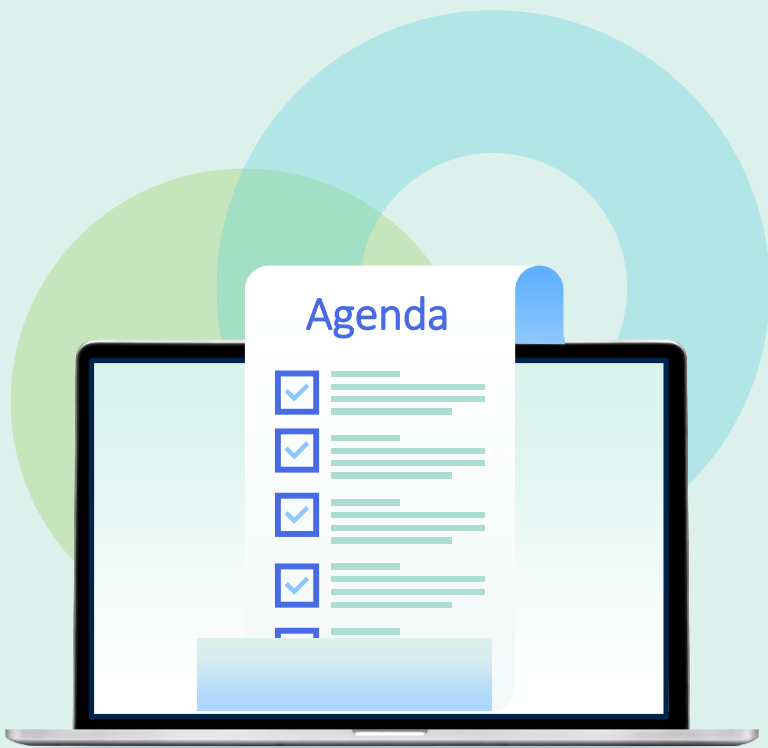


Ex Libris Support Update

EPUG-UKI AGM Meeting – 4th May 2021
Martin Büscher – Sr. Support Director EMEA



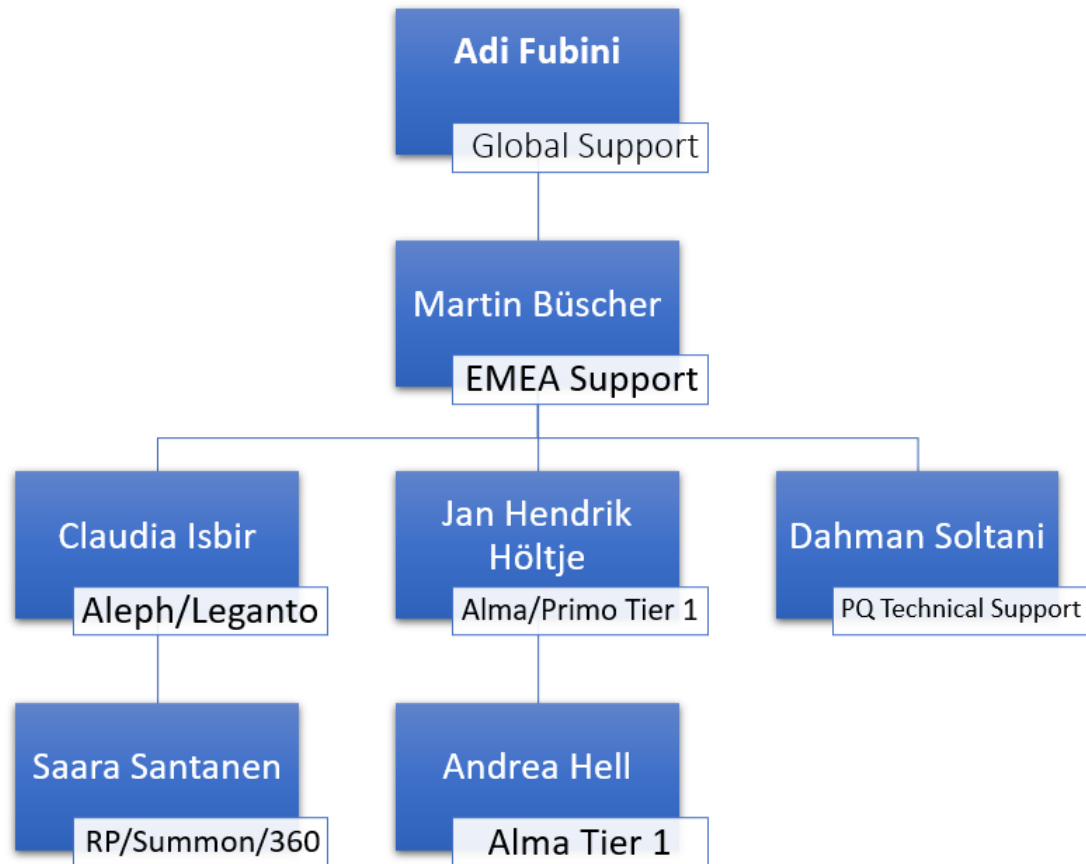


- EMEA PQ/Ex Libris Technical Support – Who are we?
- Chat Support
- Ex Libris and ProQuest Integrated Salesforce
- New Status Page and improved Performance/Uptime Reports



EMEA PQ/Ex Libris Technical Support – Who are we?

EMEA PQ/Ex Libris Technical Support





Chat Support

Chat Support Journey

Game changer in
Support experience



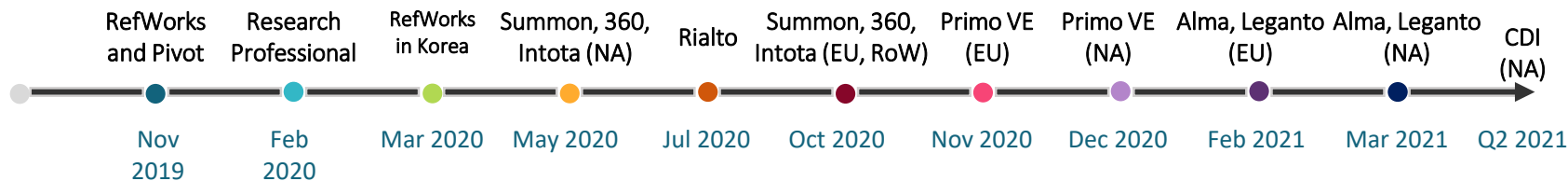
Immediate
response



Live support by our
experienced
analysts



Improved customer
satisfaction



Chat Usage Statistics - Alma



1342

Institutions
enabled



56%

Enabled the **Chat
with Support** role
to at least 1 user



18%

Of incoming cases
were initiated from
chat



635

Chat sessions



48%

Resolved in chat



96%

Customer
satisfaction

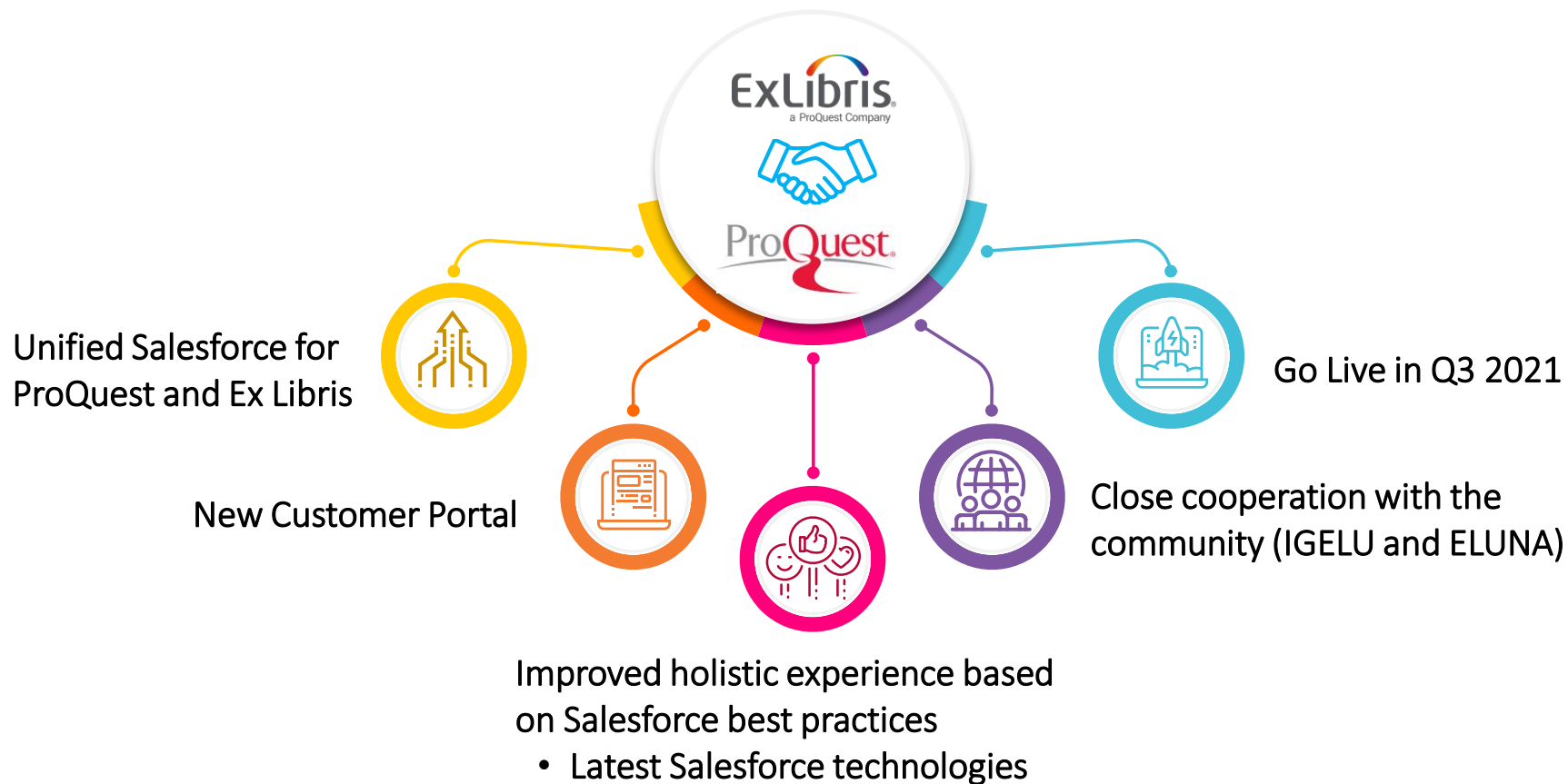
Chat Support - Customer Feedback

- *It was a quick and easy experience. A perfect example of a use-case for the chat feature.*
- *What looked like a potential "huge" problem was identified and fixed within a couple of minutes because I was able to chat to someone very quickly. Absolutely brilliant service - what did we do without it!*
- *The chat function is user friendly, quick and efficient. So is the representative who assisted*
- *I got the answer I was looking for in just 2 minutes!*
- *The Support Analyst gave me a rapid answer. Within two or three minutes, I had been saved from a trawl through the documentation.*
- *Being able to chat with someone and get a quick resolution enabled me to continue moving ahead with this task without having to wait weeks for a ticket to be resolved. User on chat was friendly and prompt.*
- *The Support Analyst was so helpful and quick in resolving my issue during our Chat session. Excellent customer service! Thank you.*



Ex Libris and ProQuest Integrated Salesforce

Ex Libris and ProQuest Integrated Salesforce





New Status Page and improved Performance/Uptime Reports

New System Status Page

● LIVE

The screenshot displays the ExLibris Status Page interface. At the top, the ExLibris logo is followed by the title 'Status Page' and navigation links for 'Privacy Policy', 'Security', and 'ProQuest Status Page'. A user profile for 'Dudi Lavi' is visible. Below the navigation bar, there's a search bar with the placeholder text 'Search for an Instance, Product, Platform or Region'. The main content area is divided into tabs: 'MY SERVICES', 'AMERICAS', 'EMEA', 'APAC', and 'SINGLE TENANT'. The 'MY SERVICES' tab is active, showing a table of service statuses. The table has columns for 'Category', 'Service', 'Subscribe', dates from 'Apr 5' to 'Apr 11', 'Current Status', and 'Planned Maintenance'. The table lists various services like 'Higher Ed Platform AP01', 'Higher Ed Platform CA01', 'Higher Ed Platform CN01', 'Higher Ed Platform NA01', 'Higher Ed Platform EU04', 'CampusM', and 'Primo'. Most services are marked as 'Operational' with green checkmarks. One service, 'campusM CA01', is marked as 'Planned Outage' with a blue icon and a date '2021-Apr-11'. A legend at the bottom explains the status icons: green checkmark for 'Service is operating normally', blue bell for 'Information / Service alert information', blue gear for 'Scheduled maintenance', red exclamation mark for 'Performance issue', red circle with slash for 'Service disruption', and yellow circle with exclamation mark for 'Multiple issues'. A person in a yellow shirt and blue skirt is standing next to the laptop, interacting with a large green gear icon.

Category	Service	Subscribe	Apr 5	Apr 6	Apr 7	Apr 8	Apr 9	Apr 10	Apr 11	Current Status	Planned Maintenance
Higher Ed Platform AP01	Leganto AP01									Operational	
	Primo VE AP01									Operational	
	Alma AP01									Operational	
Higher Ed Platform CA01	Esploro CA01									Operational	
Higher Ed Platform CN01	Primo VE CN01									Operational	
	Leganto CN01									Operational	
Higher Ed Platform NA01	Rialto NA01									Operational	
	Primo VE NA01									Operational	
Higher Ed Platform EU04	Alma EU04									Operational	
CampusM	campusM CA01									Planned Outage	2021-Apr-11
Primo	Primo MT CA01									Operational	
	Primo NA12									Operational	
	Primo MT CN01									Operational	
	Primo TC EU04									Operational	
	Primo NA03									Operational	

Legend Service is operating normally Information / Service alert information Scheduled maintenance Performance issue Service disruption Multiple issues

Knowledge Center System Status User Guide

- Up to three months (90 days) status history
- Detailed Service disruption
- Personalized view according to time zone
- Easy, free text Search
- Mobile compatibility
- LIVE since April 26th

New System Status Page

- Login to this page to get a personal experience.
- We recommend to use your Support Portal login.

Home > System Status

Privacy Policy Security ProQuest Status Page **Log In**

WELCOME

We provide transparency around service availability and performance for Ex Libris products. We strongly recommend to sign in through the Ex Libris Support portal. To find out more information regarding this page, click [here](#).

Search for an Instance, Product, Platform or Region

CURRENT STATUS

[Register Now / Log In](#)

No system is reporting an issue

AMERICAS **EMEA** APAC SINGLE TENANT

Category	Service	Apr 27	Apr 28	Apr 29	Apr 30
Higher Ed Platform EU00	Alma EU00	✓	✓	✓	✓
	Primo VE EU00	✓	✓	✓	✓
	Leganto EU00	✓	✓	✓	✓

Log In

Ex Libris Customers

[Continue with Ex Libris Support Portal](#)

No account? Request from your colleagues

Ex Libris Employees

Internal use

Log in with system credentials

User name

Password

☐ Remember me [Forgot Password ?](#)

[Log In](#)

No account? Register here

New System Status Page

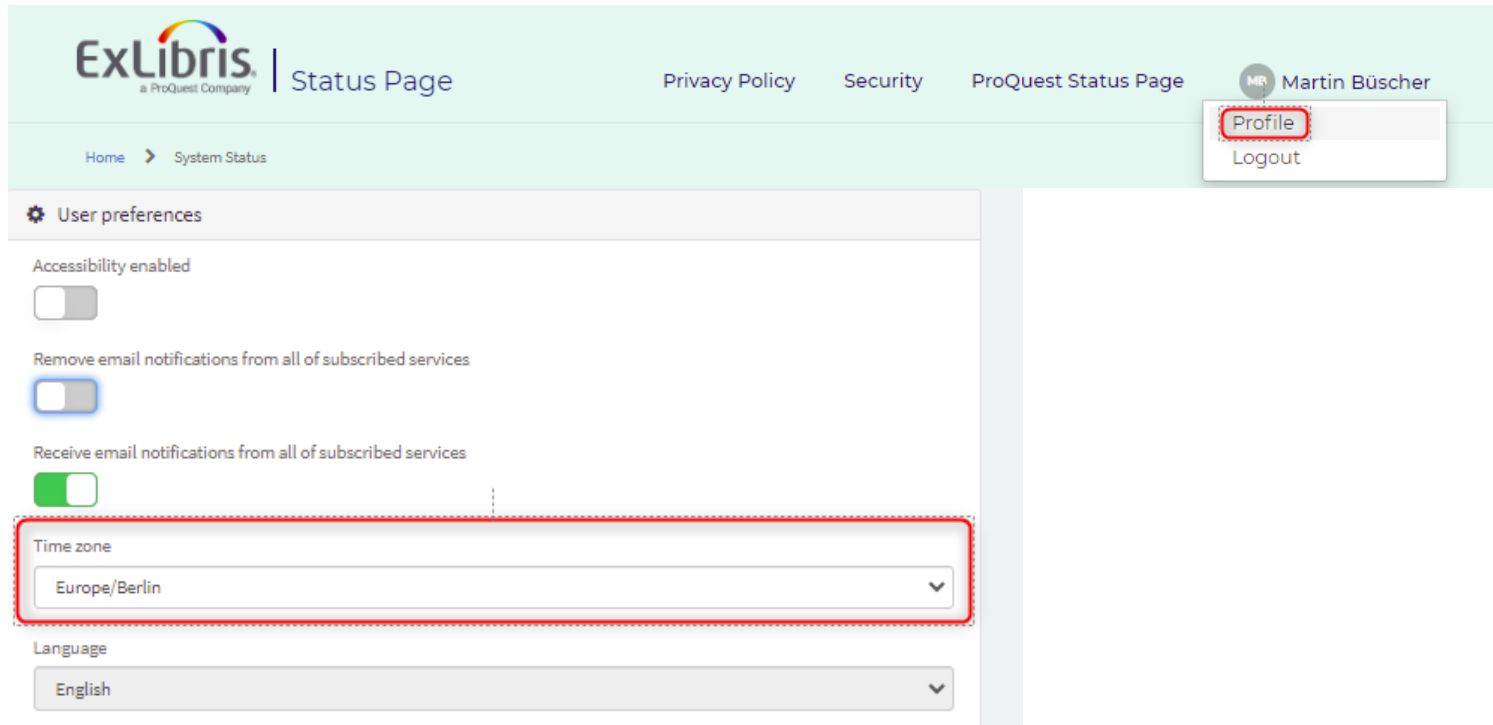
- Click on the Instance Name to see details of past 90 days including outage history and planned maintenance:

The screenshot displays the Ex Libris ProQuest Status Page. A modal window for 'Ex Libris CDI CR01' is open, showing three tabs: DETAILS, OUTAGE HISTORY, and PLANNED MAINTENANCE. The DETAILS tab is active, showing the 'Current Status' as 'Operational' and a 'Past 90 Days' status bar. The status bar consists of 90 vertical bars, mostly green, with a red bar on the right indicating an outage on 25/04/2021. A red arrow points to the 'CDI CR01' instance name in the main table, which is highlighted with a red box. The table lists various instances: Higher Ed Platform, CampusM, Primo Central, Summon/CDI, and Primo, each with a status bar and a 'Details' button. The background shows the main status page with links for Privacy Policy, Security, ProQuest Status Page, and Log In.

Instance Name	Status
Higher Ed Platform	Operational
CampusM	Operational
Primo Central	Operational
Summon/CDI	Operational
Primo	Operational

New System Status Page

- Under Profile you can manage your preferences including the time zone (used on the status page – emails are still in UTC).



The screenshot displays the ExLibris Status Page. At the top, the ExLibris logo is on the left, and navigation links for Privacy Policy, Security, and ProQuest Status Page are in the center. On the right, a user profile for Martin Büscher is shown with a dropdown menu containing 'Profile' and 'Logout'. The 'Profile' option is highlighted with a red dashed box. Below the navigation bar, a breadcrumb trail shows 'Home > System Status'. The main content area is titled 'User preferences' with a gear icon. It contains several settings: 'Accessibility enabled' (disabled), 'Remove email notifications from all of subscribed services' (disabled), and 'Receive email notifications from all of subscribed services' (enabled). A red dashed box highlights the 'Time zone' dropdown menu, which is currently set to 'Europe/Berlin'. Below this, the 'Language' dropdown menu is set to 'English'.

New System Status Page

- Example of a planned maintenance converted to Berlin time zone:

ExLibris Alma EU00



⌚ expected start 02/05/2021 00:00:00 expected end 02/05/2021 02:00:00

The scheduled maintenance on your environment has now finished.

The scheduled maintenance on your environment is about to start.

Estimated Start: Saturday, 2021-May-01 22:00 UTC

Estimated End: Sunday, 2021-May-02 00:00 UTC

Description: Release

Dear Ex Libris Customer,

As part of our ongoing activity towards improving your environment, we will be performing the following maintenance on your **Production** environment.

Details 02/05/2021
Updated 02:09:22

Estimated Start: Saturday, 2021-May-01 22:00 UTC

Estimated End: Sunday, 2021-May-02 00:00 UTC

Description: Release

Maintenance Impact: Ex Libris will be applying the May release. Access to your environment may be unavailable during the time of the installation. For more details on this and other planned activities, please refer to the release and maintenance schedule:


https://knowledge.exlibrisgroup.com/Alma/Release_Notes/Release_and_Maintenance_Schedule

Please do not hesitate to contact us for any issues or questions.

Regards

New System Status Page

- The bell symbol can be used to manage your subscriptions:

MY SERVICES AMERICAS <u>EMEA</u> APAC SINGLE TENANT													
Category	Service	Subscribe	Apr 27	Apr 28	Apr 29	Apr 30	May 1	May 2	May 3	Current Status	Planned Maintenance		
Higher Ed Platform EU00	Alma EU00		✓	✓	✓	✓	🔄	🔄	✓	Operational			

View Only: Will add the service to “My Services”-tab.

View & Notifications: Will add the service to “My Services” and you will get email notifications for any status change.




ExLibris Alma EU00 ×

Please confirm your subscription:

View Only ☐ View & Notifications ☒

Submit

- Once you are subscribed you can edit and delete your subscription at the same place:

MY SERVICES AMERICAS EMEA APAC SINGLE TENANT													
Category	Service	Subscribe	Apr 27	Apr 28	Apr 29	Apr 30	May 1	May 2	May 3	Current Status	Planned Maintenance		
Higher Ed Platform EU00	Alma EU00	  	✓	✓	✓	✓	🔄	🔄	✓	Operational			

New System Status Page




- The new page has an API to integrate the Ex Libris System Status for example with local monitoring tools in your institution.
- Interested in using it? Please send an email to exlibris_status@exlibrisgroup.com and we will provide you with the details.
- Customer OBV.SG created a program to return Nagios compliant status code and messages from the API:
<https://github.com/OBVSG/check-exlibris-system-status>

Higher-Ed-Platform Performance and Uptime Reports

Performance Report

For Alma, Leganto, Primo VE:

The system performance as measured on server side, on a rolling 3 month basis for October 2020 - December 2020:

Product	Average (seconds)	95% of all activity is faster than... (seconds)	What is being measured?
Alma	0.59 sec	1.71 sec	Staff user screens and online transactions
Primo VE	0.50 sec	1.81 sec	Search and full item details transactions
Leganto	0.08 sec	0.19 sec	End-user resource list transactions
 Higher-Ed Cloud Platform	0.07 sec	0.15 sec	API transactions for the platform products

- **Since Q4 2020**, Ex Libris is publishing Performance Statistics for the Higher Ed Platform Products - Alma, Primo VE and Leganto.
- This information is included now in Uptime Reports.
- Reports can be found here:
https://knowledge.exlibrisgroup.com/Cross-Product/Higher-Ed_Platform_Uptime_Reports/Europe



Thank you!

Martin.Buescher@ProQuest.com