



Innovative Services, Support, and Success Update

Caitlin Spears & Schlomit Schwarzer

Your Engagement Arc

Who We Are

We are Clarivate's epicenter for support and services, **providing innovative, world class services** for both internal and external customers.

Our Vision

Deliver **customer-centric** services across product and service portfolios.

Our Mission

Provide a **proactive and personalized** experience; anticipating users' needs and continuously advancing our customers towards achieving their goals.

Your Engagement Arc

Services Purpose

To provide a consultative and collaborative engagement and enablement model for library software implementations, training, and data services.

Support Purpose

With staff and offices in a variety of regions, customers experience a close, working relationships with our product experts. We provide every customer with system critical support 24 hours a day, seven days a week, 365 days a year.

Success Purpose

This team ensures customers see the value of our products and interactions with our company. We will work with clients to create scaled solutions to get the most out of your system and assist with product adoption.

Your Leadership Team



Melissa Hilbert
Vice President
Professional Services



Caroline Mason
Sr. Director
Professional Services



Jed Gilmore
Vice President
Customer Care



Caitlin Spears
Director
Customer Care

Professional Services

Customer Support & Success

Professional Services

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"Our proven implementation methodology ensures that your project stays on track with high quality services to migrate your data and support your workflows.

This foundation allows you to elevate your focus to broader organizational objectives."

– Melissa Hilbert, VP Professional Services





Experts



Methodology



Integrations



Our Team Working for You

Librarians

Technologists

Data Analysts

Consultants

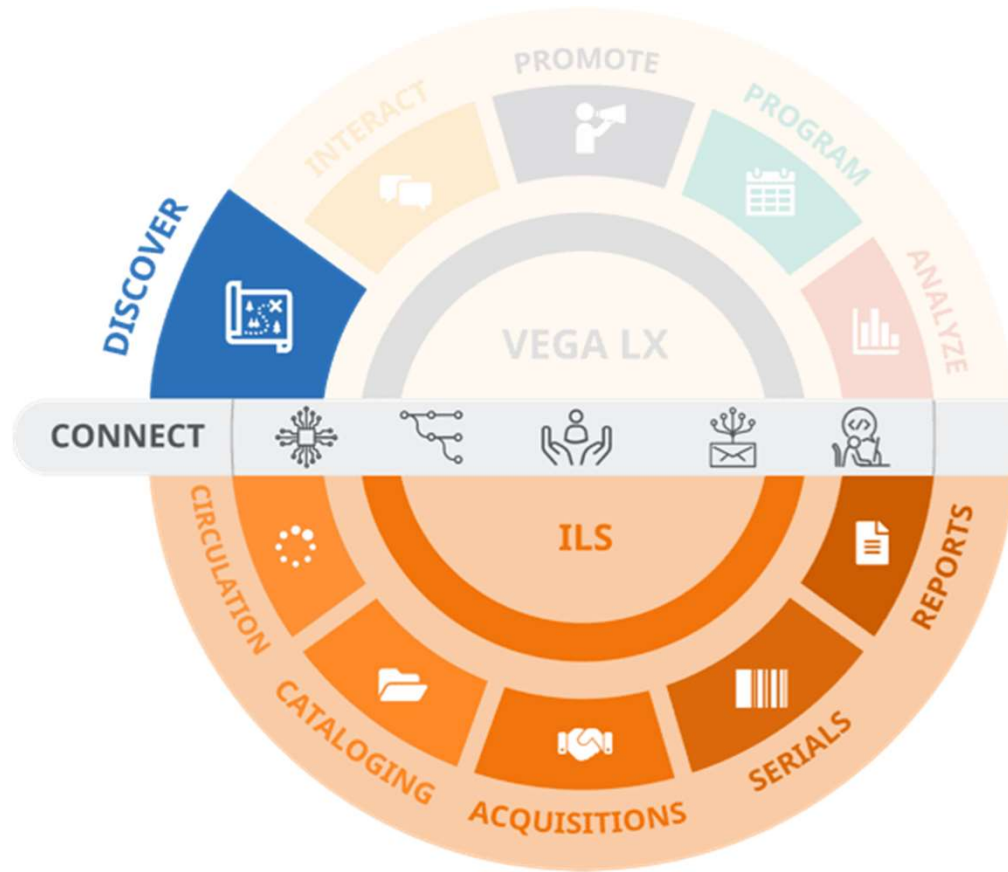
Project Managers

Technical Support Leaders

Trainers

Educators

Enabling Your Product Experiences!



Premium Services and Continuing Education



Workshops

System Administration, Technical Services, SQL, Python for APIs



Consultation

workflow consulting, system health check, holds audits



Personalized Experiences

Live Custom Training, Recorded Custom Training, Training Packages



Managed Services

ILS and INN-Reach Networks



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📅 Wednesday, 26 April '23 2 days

📍 Innovative's Virtual Classroom

INFORMATION ^

Details

This workshop will give you the tools you need to start working with your Sierra SQL database. We will review the basics of the Sierra PostgreSQL database schema, how to connect to a database, using SQL syntax to form basic queries, and how to interact with Sierra database.

Prerequisites: Sierra user account on your system with Sierra Direct SQL Access enabled with access to your Sierra Database Server. Download and connect to PGAdmin 4.

Audience: Beginners to Sierra SQL

Trainer: Jason Boland Jason.Boland@clarivate.com

Duration: 6 hours hands-on



Instructions

*Please let us know at least 7 days prior to the workshop date should you require special accommodations.

📅 From 10 Apr 2023

April, 2023

11	Tue	2 days	Polaris Reports A-Z
13	Thu	1 day	Polaris PowerPAC – Customizations
18	Tue	3 days	Managing Sierra Acquisitions
26	Wed	2 days	Introduction to Sierra SQL

May

3	Wed	2 days	Advanced Sierra SQL
31	Wed	2 days	Managing Polaris Acquisitions

June

5	Mon	2 days	Introduction to Polaris SQL
6	Tue	3 days	Sierra System Coordinator Basics with ASAA
7	Wed	2 days	Intermediate Polaris SQL
9	Fri	1 day	Designing Polaris SQL Reports



Available Certifications

Polaris System Admin Administrator
Polaris Tech Services Administrator

Sierra System Admin Administrator
Sierra Tech Services Administrator



“We are consultative. This is a partnership, and we tailor our services to meet your needs.”

– Brad Rogers, Director, Services Implementation

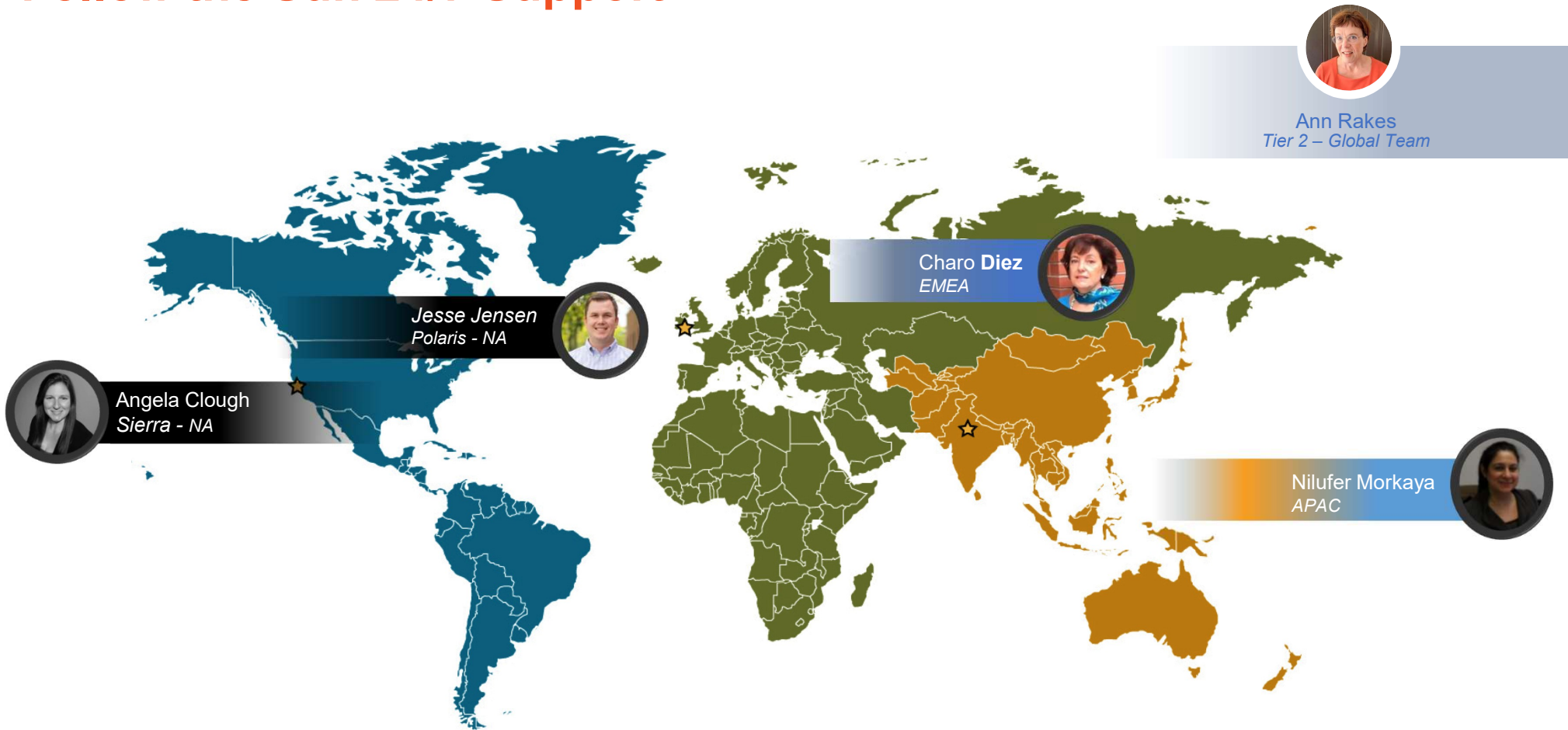


Customer Support and Success

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Follow the Sun 24/7 Support



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Tier 2 Support



Assist with ticket resolutions



Defect reporting



Internal knowledge experts



New product support



Special projects

Global Customer Success Team



Caitlin Spears
Customer Success Director



Martha Rice Sanders
North America - Sierra & Millennium



Silvia Guivernau
EMEA



Connie Wilson
Polaris

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Support Offerings

Support Home Sierra Home Polaris Home Millennium Home Virtua Home Vital Home Skyriver Home

Search Training and Learning Search
















Innovative

Welcome! We are excited to offer support.iii.com with links to all Innovative online resources in one convenient location. Above you will find tabs with home pages with the resources specific to your product.

While you are here, please explore the **Training and Learning Centers** with a variety of quality training materials organized in an easy-to-use and search format. The training materials can be previewed, downloaded and printed. With open access, they are easily incorporated into your staff training.

Use the Feedback button to share your thoughts with us!

****Affected by recent weather events? Innovative is here to help. Reach out with your questions and browse our emergency planning resources.****

New Training and Learning Center Video  Take a quick video tour of the new Training and Learning Center	Training and Learning Center  Explore Training and Learning guides by product. Polaris Sierra SkyRiver Virtua Vital	Support: Ticketing, Solutions and Announcements  View your tickets and related solutions in the Customer Support knowledgebase.
Webinars  Watch recordings of recent event webinars including company updates	Training and Learning Center - Vega  Explore Training and Learning guides for Vega. Vega Discover LX Starter Vega Program	Regional Support Teams  Find your regional support team and regional manager
Upcoming Events  Find upcoming webinars as well as events where you can meet Innovative staff	Product Roadmaps  View roadmaps for product updates and features Polaris Sierra Vega More	Contact Customer Support  Contact information for Innovative Customer Support, Sales, Professional Services, and Finance/Billing
Documentation Portal  User documentation / product help for Polaris, Sierra, and Vital	Idea Exchange  The new enhancement request platform, Idea Exchange, is available now	CS Direct  Informational resources for Sierra, Millennium, Encore and more
Sierra Developer Network  Documentation, implementation guides, and tutorials for the Sierra API	Release Notes  The Supportal has information on the functionality and features in each product release	Polaris Developer Network  Documentation, code examples and test tools for the Polaris API (PAPI)

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Improving Your Experience

Upgrade to current software release

Updates in Progress



Plan to replace server hardware every 3-5 years or move to hosting



Maintain skills and streamline workflows through regular training



System Coordinators, we need your help

- Who are your Support Contacts? Please review primary support and support contacts in Supportal



- Emails communications from Customer Support will be sent to contacts marked as **Primary Support Contacts** and **Support Contacts** in Supportal
 - More details in the [Communications from Customer Support](#) solution

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SUBMIT

- Supportal Announcements Community allows you to subscribe to one or more topics to receive release notes and announcements from Customer Support

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THANK YOU

Questions?