

State & Local Government

Introduction

This case study of a state & local government is based on a February 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 considering other solutions (namely Horizon and Symphony), the surveyed organization decided to go with Polaris. Their primary focus was on streamlining and simplifying their workflow and analytics processes.

Use Case

Their top reasons for choosing an Innovative product were the great services, training, and support, as well as the commitment to supporting current products.

The organization gets the most use out of the following Polaris features:

- Breadth and depth of ILS functionality
- Streamlined workflow and overall system efficiency
- Simplified reporting and analytics

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 better connect with their community.

Results

After switching to Polaris, the team would rate Polaris as better than the competition when it comes to overall functionality, performance, customization, and reporting and statistics. They would also rate Innovative customer and technical support as better than the competition.

Overall, they're likely to purchase Innovative products again and rate Polaris at 4.5/5 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