

# Ex Libris Support Update

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



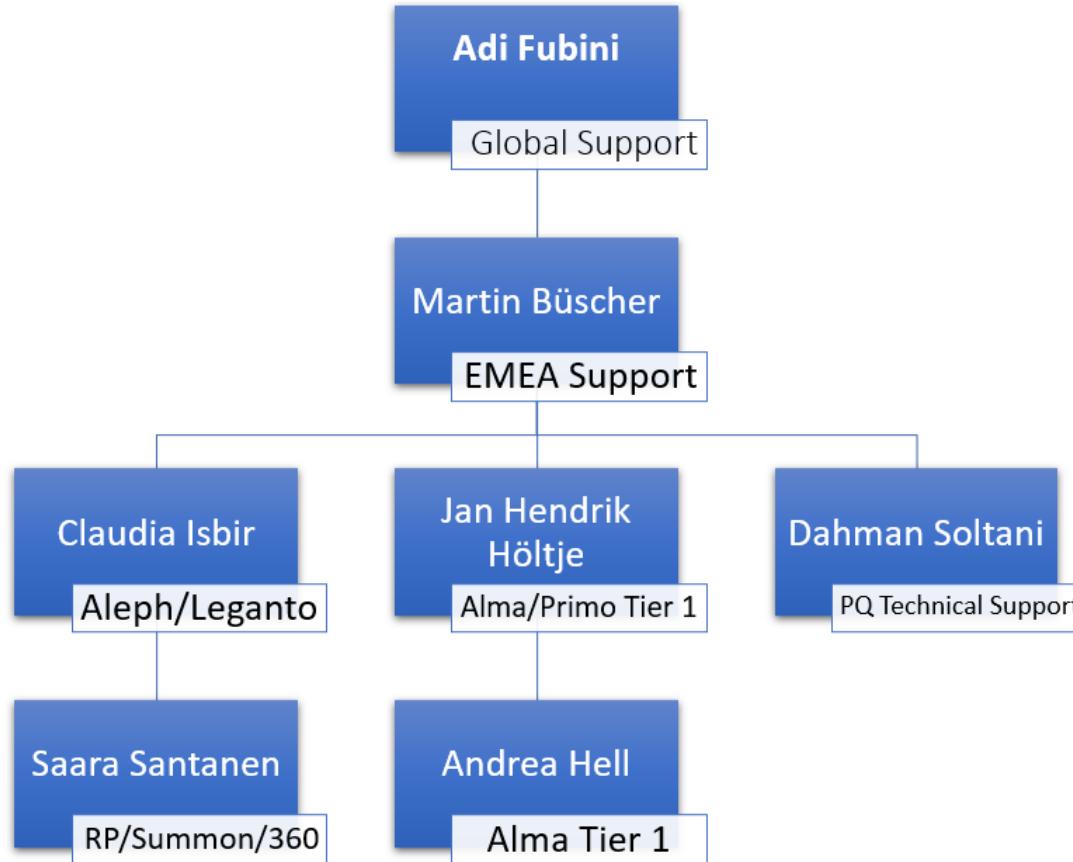
- EMEA PQ/Ex Libris Technical Support – Who are we?
- Chat Support
- Ex Libris and ProQuest Integrated Salesforce
- New Status Page and improved Performance/Uptime Reports





# 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



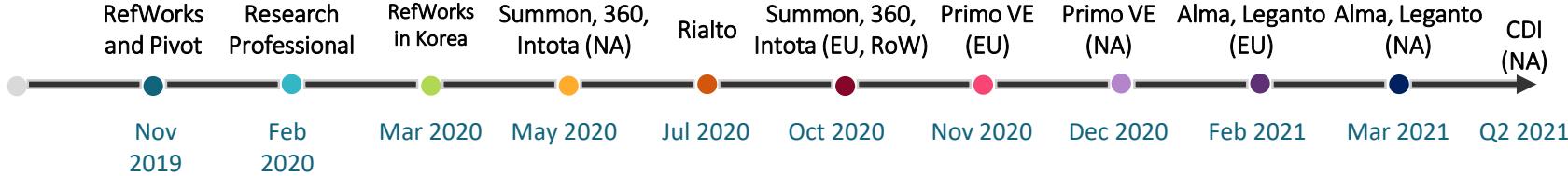
Immediate  
*response*



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

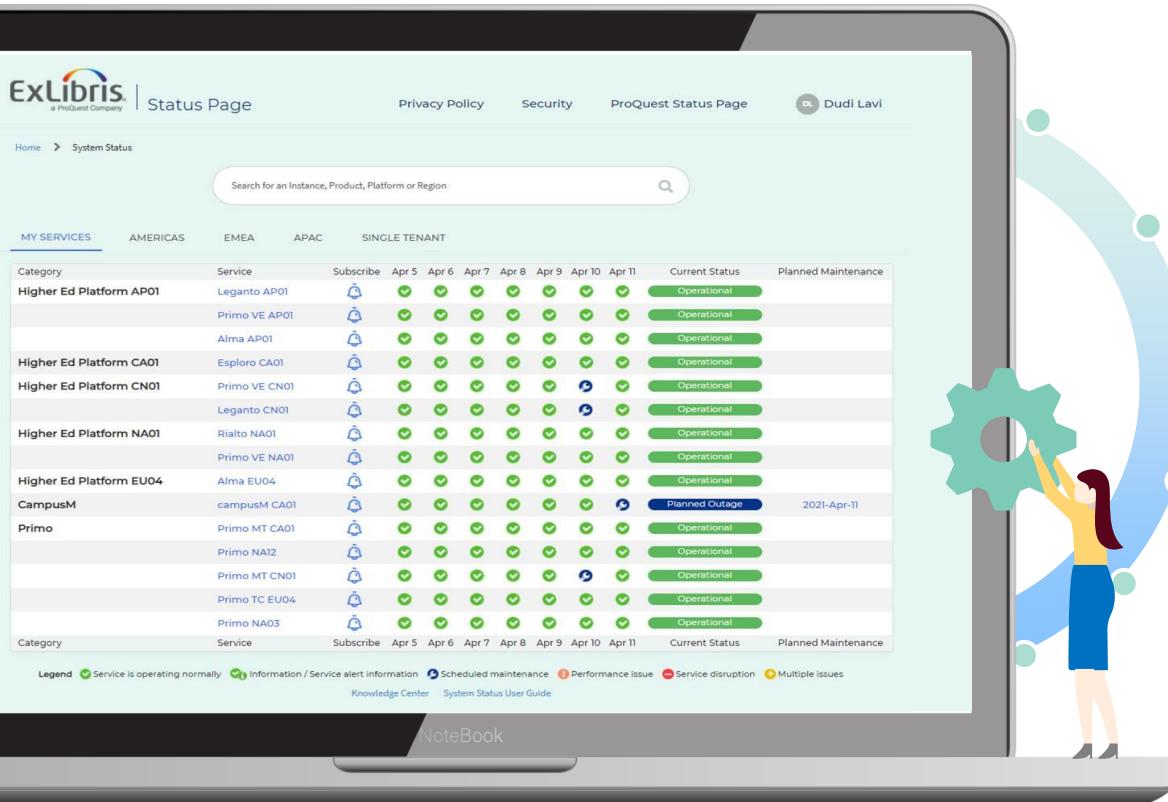




# New Status Page and improved Performance/Uptime Reports

# New System Status Page

• LIVE



The System Status Page displays the following data:

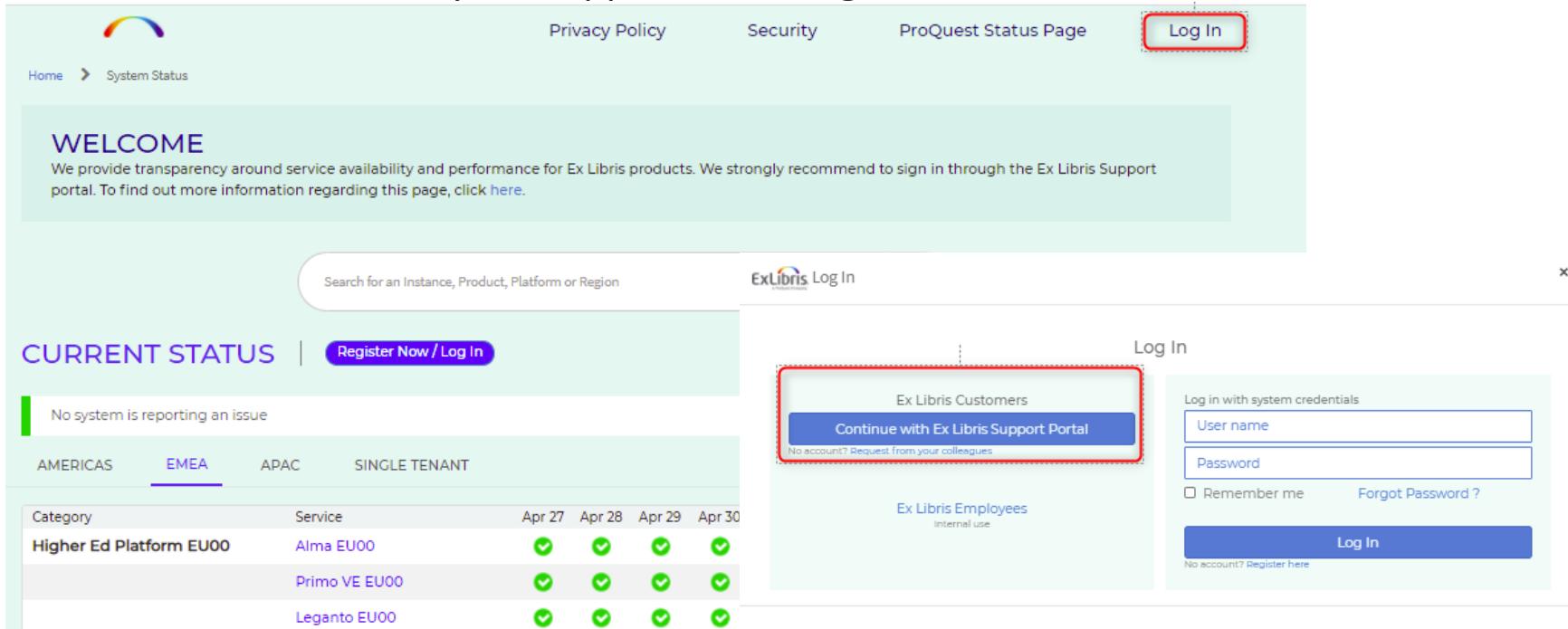
Category	Service	Subscribe	Apr 5	Apr 6	Apr 7	Apr 8	Apr 9	Apr 10	Apr 11	Current Status	Planned Maintenance
Higher Ed Platform AP01	Leganto AP01	🔔	✓	✓	✓	✓	✓	✓	✓	Operational	
	Primo VE AP01	🔔	✓	✓	✓	✓	✓	✓	✓	Operational	
	Alma AP01	🔔	✓	✓	✓	✓	✓	✓	✓	Operational	
Higher Ed Platform CA01	Esploro CA01	🔔	✓	✓	✓	✓	✓	✓	✓	Operational	
Higher Ed Platform CN01	Primo VE CN01	🔔	✓	✓	✓	✓	✓	✓	⌚	Operational	
Higher Ed Platform NA01	Leganto CN01	🔔	✓	✓	✓	✓	✓	✓	⌚	Operational	
	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	
Category	Service	Subscribe	Apr 5	Apr 6	Apr 7	Apr 8	Apr 9	Apr 10	Apr 11	Current Status	Planned Maintenance

Legend: ✓ Service is operating normally 💡 Information / Service alert information ⌚ Scheduled maintenance ⌚ Performance issue 🔴 Service disruption 🟡 Multiple issues

- 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.

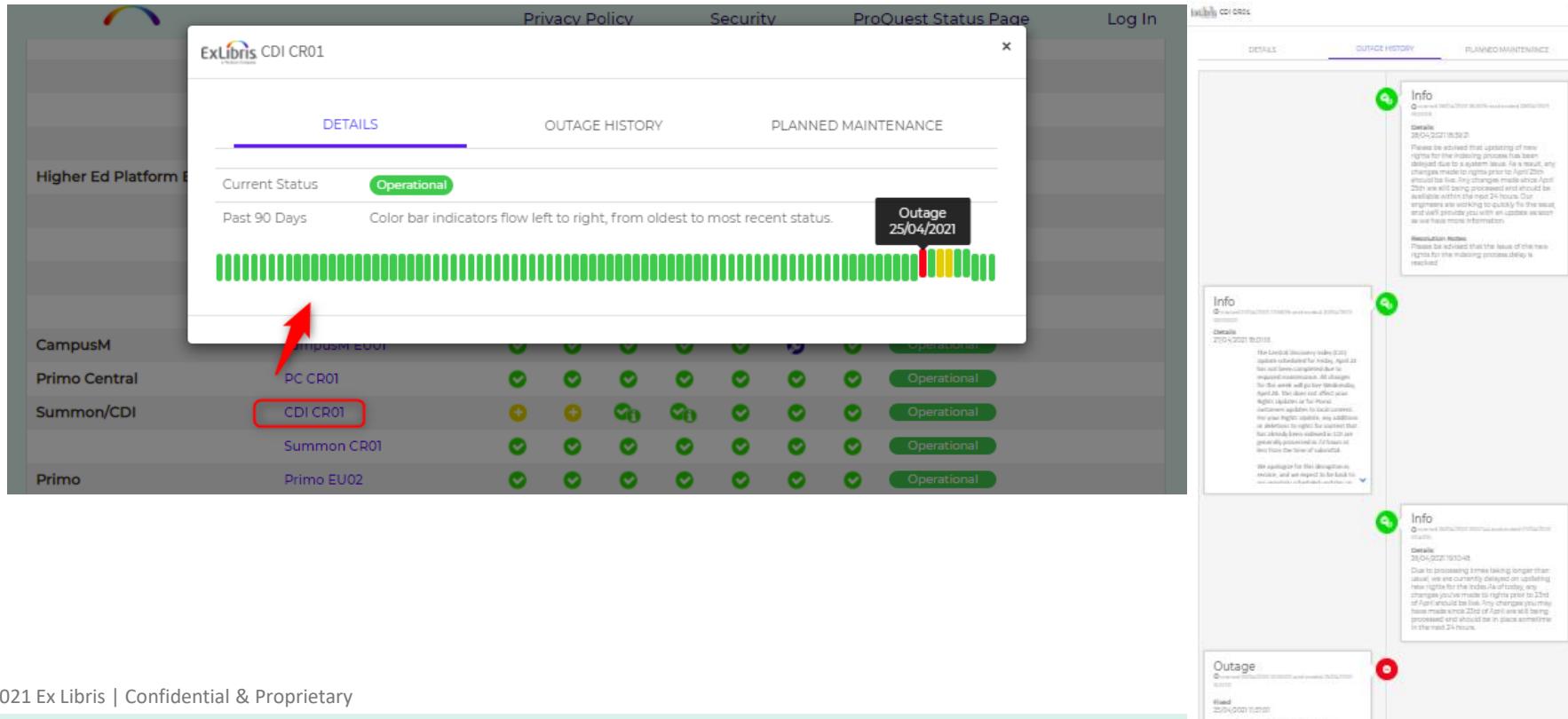


The screenshot shows the Ex Libris System Status Page. At the top, there is a navigation bar with links to Privacy Policy, Security, ProQuest Status Page, and a redboxed Log In button. Below the navigation, a breadcrumb trail shows Home > System Status. A large WELCOME section encourages users to sign in through the Ex Libris Support portal. The CURRENT STATUS section displays a table of service availability for AMERICAS, EMEA, APAC, and SINGLE TENANT regions. The EMEA tab is selected, showing 'No system is reporting an issue'. The table includes categories like Higher Ed Platform EU00, Alma EU00, Primo VE EU00, and Leganto EU00, with status indicators for dates April 27 to April 30. A red box highlights the 'Continue with Ex Libris Support Portal' button in the central login area, which also includes links for Ex Libris Customers and Ex Libris Employees. The login form on the right requires a User name and Password, with options for Remember me and Forgot Password, and a Log In button.

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

# New System Status Page

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



The screenshot shows the Ex Libris System Status Page. The main interface lists various system instances: Higher Ed Platform, CampusM, Primo Central, Summon/CDI, and Primo. The 'Summon/CDI' row contains 'CDI CR01' (with a red box around it) and 'Summon CR01'. The 'CDI CR01' row is expanded to show more detail. The 'DETAILS' tab is selected, showing the 'Current Status' as 'Operational'. Below it is a 'Color bar indicators flow left to right, from oldest to most recent status.' section. A red arrow points to the 'CDI CR01' link in the main list. To the right, three detailed outage history cards are shown for 'CDI CR01', 'Summon CR01', and 'Primo EU02', each with an 'Info' section and a 'Details' section.

Instance	Status	Details
Higher Ed Platform	Operational	
CampusM	Operational	
Primo Central	Operational	
Summon/CDI	CDI CR01 (Operational)	Summon CR01 (Operational)
Primo	Primo EU02 (Operational)	

**CDI CR01 (Operational) - Details**

Current Status: Operational

Past 90 Days: Color bar indicators flow left to right, from oldest to most recent status.

Outage: 25/04/2021

**CDI CR01 - Outage History**

Outage: 25/04/2021 16:59:21

Please be advised that updating of new rights for the indexing process has been delayed due to a system issue. As a result, any changes you've made prior to 25th April should be live. Any changes made since 25th April will be being processed and should be available in the next 24 hours. Our engineers are working to quickly fix the issue and will provide you with an update when the fix is implemented.

**CDI CR01 - Planned Maintenance**

Outage: 25/04/2021 16:59:48

Due to planned downtime taking longer than expected, we are currently delayed on updating new rights for the index. As of today, any changes you've made to rights prior to 25th April should be live. Any changes you've made since 25th April will be in place sometime in the next 24 hours.

**Summon CR01 (Operational) - Details**

Outage: 25/04/2021 16:59:21

Please be advised that the issue of the new rights for the indexing process delay is resolved.

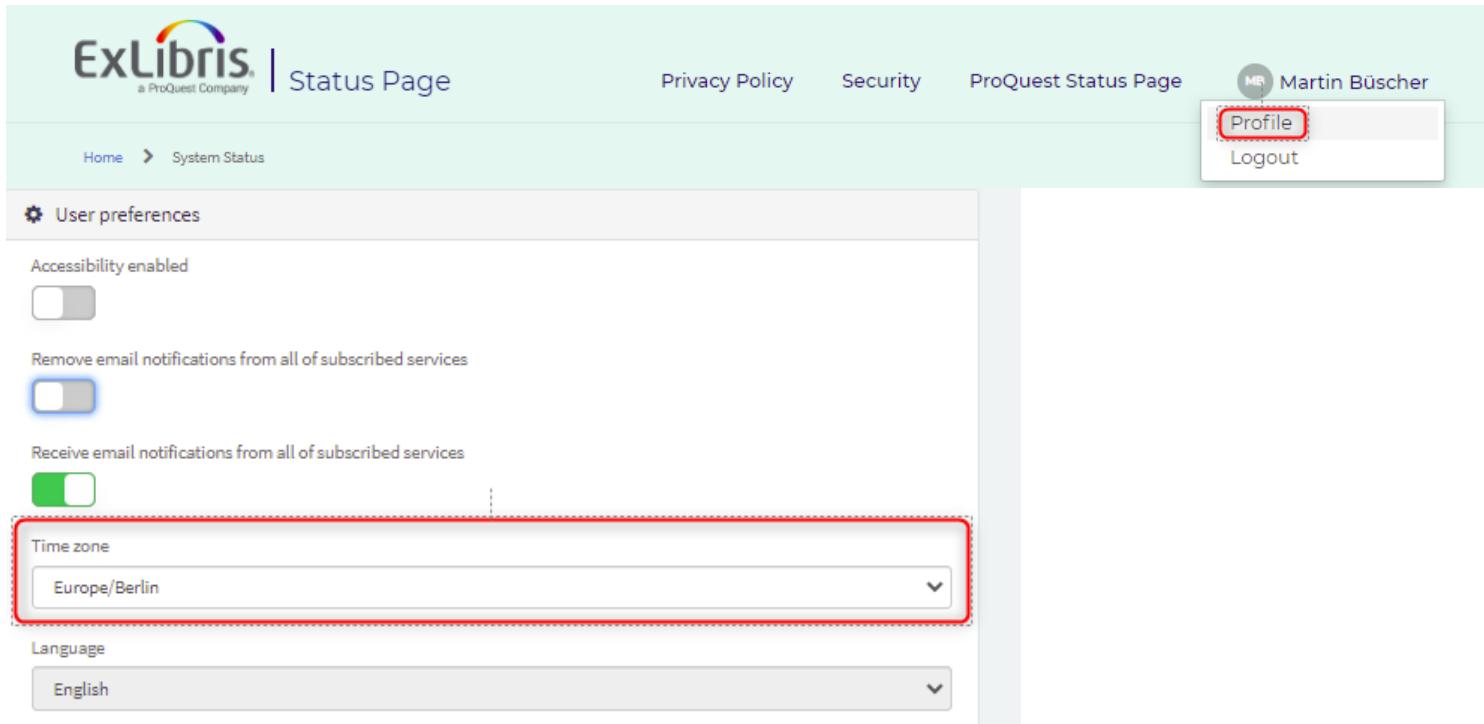
**Primo EU02 (Operational) - Details**

Outage: 25/04/2021 16:59:48

The apology for the disruption is sincere, and we expect to be back to normal service as soon as possible.

# 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 shows the Ex Libris Status Page interface. At the top, there is a navigation bar with the Ex Libris logo, a ProQuest Company, and links for Status Page, Privacy Policy, Security, and ProQuest Status Page. On the right, a user profile for Martin Büscher is shown with a dropdown menu containing 'Profile' (which is highlighted with a red box) and 'Logout'.

The main content area is titled 'User preferences' and contains the following settings:

- Accessibility enabled: A toggle switch that is off (gray).
- Remove email notifications from all of subscribed services: A toggle switch that is off (gray).
- Receive email notifications from all of subscribed services: A toggle switch that is on (green).
- Time zone: A dropdown menu set to 'Europe/Berlin', which is also highlighted with a red box.
- Language: A dropdown menu set to 'English'.

# New System Status Page

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

Ex Libris Alma EU00 X

⌚ 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.

<b>Details</b>	02/05/2021
<b>Updated</b>	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](https://knowledge.exlibrisgroup.com/Alma/Release_Notes/Release_and_Maintenance_Schedule)

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

Regards,

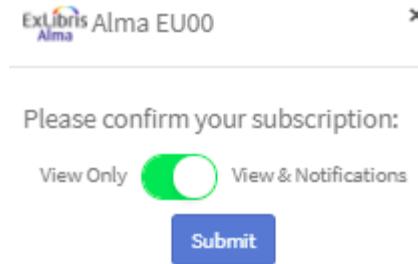
# New System Status Page

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

MY SERVICES	AMERICAS	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	

*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.



- 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](mailto: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](https://knowledge.exlibrisgroup.com/Cross-Product/Higher-Ed_Platform_Uptime_Reports/Europe)



# Thank you!

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