



SirsiDynix Consulting Services Service Level Commitments

SirsiDynix Consulting Services' mission is to collaborate with libraries in providing advanced technologies, best-in-class service, and progressive approaches to improving the productivity of libraries and enhancing the experience of library users.

Staffed by experienced librarians and technologists, expertly knowledgeable about library operations and skilled in library technology, Consulting Services offers unmatched expertise to help libraries start smoothly, meet their long-term strategic goals, as well as to complete more finite special projects. SirsiDynix consultants assist in carefully and thoroughly thinking through each library's unique situation to better define needs, plan solutions, and set priorities along with the most effective workflows and processes.

SirsiDynix Consulting Services Commits ...

- To provide a variety of consulting options so clients can choose the best services package to meet the unique needs of their library.
 - Workshops and webinars to teach clients how to maximize use of their software
 - Personalized assistance to help clients evaluate, plan, and execute projects
 - Customized consulting packages created to address the unique needs of every client
 - Full-service delivery to give clients the option of outsourcing specific projects
- To ensure that all clients using our consulting services find them to be of great value and meet the specified needs and goals of their organization.
 - SirsiDynix wants all the goals for each consulting activity to be met. To ensure this, all clients will be contacted to schedule consulting orders within five business days following receipt of order.
 - During the initial contact with the client's assigned senior consultant, the following expectations will be reviewed:
 - Confirm project schedule, frequency, and method of interaction
 - Provide clear explanation of the parameters of the service
 - Confirm agenda items, goals, specifications, and objectives
 - Provide written confirmation/request for approval for any modifications to previous agreements

- SirsiDynix guarantees to provide clients with professional assistance.
 - Senior consultants who are knowledgeable about the subject matter
 - Senior consultants who are well-prepared and organized
 - Senior consultants who are professional and courteous

Customer Satisfaction

Our goal is to support our clients consulting needs and ensure their success. To that end, SirsiDynix Consulting Services commits:

- To seek out each client's level of satisfaction by providing a Web-based survey at the midpoint and conclusion of each SureStart and SureSailing order and at the conclusion of every other consulting service. All survey responses will be reviewed and acted upon 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 addition details or information as necessary
 - Arrange a mutually agreed upon plan for resolution
- To allow any client dissatisfied with the quality of a consulting service to schedule a repeat at no additional cost to the client.
- To address and organize a plan to rectify, within five business days, any errors where our work does not meet the specifications described in the client's statement of work. (One business day for issues rated as priority 1 in Client Care).