Global Support Update

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Global Support Director

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Last Year's Feedback

"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

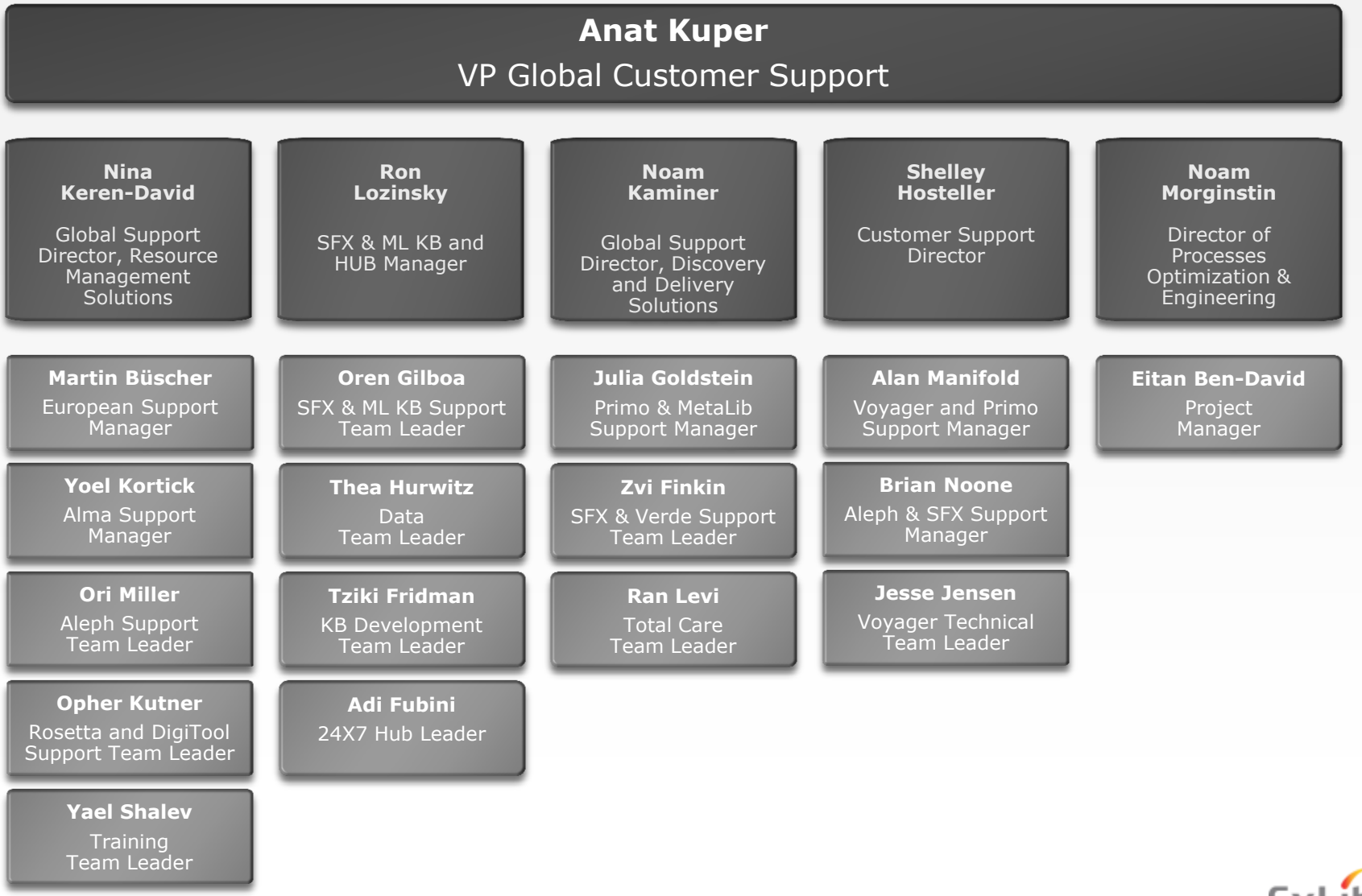
Ron Lozinsky
SFX & ML KB and HUB Manager

Noam Kaminer
Global Support Director, Discovery and Delivery Solutions

Shelley Hosteller
Customer Support Director

Noam Morginstin
Director of Processes Optimization & Engineering

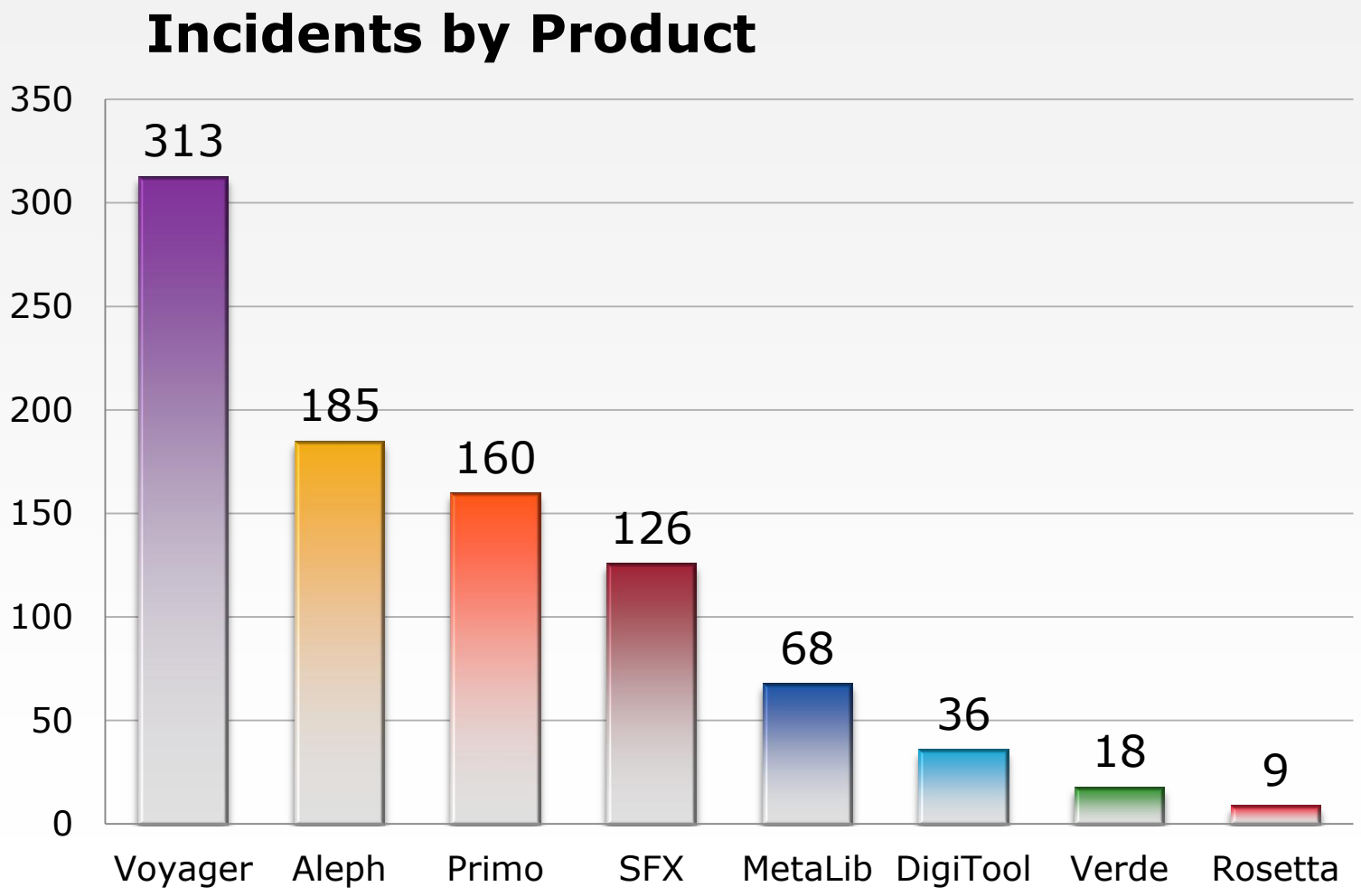
Global Customer Support



"We need immediate response to urgent issues."

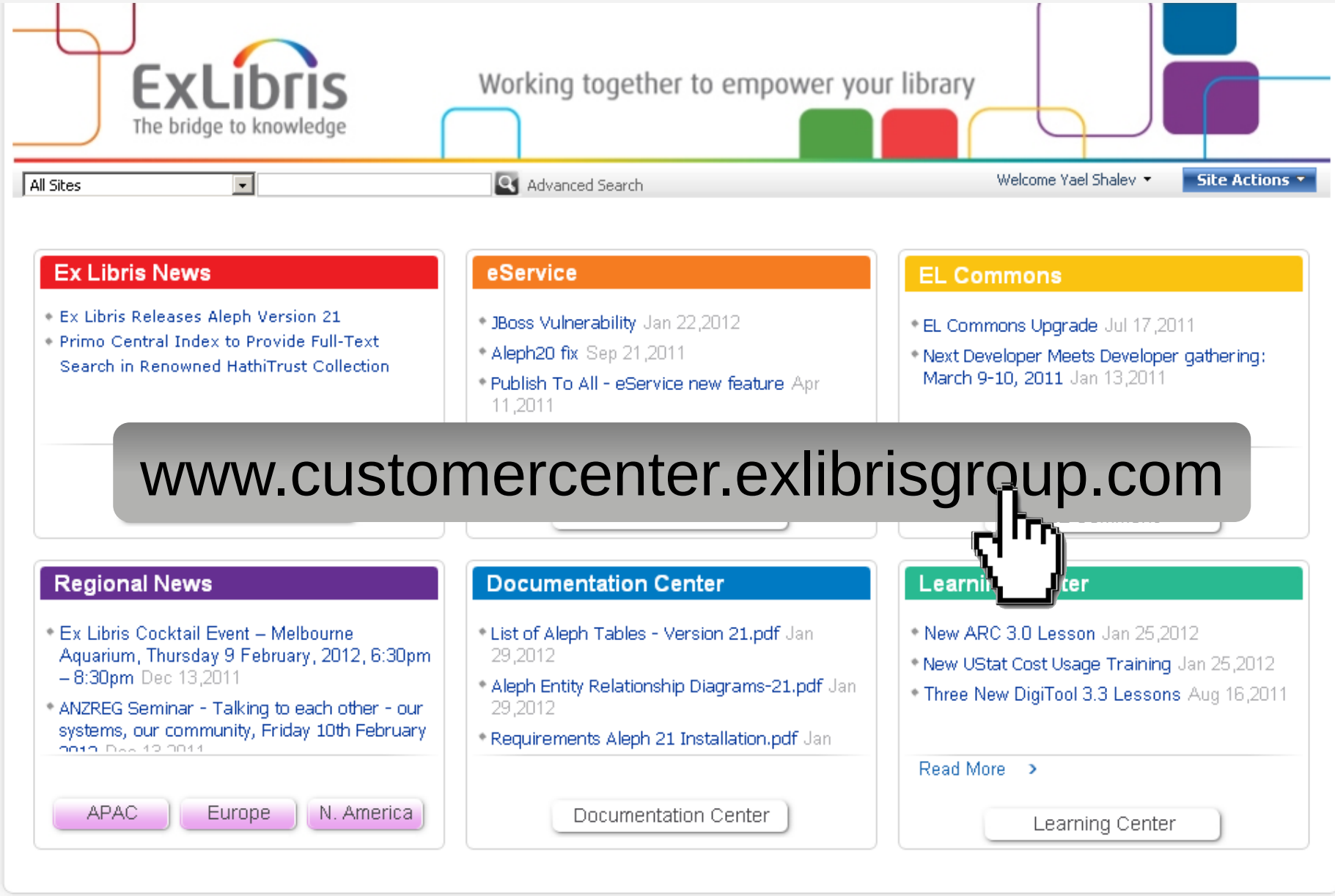
March 2011: Introduced 24x7 Hub

24x7 Hub Statistics (Since March 2011)



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

Your Support Resources



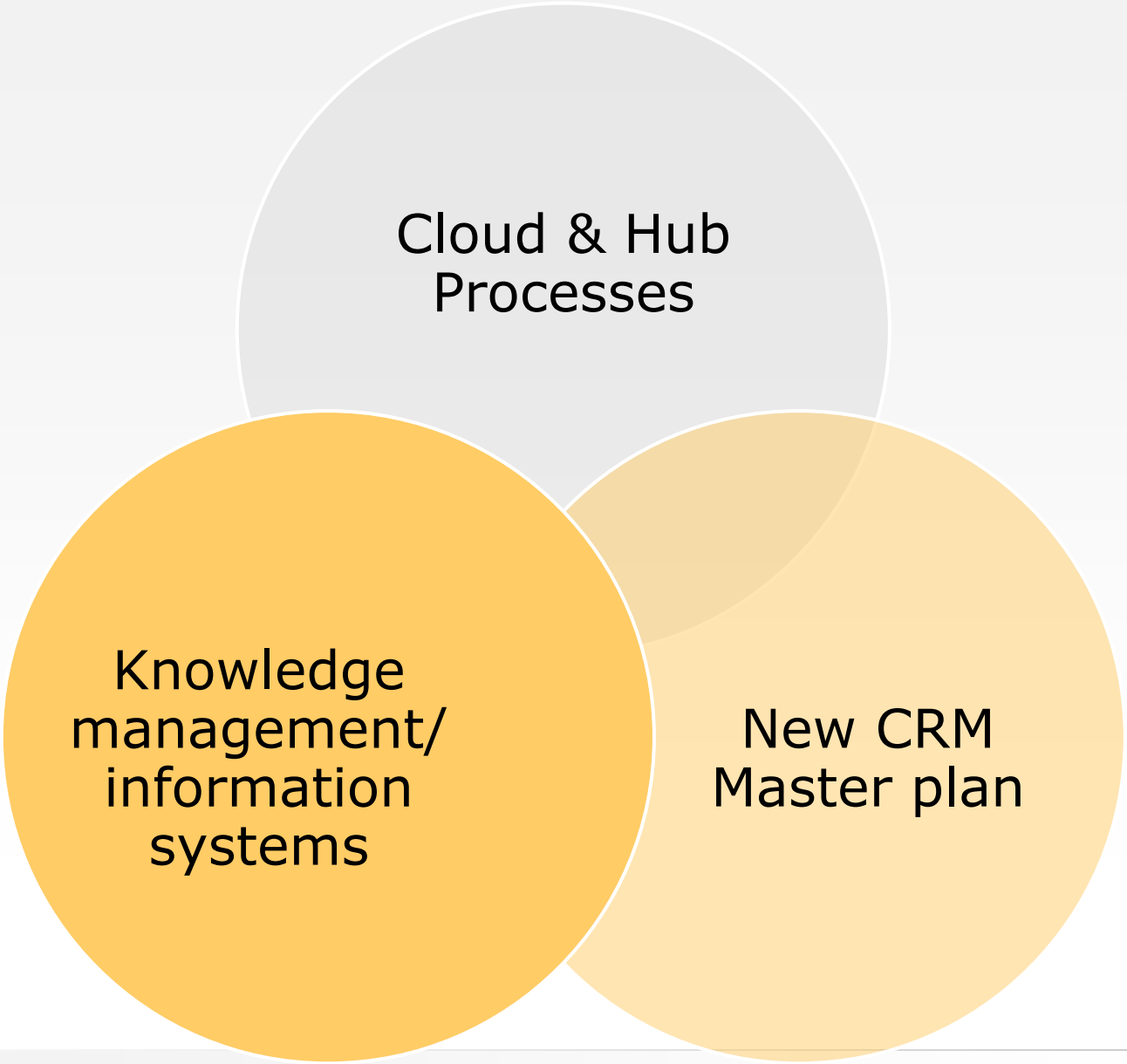
Trends and Initiatives

Shift to the Cloud

Over 1100 institutions

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

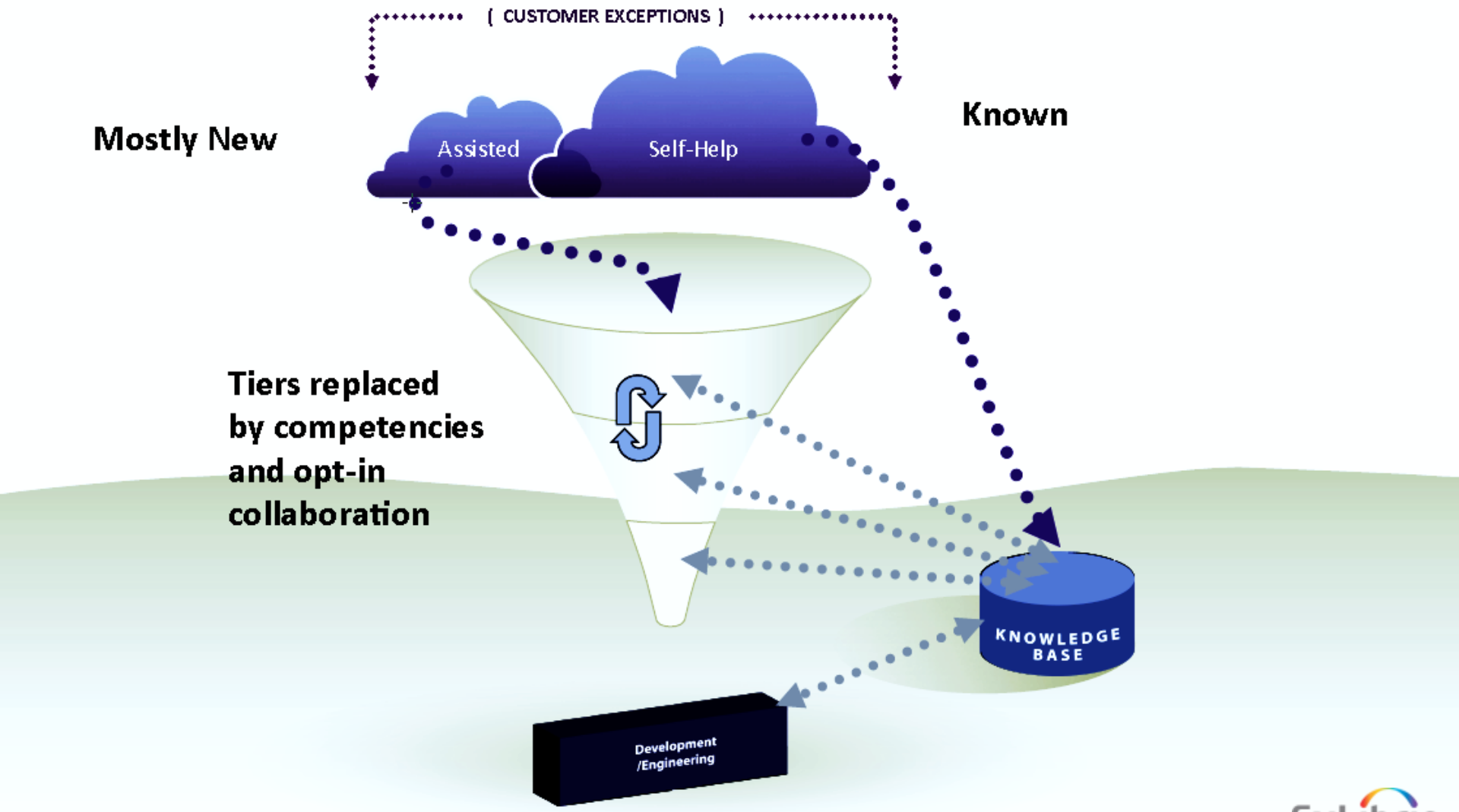
Process Optimization



Hub Plans - Communication

Proactive and systematic

KCS: Knowledge is a Key Asset



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

Handling Interoperability SIs

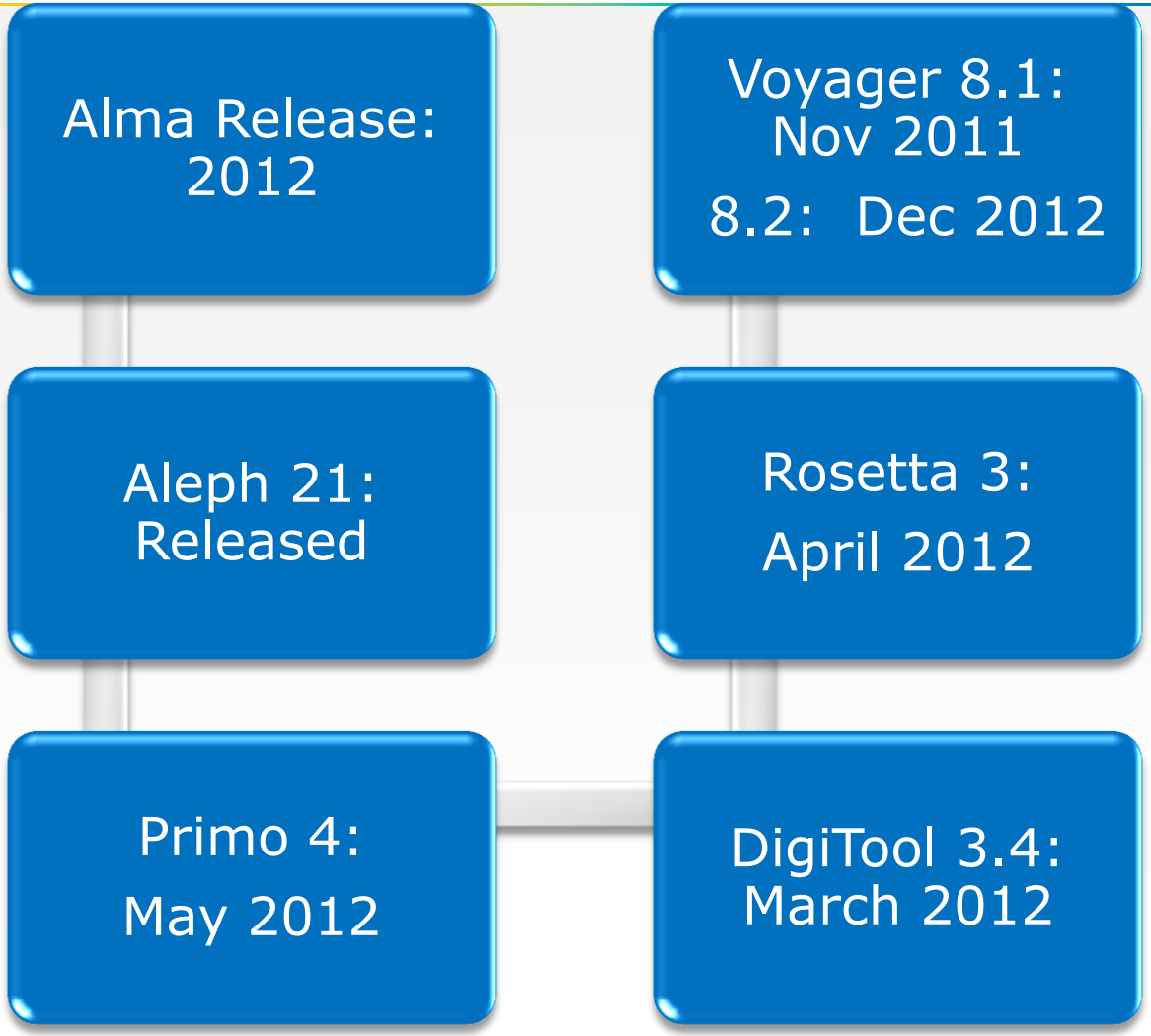
Analyst analyzes SI

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



Thank you!
Nina
Global Support