

# State University

## Introduction

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This case study of an 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 its name blinded to protect their confidentiality.

## Challenges

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Once they decided to switch from their previous system, the client started evaluating other solutions. **After looking at OCLC, they chose Sierra, with the primary goal of improving the patron experience.**

## Use Case

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Their primary reason for choosing an Innovative product was the technical quality of Innovative products, along with the price of Sierra.

**Overall, the client rated Sierra as better than the competition when it comes to the following:**

- Overall functionality
- Performance
- Customization
- APIs & integrations
- Reporting & statistics

They also rated Innovative's implementation services, customer and technical support, and ongoing services and training as better than the competition.

## Results

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**After switching to Sierra, the client reports that they've received great value for their money spent on Sierra 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**