

Cultural Institution

Introduction

This case study of a cultural institution 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.

Challenges

After evaluating multiple solutions, including Horizon and Symphony, the institution decided to go with Polaris.

They chose Polaris with the goal of:

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

Use Case

Their top reasons for purchasing Polaris included the ease of training and web-based mobility for public services and reference staff.

Key features that were a factor in going with Polaris included:

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

Results

After switching to Polaris, the organization’s team reports that they’d be likely to purchase Innovative products again. They also rate Polaris as better than the competition when it comes to reporting and statistics, APIs and integrations, customization, performance, web-based mobility for staff, responsive discovery, and overall functionality.

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