



Global Professional Services Premium Services

Our customers are looking to harness today's technology to maximize the return of their investment, and to reinvent current practices and workflows to create exceptional, sustainable value.

That's where we come in.

Our Global Professional Services practice offers a broad range of paid services for customers, both academic and public, looking to drive strategic outcomes. Our team of expert consultants, trainers, and experienced developers work with each individual customer to tailor a set of solutions to address their specific challenges.

What are Premium Services?



Managed services

Managed services enable your organization to focus on core business objectives in a reliable and cost-effective way by outsourcing your day-to-day technical needs to our product experts. This offering includes a comprehensive set of services to assist your library with system administration and product configuration for selected library software applications.



Technical services

Our technical services allow you to overcome limitations that you might face related to integrated workflows across multiple systems, such as third party integration challenges, needs for technical analysis, data format transformations, and special and unique developments - all augmenting your internal staff knowledge, expertise, and availability.



Signature services

Signature services is our high-touch engagement and enablement package for library system implementations, both academic and public. Our team of experts travel onsite during critical project milestones to provide focused attention and consultation on your unique needs.



Consulting services

We offer standard or custom training packages to suit every need, as well as provide workflow consulting and optimization services that enable you to apply best practices, realize workflow efficiencies, and accelerate your time to value.



Our key capabilities:



Fill the gaps in local expertise and capacity



Optimize workflows, drive best practices and realize efficiencies



Provide technical solutions to optimize your data



Build strategic integrations across your technology ecosystem



Provide onsite support to meet critical implementation milestones



Serve as your trusted technology partner

How we can help:

Workflow Optimization

Looking to refine your workflows and improve efficiencies? Engage with us on a deep dive into your current processes and receive a detailed analysis with specific recommendations for how to best achieve your goals.

Custom Training

Onboarding new staff or re-skilling existing team members? Pick your topics from our [extensive catalog of Educate offerings](#) or work with our team to tailor a custom training package for your needs.

3rd Party API Integrations

Do you have multiple systems that need to "talk" to one another, but have different data formats and structure? Our services can bridge the gap between the systems - providing one-time developments and ongoing or hosted solutions alike.

Managed Services

No time to build system expertise? Unable to find a dedicated resource to manage your library systems given your current budget? Get ongoing assistance in system administration and product configuration by having easy access to our experts.

Signature Services

Value face-to-face interactions, collaboration, and highly connected support during your new library system implementation? Our experts can come to you during critical milestones.

Technical Consulting

No dedicated technical team? Need technical solutions but have limited availability or expertise? Our experts can assist with analysis and requirements gathering, and provide development expertise to help you realize your goals.

Don't See
What You
Need?

Talk to us to learn how we can help with customized premium services | Contact your account manager to discuss your options.

[Contact us now](#)