



SirsiDynix Implementation Services Service Level Commitments

SirsiDynix Implementation Services serves as a client's primary point of contact during the implementation of Unicorn or Horizon. The organization is charged with ensuring that the client's move to either of these products is as complete, timely, and efficient as possible.

The same commitment to professional and timely implementation assistance is afforded our clients as they purchase and install add-on products or services beyond our industry-leading integrated library systems. SirsiDynix's professional project managers, offering years of experience in servicing all types and sizes of libraries and consortia, are committed to the success of our clients' implementation projects.

SirsiDynix Implementation Services Commits ...

- To ensure a welcoming, professional, and informative introduction to the Unicorn or Horizon implementation process for every SirsiDynix client.
 - SirsiDynix wants all clients to start smoothly on their Unicorn or Horizon implementations. To ensure this, as soon as SirsiDynix receives the fully executed contract, the assigned project manager will contact the client within five business days to schedule an introductory call with the library or consortium's implementation team.
 - During this introductory call, the client will be given the Implementation Project Plan and receive information on the following key topics:
 - Project schedule
 - Software modules purchased
 - Hardware/computing environment
 - Data extraction and conversion
 - Additional user interface systems purchased
 - Additional services the client may have purchased
- To provide the client, within 10 business days of the introductory call, an implementation schedule that will incorporate:
 - Required tasks for both the client and SirsiDynix
 - Assignment of above tasks to appropriate parties
 - Timetables for performance of all tasks

- To provide, when contracted for, professional setup and installation of new equipment for customers. This may include the following:
 - Unpacking and connecting computer components and peripherals
 - Assembling system components (i.e., disk drives, memory, server racks, etc.)
 - Configuring operation systems for network connectivity
 - Installing operating system patches or updates upon initial server setup
 - Installing SirsiDynix applications
 - Installing peripheral devices according to the sales agreement. (i.e., UPS, printers, scanners, etc.)
 - Ensuring the server is functioning properly and meets the client's expectations

- To delivery of add-on products in a timely and satisfactory manner.
 - Notify clients within two days of receipt of order, this includes:
 - Introductory email indicating receipt of order and confirming purchased software or services
 - Contact information of staff member responsible for completing delivery of purchased goods
 - Forwarding any necessary documentation
 - Scheduling the work at a time agreeable to all parties
 - Providing information, in a timely manner, regarding the product(s) being delivered.
 - Follow up within 30 days after delivery to verify satisfaction with delivery

- To continuing support throughout the implementation process.
 - Regular communication is needed to ensure the implementation project's success. To facilitate that communication, the SirsiDynix project manager will do the following:
 - Conduct formal weekly project calls to review the status of the client's project and respond to client questions
 - Provide a weekly written status report via email regarding current status of project tasks based on the agreed upon implementation schedule
 - Respond to all inquiries within 24 hours during the business week

Customer Satisfaction

Performance monitoring of our commitments is accomplished through a variety of internal reporting methods as well as through direct customer feedback. SirsiDynix Implementation Services commits to:

- Capture and report meaningful metrics through our internal support applications.

- To ensure the highest level of client satisfaction during the implementation process.
 - SirsiDynix wants all clients to have an opportunity to provide feedback on SirsiDynix's implementation services. To ensure that clients have that opportunity, two Web-based surveys are conducted during the implementation process – one near the midpoint of the project and one upon completion. Clients are asked to evaluate SirsiDynix services in the following areas:
 - Project management
 - Software configuration
 - Data conversion
 - All survey responses are reviewed by SirsiDynix senior management.
- Follow up on any unsatisfactory comment or rating that is received. A SirsiDynix manager will:
 - Contact the surveyed customer within 48 hours
 - Gather additional details or information as necessary
 - Arrange a mutually agreed upon plan for resolution
- To be completely committed to the success of the client's implementation and ongoing use of Unicorn or Horizon.
 - Before SirsiDynix considers an implementation complete, we will review a final checklist with the client approximately 30 days after the client "goes live" on Unicorn or Horizon. Until all areas of this checklist are considered completed to the client's satisfaction, the assigned SirsiDynix project manager will continue to work with the client.
- To be committed to continued success.
 - Upon completion of the client's implementation, the project manager will facilitate an effective introduction to the SirsiDynix Client Care team.