POLARIS CASE STUDY

State & Local Government

Introduction

This case study of a state & local government is based on a January 2019 survey of Polaris customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

✔ Validated

Challenges

After comparing with other solutions (including Horizon and Symphony), the team decided to go with Polaris.

The key reasons they chose Polaris were to address the challenges of:

- Reducing time spent supporting discovery and circulation
- Improving the patron experience
- Reducing time spent on reporting and analysis
- Reducing time spent integrating with, and maintaining, third-party applications

Use Case

Their primary reasons for choosing an Innovative product were the technical quality of current products, Innovative's breadth of partnerships with publishers and content providers, and Innovative's active investment in developing new products.

They purchased Polaris specifically for the following features:

- Breadth and depth of ILS functionality
- Streamlined workflow and overall system efficiency
- Responsive discovery
- Web-based mobility
- Simplified reporting and analytics
- Price

The key factors in their decision to purchase the Polaris Web Application (LEAP) product were:

- Web-based mobility for public services and reference staff
- Intuitive interface with flexible workflows
- Flexible mobile access to better connect with their community
- Responsive design
- Ease of training

Results

Overall, the organization rates the value for money they've received to be above average and is definitely likely to purchase Innovative products again. **They rate Polaris 4.5/5 stars.**

They also rate Innovative as better than the competition when it comes to implementation, customer support, and technical support, and rate Polaris as better than the competition on the following fronts:

- Overall functionality
- Performance
- Customization
- APIs & integrations
- Reporting & statistics
- Web-based mobility for staff
- Responsive discovery

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government