POLARIS CASE STUDY

Medium Enterprise Cultural Institution Company

Introduction

This case study of a medium enterprise cultural institution company is based on a January 2019 survey of Polaris customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

After comparing with other solutions (including Carl), the team decided to go with Polaris. **The key reasons they chose Polaris were to address the challenges of reducing 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 products and the quality of Innovative services, training, and support.

They purchased Polaris specifically for the following features:

- Breadth and depth of ILS functionality
- Streamlined workflow and overall system efficiency
- Responsive discovery
- Simplified reporting & 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 the intuitive interface with flexible workflows.

Results

Overall, the organization would rate Innovative as better than the competition when it comes to implementation, customer and technical support, and ongoing services and training.

They would also rate Polaris as better than the competition on all of the following fronts:

- Overall functionality
- Performance
- Customization
- APIs & integrations
- Reporting & statistics
- Web-based mobility for staff
- Responsive discovery

Company Profile

The company 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.

Company Size:
Medium Enterprise

Industry:
Cultural Institution