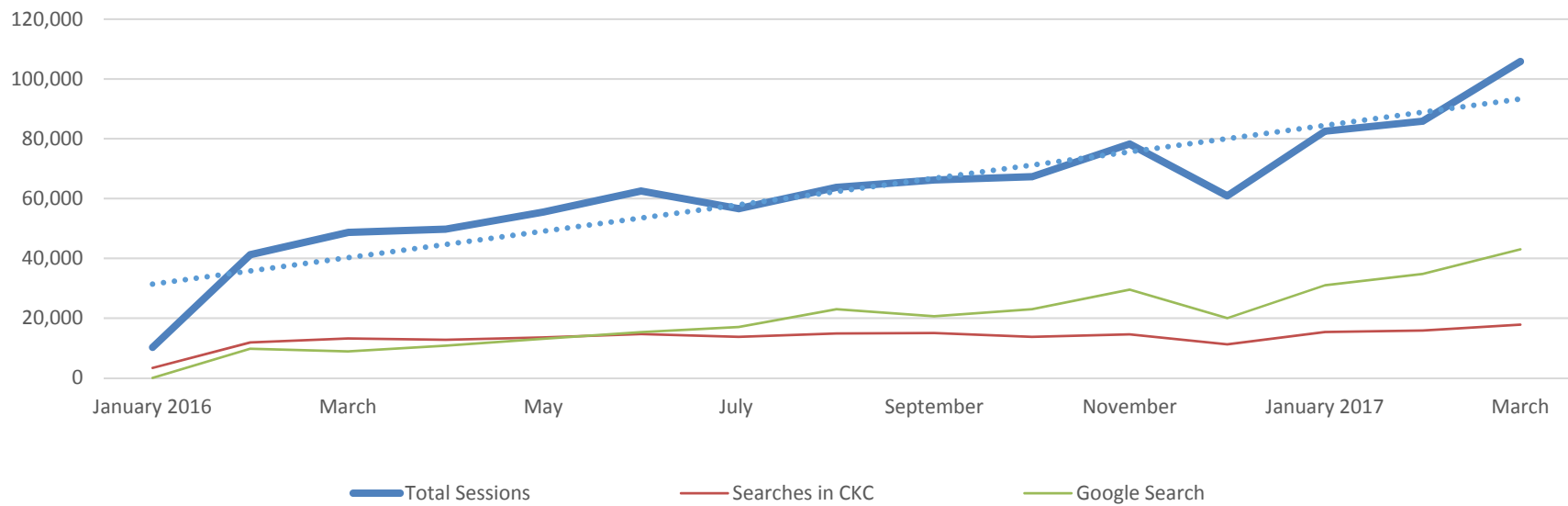


# Ex Libris Customer Knowledge Center

The screenshot shows the Ex Libris Knowledge Center homepage. At the top left is the Ex Libris Knowledge Center logo. On the top right, there are navigation links for Training, Documentation, Knowledge Articles, and Developer Network, along with a 'More Sites' dropdown menu. The main header area features the text 'What can we help you with?' above a search bar with a magnifying glass icon. Below the search bar are two buttons: 'System Status' and 'Submit a Case'. A 'Browse by product' section lists various products: Alma, Primo, Summon, Rosetta, campusM, Leganto, Aleph, Voyager, SFX, bX, 360 Services, Intota, Ulrich's, Metalib, Verde, DigiTool, and 360 KB, with a plus sign icon. Below this are three main content areas: 'Knowledge Articles' with an owl icon and the text 'Access quick answers to questions our Support team is asked'; 'Product Documentation' with a document icon and the text 'Learn from comprehensive material prepared by our documentation team'; and 'Featured Topics' with a list of links including 'Security Update - Customer Announcement', 'Introduction to the Knowledge Center', and 'Introduction Video for 360, Summon, Intota, AquaBrowser and Ulrich's Customers'. At the bottom, there are four purple-bordered boxes with white text: 'KNOWLEDGE ARTICLES, DOCUMENTATION & TRAINING UNDER A UNIFIED PLATFORM', 'SINGLE SEARCH FOR ALL CONTENT', 'MODERN CUSTOMER EXPERIENCE', and 'FREE AND OPEN TO ALL'.

# Customer Usage Goes Up

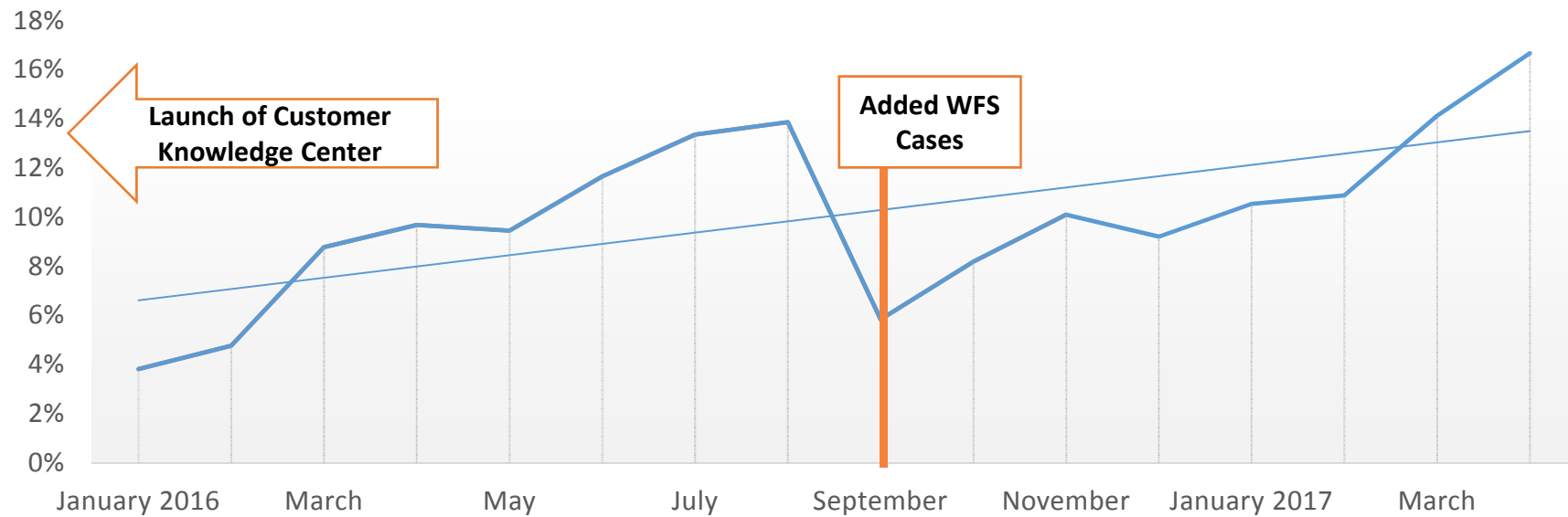
## KNOWLEDGE CENTER TRAFFIC



Was this article helpful? |  Yes |  No

# Closely Integrated with Global Support

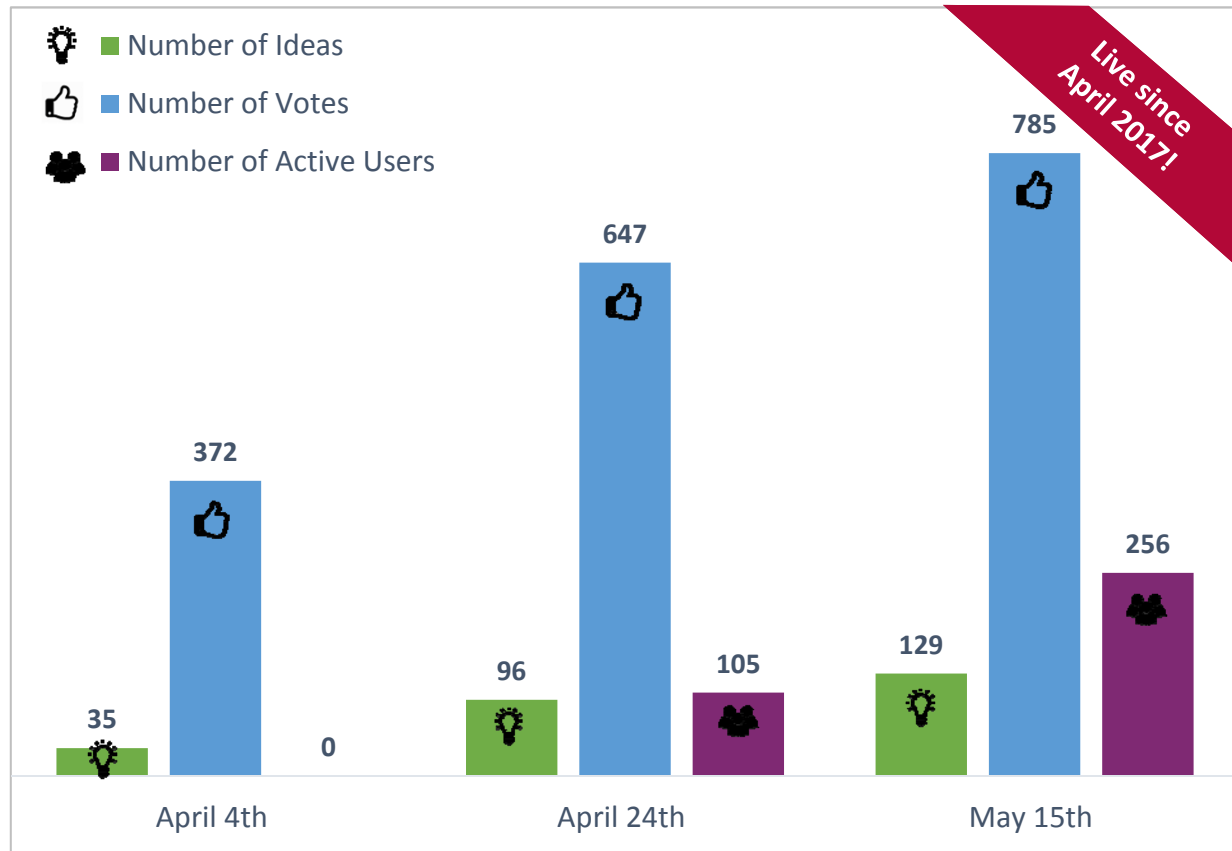
**% CASES CLOSED WITH KNOWLEDGE ARTICLES**



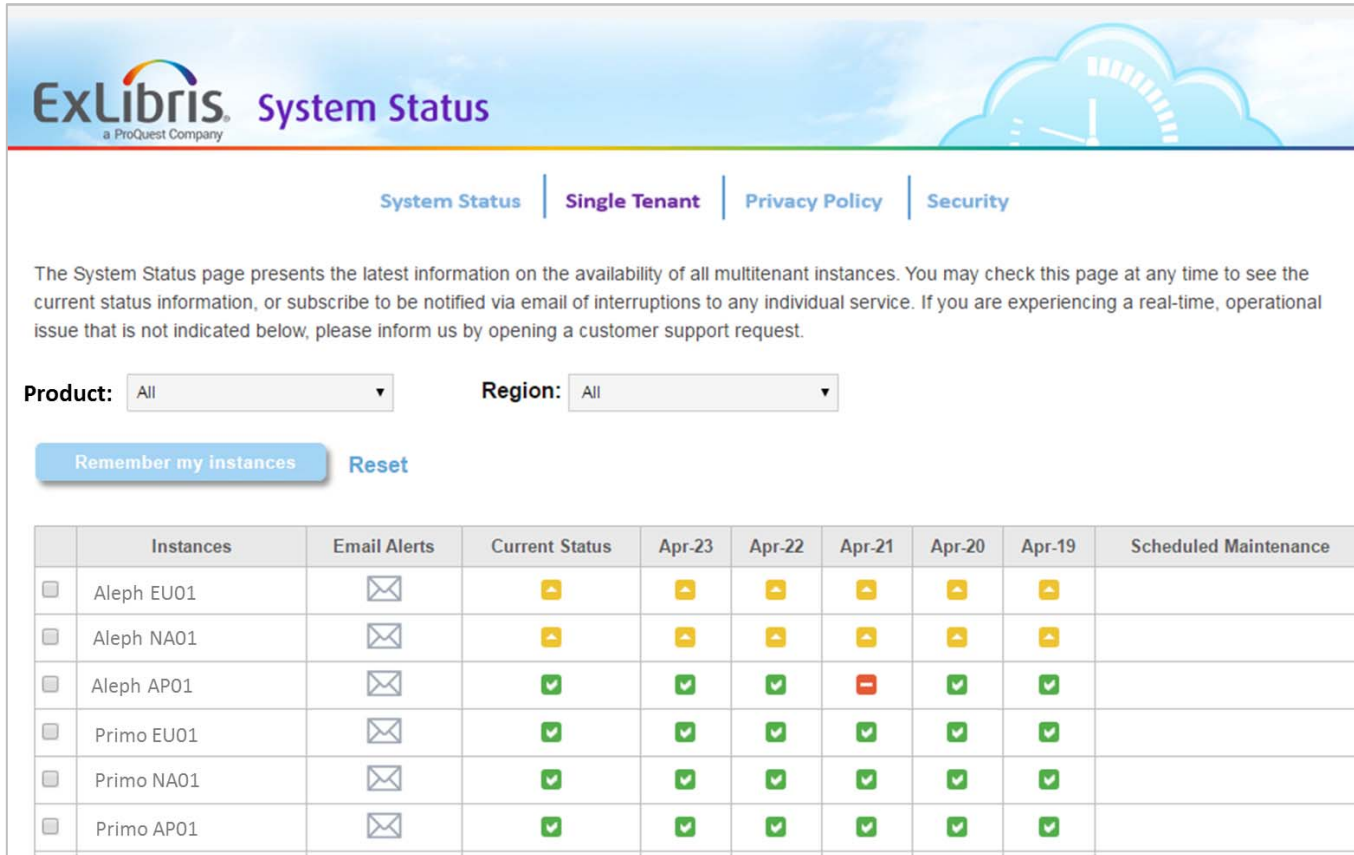
**HIGHER CUSTOMER CASE SATISFACTION**

**AIM TO DECREASE TIME TO RESOLUTION**

# New! Content Operations Voting in Ideas Exchange



# Single Tenant Status Page – Coming Soon...



**ExLibris** System Status  
a ProQuest Company

System Status | **Single Tenant** | Privacy Policy | Security

The System Status page presents the latest information on the availability of all multitenant instances. You may check this page at any time to see the current status information, or subscribe to be notified via email of interruptions to any individual service. If you are experiencing a real-time, operational issue that is not indicated below, please inform us by opening a customer support request.

Product:  Region:

	Instances	Email Alerts	Current Status	Apr-23	Apr-22	Apr-21	Apr-20	Apr-19	Scheduled Maintenance
<input type="checkbox"/>	Aleph EU01								
<input type="checkbox"/>	Aleph NA01								
<input type="checkbox"/>	Aleph AP01								
<input type="checkbox"/>	Primo EU01								
<input type="checkbox"/>	Primo NA01								
<input type="checkbox"/>	Primo AP01								

# Ex Libris is All About Open Platforms...

Ex Libris Knowledge Center

What can we help you with?

Search

System Status Submit a Case

Browse by product:

Alma Primo Summon Rosetta campusM Leganto Aleph Voyager SFX  
 bx 360 Services Intota Ulrich's Metalib Verde DigiTool 360 KB

Knowledge Articles Product Documentation Featured Articles

Ex Libris Developer Network

Put Ex Libris products at the center of your library ecosystem.

Learn Code & Apps

Resources: Primo Alma Rosetta Leganto bx SFX Aleph Voyager

from the Tech Blog

Top Code & Apps

Get Help

**OPEN**

Ex Libris idealexchange

Have an idea for Ex Libris?

Share your ideas Support your favorite ideas Get feedback on popular ideas

Welcome to Ex Libris Idea Exchange! We'd love to hear your ideas for us. To suggest an idea, please select one of the following forums

Alma campusM Primo Rosetta

System Status

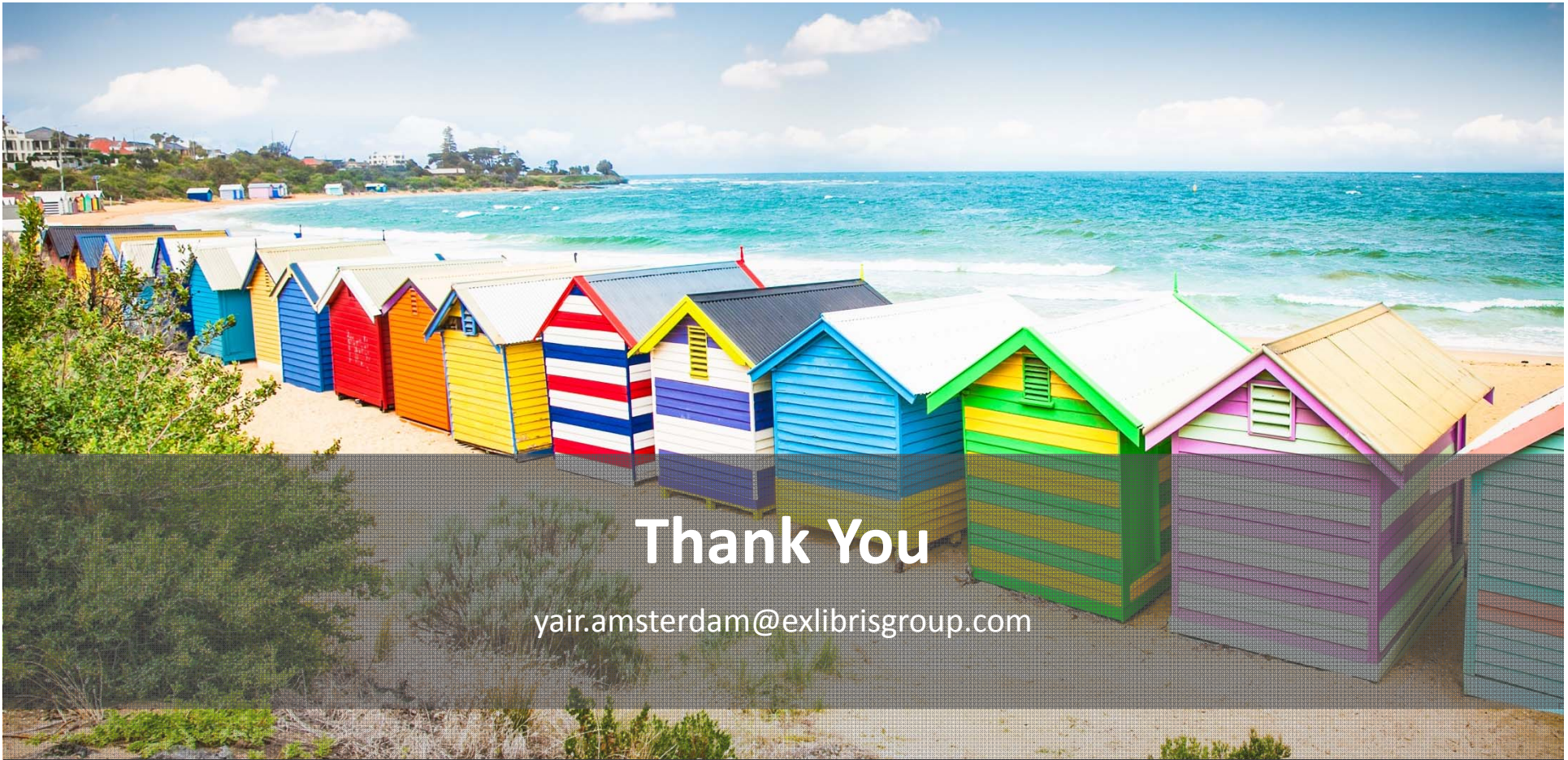
System Status | Privacy Policy | Security

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System: All Region: All

Remember my instances Reset

Instances	Email Alerts	Current Status	Apr-11	Apr-10	Apr-09	Apr-08	Apr-07	Scheduled Maintenance
Alma NAO1	✉	✓	✓	✘	✓	✓	✓	2016-Apr-10



Thank You

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