

Regional Library System

Introduction

This case study of a cultural institution is based on a December 2018 survey of Sierra customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

The key challenges the customer wanted to address by choosing Sierra were:

- Improving the discoverability of their collection
- Improving their patron experience
- Reducing the time spent on reporting and analysis
- Reducing the time spent integrating with, and maintaining, third-party applications

Use Case

Their primary reason for choosing an Innovative product was the quality of services, training, and support. **The client went with Sierra specifically for the following reasons:**

- Breadth and depth of ILS functionality
- Workflow and overall system efficiency
- Price

Overall, they would rate Sierra as better than the competition when it comes to overall functionality, performance, customization, APIs & integrations, and reporting & statistics.

Results

After switching to Sierra, the client reports that they've received great value for their money spent on Sierra and is extremely likely to purchase Innovative products again.

They also agreed with the following statements:

- Innovative is a trusted leader in Library Services
- Sierra is a leading Library Services Platform

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.

Industry:
Cultural Institution