SIERRA CASE STUDY

Ivy League University

Introduction

This case study of a educational 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

After evaluating other solutions, including Alma and WMS, the university's team chose Sierra over both.

The key challenges that made them choose Sierra over the competition included:

- Improving the discoverability of their collection
- Reducing the time spent managing electronic resources
- Reducing the time spent integrating with, and maintaining, third-party applications

Use Case

Went with Sierra specifically because of the following features:

- Breadth and depth of ILS functionality
- Rich cataloging data
- Range of customizations

The university decided to go with an Innovative product due to Innovative's focus on training, services, and support, as well as our partnerships with content providers and publishers and active investment in developing new products.

Overall, they would rate Sierra as significantly better than the competition when it comes to overall functionality and performance. Additionally, they also rated Innovative's customer support and ongoing services and training as significantly better than the competition's.

Results

After switching to Sierra, the Ivy League university reports that they've received good value for their money spent and are likely to purchase Innovative products again.

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:
Educational Institution

Source: TechValidate survey of a Educational Institution