POLARIS CASE STUDY

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 CarlX, Horizon, BLUEcloud, and Evergreen), the organization decided to go with Polaris.

The key challenges they wanted to overcome included reducing the team's time spent supporting discovery and circulation, and improving the patron experience.

Use Case

Their primary reasons for choosing an Innovative product were the technical quality of current Innovative products and Innovative's active investment in developing new products.

Their top reasons in choosing Polaris included:

- Streamlined workflow and overall system efficiency
- Web-based mobility
- Simplified reporting & analytics

Other factors in their decision to purchase the Polaris Web Application (LEAP) product included the web-based mobility for public services and reference staff, the intuitive interface and flexible workflows, and the ease of training.

Results

After switching to Polaris, the organization rates it as better than the competition when it comes to overall functionality, performance, customization, APIs and integrations, web-based mobility for staff, and responsive discovery.

Overall, they're likely to purchase Innovative products again and rate Polaris 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

Source: TechValidate survey of a State & Local Government