

# 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 Symphony), the organization decided to go with Polaris.

The key challenges they wanted to address with Polaris were:

- Improving the patron experience
- Reducing time spent managing print and electronic resources
- Reducing time spent integrating with, and maintaining, third-party applications

## Use Case

The organization’s primary reasons for choosing an Innovative product were the technical quality of current Innovative products, along with the quality of Innovative services, training, and support.

Their top reasons for choosing Polaris specifically were focused around the breadth and depth of ILS functionality, along with the streamlined workflow and overall system efficiency. Their decision to purchase the Polaris Web Application (LEAP) product was based on the flexible mobile access features, which they wanted to use to help them better connect with their community.

## Results

The team rates Polaris as better than the competition when it comes to overall functionality, performance, and customization. They would also rate Innovative as better than the competition when it comes to implementation and technical/customer support

Overall, they’re very likely to purchase Innovative products again and rate Polaris at 4/5 stars.

### 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**