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

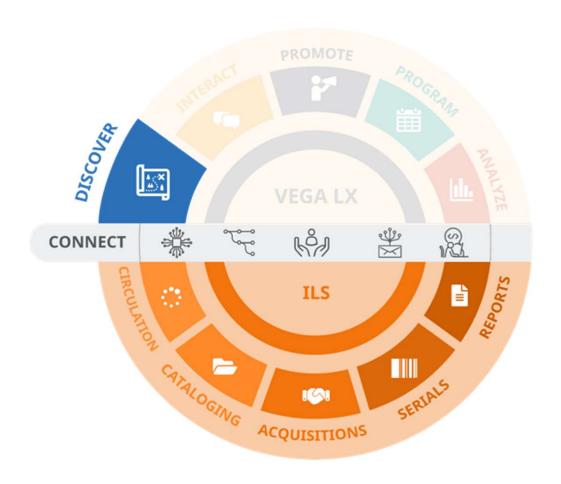Technologists

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

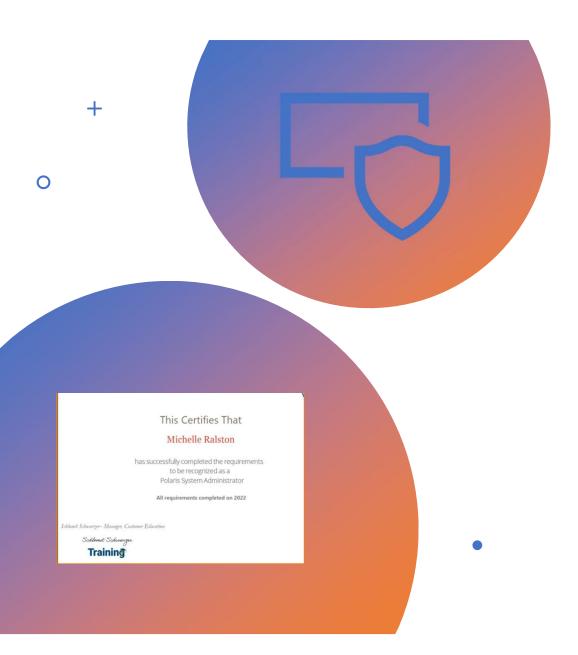**Trainer:** Jason Boland Jason.Boland@clarivate.com

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

This Certifies That

Michelle Ralston

has successfully completed the requirements
to be recognized as a
Polaris System Administrator

All requirements completed on 2022

Schlomit Schwarzer– Manager, Customer Education

Schlomit Schwarzer

Training

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

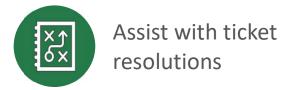– Brad Rogers, Director, Services Implementation

Customer Support and Success

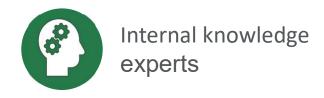IUG 20 23

Follow the Sun 24/7 Support

Ann Rakes
Tier 2 – Global Team

Charo **Diez**
EMEA

Jesse Jensen
Polaris - NA

Angela Clough
Sierra - NA

Nilufer Morkaya
APAC

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Tier 2 Support

Assist with ticket resolutions

Defect reporting

Internal knowledge experts

New product support

Special projects

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Global Customer Success Team

Caitlin Spears
Customer Success Director

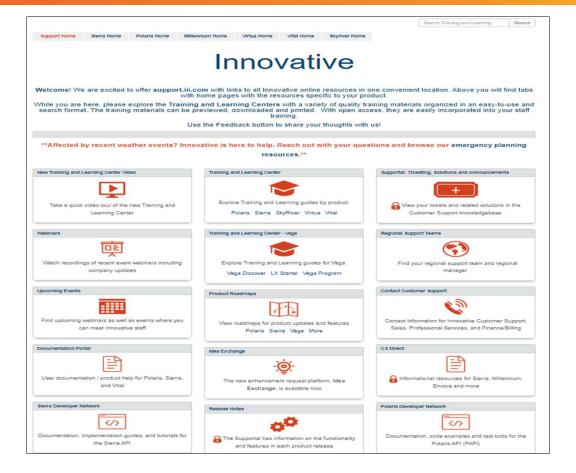**Martha Rice Sanders**
North America - Sierra & Millennium

Silvia Guivernau
EMEA

Connie Wilson
Polaris

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Support Offerings

Improving Your Experience

Upgrade to current software release

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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Subscribe to Supportal Announcements Today!

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

THANK YOU

Questions?