

Primo: What does Multi-tenanted, Local & Direct do for me.

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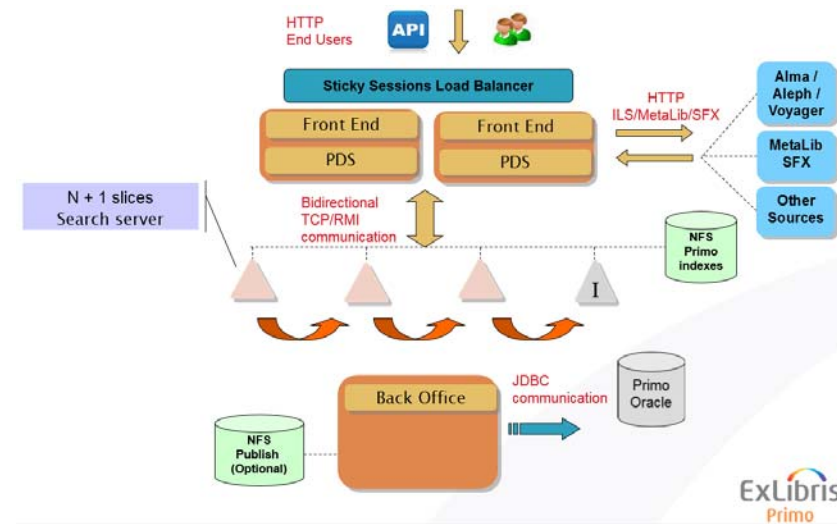
Application Administrator
Monash University Library

ANZREG Seminar 12 February 2016



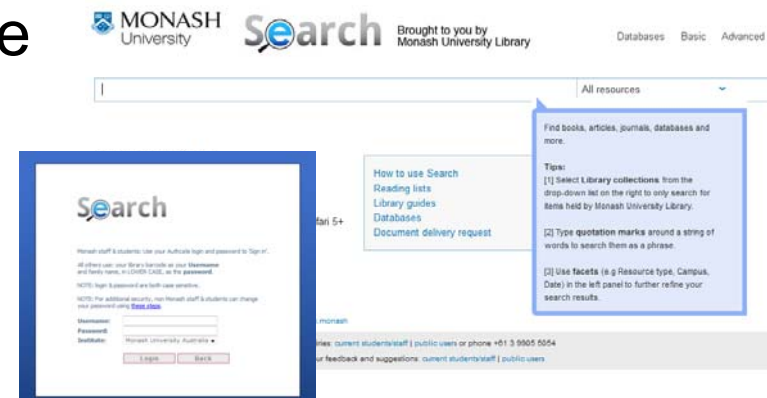
Primo installation at Monash

- 3 International campuses, 7 local libraries
- 290K+ users
- 3.5M+ Metadata records
- 3 Views (1 for each Institution)
- Service Pack Upgrade 2x a year during the quiet period (**July & December**).
- **Direct Hosted:** have access to the Back Office and can SSH to the servers



What we can currently do with this setup ...

- Customize by introducing javascript code (special Tooltip, QR Code), or when unable to modify it via CSS
- Log collection for analysis and troubleshooting (ex. PDS logins)
- PDS login page customization
- Identify which front-end we are redirected too, given we sometimes have issues with indexers not being up to date and yet it is not obvious on the Search Engine monitoring page.
- Restart FE when CSS changes are not reflected immediately

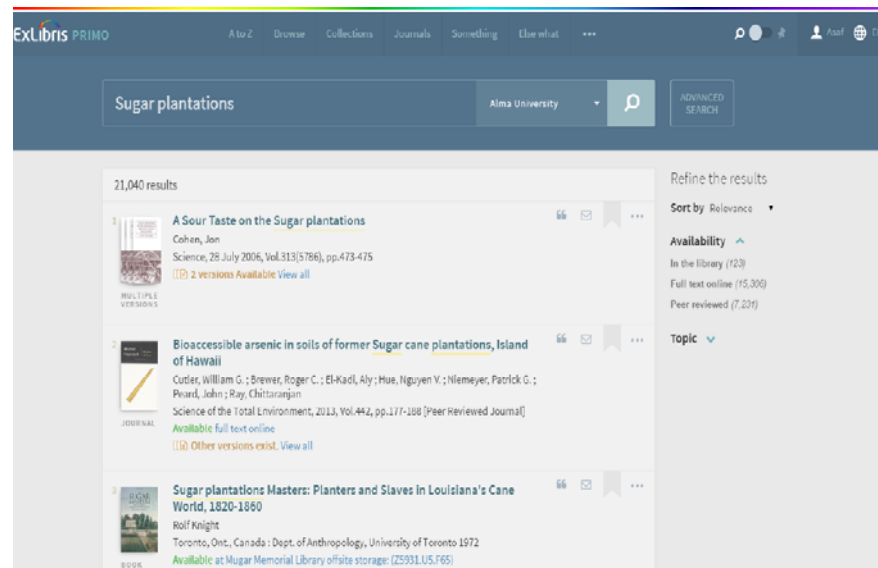


Direct vs SaaS

Primo Direct	Primo SaaS
SP Upgrade: we decide when this happens (July & Dec). Required to submit a change to our eSolutions CAB.	Automatic, no CAB required.
More freedom to do customization on code when needed.	Limited customization, to be managed only via Back Office
Servers and Patching managed by Exlibris	Servers and Patching managed by Exlibris
Log file collection for analysis and troubleshooting; Primo Analytics	Primo Analytics
APAC Data centre	APAC Data Centre

What SaaS should support

- APAC semestral cycle for upgrades
- Log file collection especially if Primo Analytics is limited and delayed
- For Front end changes, we need time to update help files and tutorials.



Thank you

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