



Global Support Update

Nina Keren-David
Global Support Director
2012 ANZREG Seminar
Melbourne | February 2012



Hamburg to Melbourne



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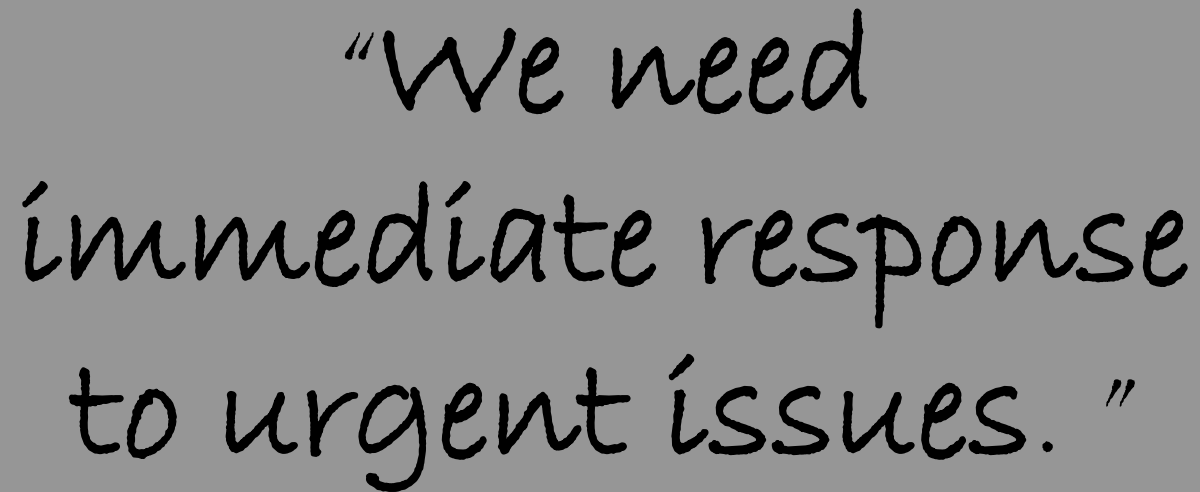
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Last Year's Feedback

"Keep us
informed."



"We need
immediate response
to urgent issues."

"Staff are currently
looking in 3-4 places to
find information."

"Support teams
don't seem to
communicate with
each other."

More
Information:
Support
Organization

Global Support Business Unit



Anat Kuper

VP Global Customer Support

**Nina
Keren-David**

Global Support
Director, Resource
Management
Solutions



**Ron
Lozinsky**

SFX & ML KB and
HUB Manager



**Noam
Kaminer**

Global Support
Director, Discovery
and Delivery
Solutions



**Shelley
Hosteller**

Customer Support
Director



**Noam
Morginstin**

Director of
Processes
Optimization &
Engineering



Global Customer Support

Anat Kuper

VP Global Customer Support

Nina Keren-David

Global Support Director, Resource Management Solutions

Ron Lozinsky

SFX & ML KB and HUB Manager

Noam Kaminer

Global Support Director, Discovery and Delivery Solutions

Shelley Hosteller

Customer Support Director

Noam Morginstin

Director of Processes Optimization & Engineering

Martin Büscher

European Support Manager

Oren Gilboa

SFX & ML KB Support Team Leader

Julia Goldstein

Primo & MetaLib Support Manager

Alan Manifold

Voyager and Primo Support Manager

Eitan Ben-David

Project Manager

Yoel Kortick

Alma Support Manager

Thea Hurwitz

Data Team Leader

Zvi Finkin

SFX & Verde Support Team Leader

Brian Noone

Aleph & SFX Support Manager

Ori Miller

Aleph Support Team Leader

Tziki Fridman

KB Development Team Leader

Ran Levi

Total Care Team Leader

Jesse Jensen

Voyager Technical Team Leader

Opher Kutner

Rosetta and DigiTool Support Team Leader

Adi Fubini

24X7 Hub Leader

Yael Shalev

Training Team Leader

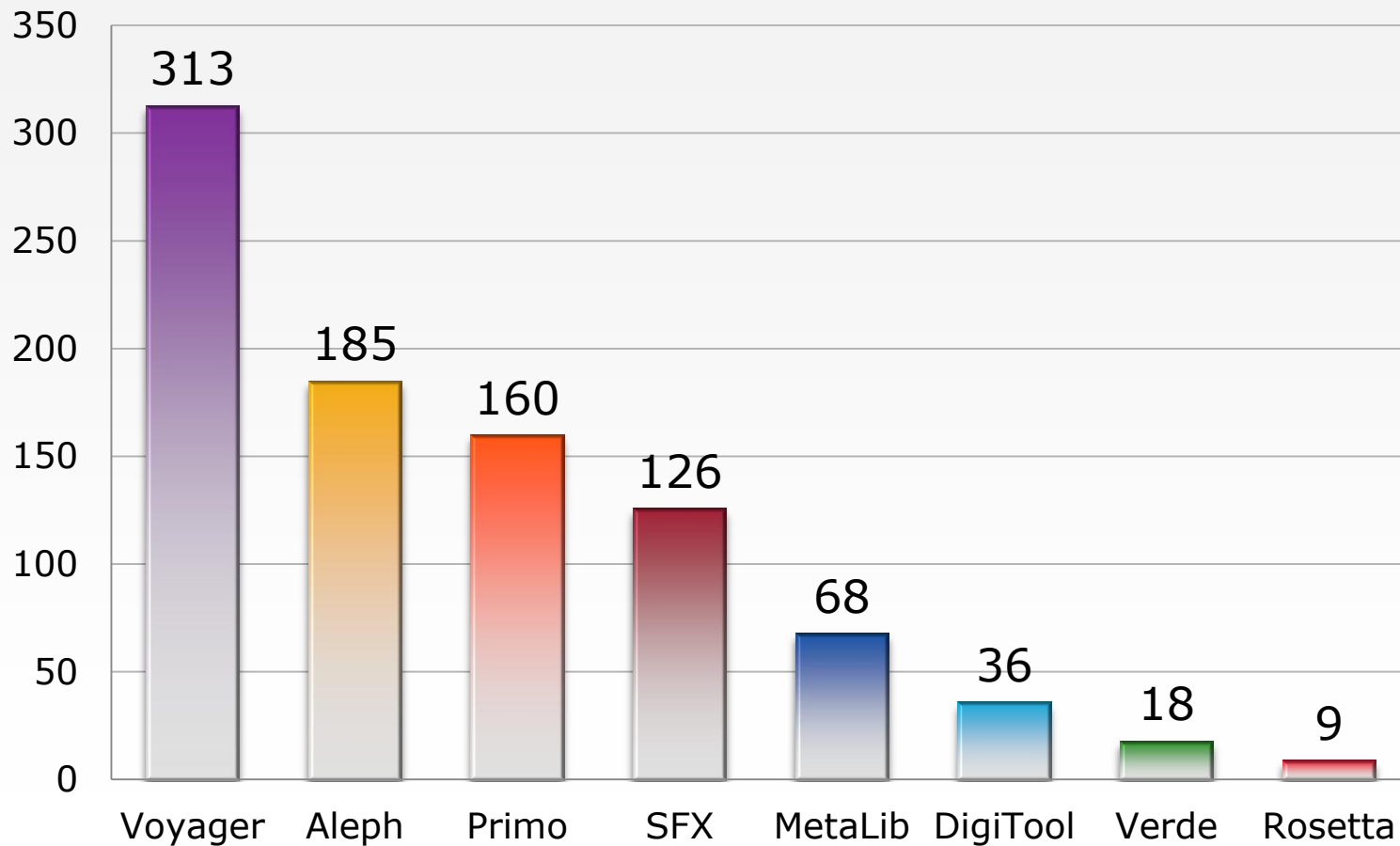
"We need
immediate response
to urgent issues."

March 2011: Introduced 24x7 Hub



24x7 Hub Statistics (Since March 2011)

Incidents by Product



"Staff are looking in
3-4 places to find
information."

Your Support Resources



Working together to empower your library

All Sites

Advanced Search

Welcome Yael Shalev

Site Actions

Ex Libris News

- [Ex Libris Releases Aleph Version 21](#)
- [Primo Central Index to Provide Full-Text Search in Renowned HathiTrust Collection](#)

eService

- [JBoss Vulnerability](#) Jan 22,2012
- [Aleph20 fix](#) Sep 21,2011
- [Publish To All - eService new feature](#) Apr 11,2011

EL Commons

- [EL Commons Upgrade](#) Jul 17,2011
- [Next Developer Meets Developer gathering: March 9-10, 2011](#) Jan 13,2011

www.customercenter.exlibrisgroup.com

Regional News

- [Ex Libris Cocktail Event – Melbourne Aquarium, Thursday 9 February, 2012, 6:30pm – 8:30pm](#) Dec 13,2011
- [ANZREG Seminar - Talking to each other - our systems, our community, Friday 10th February 2012](#) Dec 13,2011

APAC

Europe

N. America

Documentation Center

- [List of Aleph Tables - Version 21.pdf](#) Jan 29,2012
- [Aleph Entity Relationship Diagrams-21.pdf](#) Jan 29,2012
- [Requirements Aleph 21 Installation.pdf](#) Jan 29,2012

Documentation Center

Learning Center

- [New ARC 3.0 Lesson](#) Jan 25,2012
- [New UStat Cost Usage Training](#) Jan 25,2012
- [Three New DigiTool 3.3 Lessons](#) Aug 16,2011

[Read More](#)

Learning Center

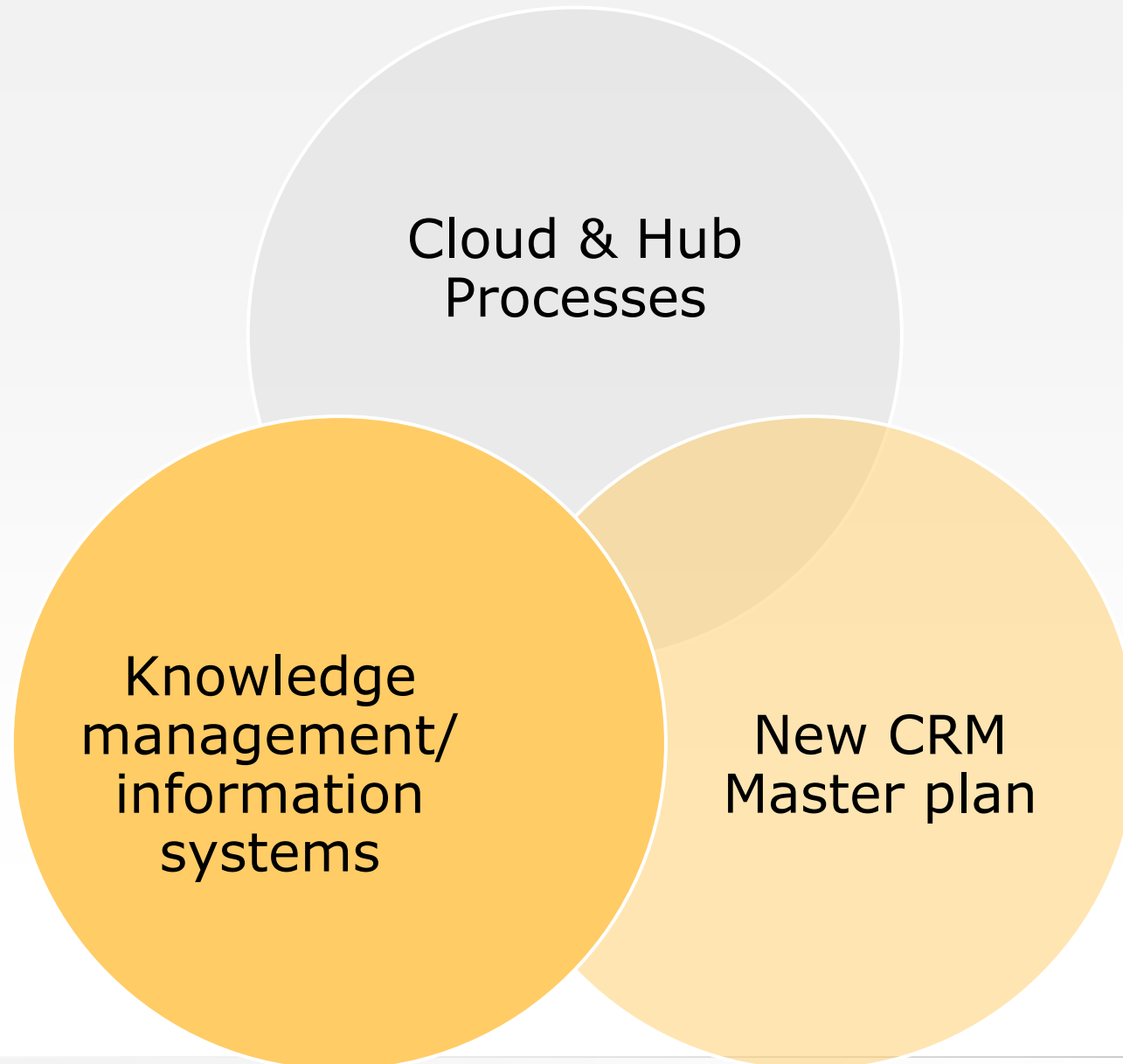
Trends and Initiatives

Shift to the Cloud

Over 1100
institutions

| | |
|----------------------|-------------|
| Aleph | 26 |
| Voyager | 212 |
| SFX | 245 |
| Primo | 148 |
| MetaLib | 92 |
| Verde | 21 |
| bX | 1013 |
| Primo Central | 780 |

Process Optimization



Hub Plans - Communication


Proactive and systematic

Google [See all >](#)

Europe
Israel
North Amer

24X7 HUB Updates

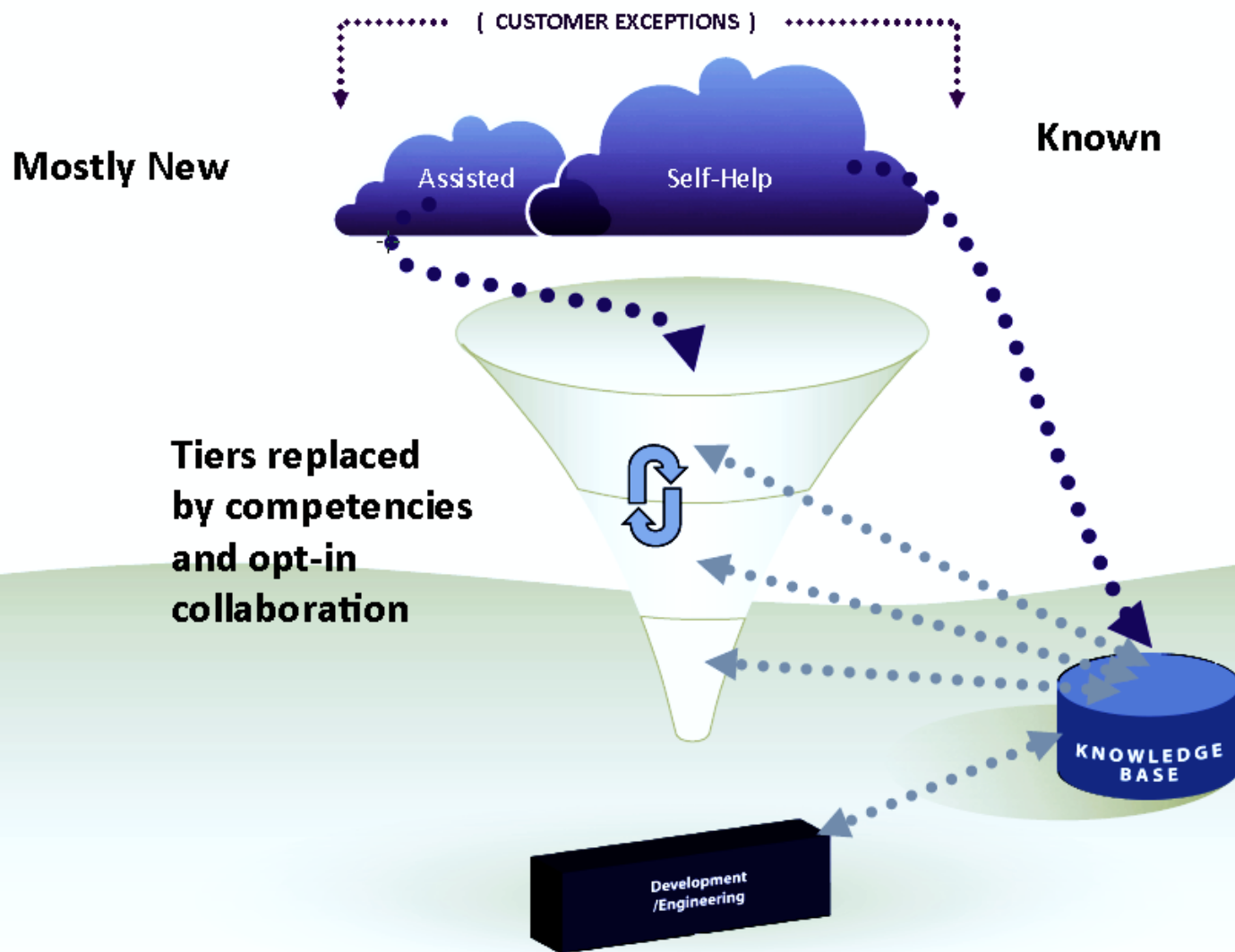
[test for hub news.aspx](#)
[test4NewHUB.aspx](#)



Procedure

2011 Holiday
Meeting Re
Travel Requ
PR Form

KCS: Knowledge is a Key Asset



"Support teams
don't seem to
communicate with
each other."

Handling Interoperability SIs



Analyst analyzes SI



Conclusion: solution is in another team



Analyst reviews issue with other team's analyst



SI assigned to relevant analyst in other team

2012 New Releases

Alma Release:
2012

Voyager 8.1:
Nov 2011
8.2: Dec 2012

Aleph 21:
Released

Rosetta 3:
April 2012

Primo 4:
May 2012

DigiTool 3.4:
March 2012

Thank you!
Nina
Global Support

