Q&A Panel Discussion on Ex Libris Support & Cloud Services

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Question 1

Does Ex Libris have a threshold on handling time for cases? Are there processes when a case is automatically escalated to managers when such threshold is passed?

We see cases going back and forth between Customer, Tier 1 and Tier 2 without being solved where sometimes no action occurs for longer than 5 labor days.
Question 2

We are Aleph hosted customer and as such use a dedicated production server, not Multi-Tenant like Alma or Primo. When we request Firewall changes for access connections to our server Support mentions a Load Balancer to us.

In our perspective a Load Balancer distributes traffic to equalize the load in some kind of server cluster.

What exactly does this Ex Libris Load Balancer does for a Single Tenant dedicated server that doesn't need load balancing.
Ex Libris has been using Salesforce for support activities for some years now. Even if Salesforce is much better than the former Pivotal, customers have already expressed a need for improvements on the product lists:
- an interface supporting WYSIWYG functionality and image upload;
- supporting cases from other customers with a kind of 'Me Too';
- possibility to associate and link (with hyperlinks) SF cases from different customers;
- attached files in published cases made available to other customers;
- ...

These are just some ideas. What are Ex Libris's plan to improve the Salesforce interface and its functionalities?
We are very happy with the introduction of the "In Case Feedback" option in Ex Libris' Support Portal (Salesforce) a few months ago. There is of course a limit of one Feedback per Case. Are there any plans to raise that limit?

We feel it would also give Tier1 - acting as the spider in the web between Customer and Tier2 experts - more opportunities to get input from the customer on a meta level besides the actual comments linked to the Case content.
Cloud Services

Ensuring service reliability, security, and data privacy

LEARN MORE ABOUT OUR 24X7 HUB
Service Disruption Communication Policy

- Reporting methods of service disruption
- Event management process
- Event manager Roles & Responsibilities
- Escalation process
- Ongoing updates
- Root cause analysis
- Uptime reports
Service Disruption Process and Timeline

1 Hour
Escalation to Senior Management

30 Minutes
Trigger Event Manager
Trigger On-call team

Immediately
Initial Alert response:
-Automatic alert handling processes to prevent service disruption

Ongoing Customer updates until resolution

Internal notifications
Customer FIRST Status Page notification
Investment in Cloud

NEW DATA CENTER ESTABLISHED IN WEST COST (MOSES LAKE)
• Latest HW and SW technology used for infrastructure
• New Global Load Balancing technology implemented

SUMMON
• New Summon instance live in Moses Lake, WA Data Center
• Decommissioned instance in Virginia

PRIMO CENTRAL ACTIVE – ACTIVE
• Two fully redundant Primo Central instances
• Planned to go live in September 2018, out of Moses Lake DC
• Improved technology stack

INFRASTRUCTURE
• Storage platform replacement to Infinidat
• EU DC infrastructure upgrade for hosted environment
Certified with a Strong Security and Privacy Standards

<table>
<thead>
<tr>
<th>MAINTAIN EXISTING CERTIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SSAE 18</strong> and <strong>SOC 1 Type 2</strong> certified (formerly SAS 70, SSAE-16)</td>
</tr>
<tr>
<td><strong>GDPR – EU Data Protection Regulation</strong></td>
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</tbody>
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### Adherence to New Certification and Regulation

#### ISO 27017:2015 – Cloud Security Standard
- Code of practice for security controls based on ISO/IEC 27002 for cloud services
- Additional controls that specifically relate to cloud services
- Controls and implementation guidance for both cloud service providers and cloud service customers

#### PLAN FOR NEW CERTIFICATIONS & REGULATIONS
- Federal Risk Authorization Management System - Alma/Primo
# Cloud in Numbers

<table>
<thead>
<tr>
<th><strong>+7,500</strong> SaaS/Hosted Institutions</th>
<th>Alma, Primo, Summon, Intota, Aleph, 360, SFX, Voyager, MetaLib, MetaLib+, Verde, PC, bX, Ulrich’s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>7.5 M</strong></td>
<td>Daily Primo Searches</td>
</tr>
<tr>
<td><strong>1.5 M</strong></td>
<td>Daily Summon Searches</td>
</tr>
<tr>
<td><strong>9 M</strong></td>
<td>Daily Alma Transactions</td>
</tr>
<tr>
<td><strong>71</strong></td>
<td>Racks in 8 Private DCs</td>
</tr>
<tr>
<td><strong>1,228</strong></td>
<td>Physical Servers</td>
</tr>
<tr>
<td><strong>6,143</strong></td>
<td>Terabytes of Storage</td>
</tr>
</tbody>
</table>
## Cloud Uptime 2017 - 2018

<table>
<thead>
<tr>
<th>Service</th>
<th># live institutions</th>
<th>% of customers meeting contractual SLA (99.5%)</th>
<th>% of customers meeting internal SLA (99.9%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alma</strong></td>
<td>957</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Summon</strong></td>
<td>674</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Primo</strong></td>
<td>1360</td>
<td>100%</td>
<td>99.99%</td>
</tr>
<tr>
<td><strong>Primo Central</strong></td>
<td>2118</td>
<td></td>
<td>Yearly uptime 99.85%</td>
</tr>
<tr>
<td><strong>campusM</strong></td>
<td>90</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td><strong>SFX</strong></td>
<td>350</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

100% OF CUSTOMERS MET CONTRACTUAL SLA

>93% OF CUSTOMERS MET INTERNAL SLA

Yearly uptime 99.99%

Yearly uptime 99.85%
THANK YOU

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