

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.

Challenges

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

The key challenges they wanted to address included:

- Improving the patron experience
- Reducing time spent managing print and electronic resources
- 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 Innovative products, the breadth of partnerships with publishers and content providers, and the quality of Innovative services, training, and support.

The organization chose Polaris over the competition for the following reasons:

- Breadth and depth of ILS functionality
- Streamlined workflow and overall system efficiency
- Web-based mobility

Other factors in their decision to purchase the Polaris Web Application (LEAP) product included web-based mobility for public services and reference staff and flexible mobile access to help them better connect with their community.

Results

Overall, the organization rates Polaris as better than the competition when it comes to performance and web-based mobility for staff. They also rate Innovative as better than the competition when it comes to technical and customer support.

They're likely to purchase Innovative products again and note that Polaris is both easy to use and reliable.

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