

September 2010

Dear Colleagues,

The Global Support Organization was established with the goal to provide world-class service through single-contact support for all Ex Libris customers and products worldwide. The GSO is committed to a best-practices approach that establishes and delivers consistent and predictable service levels, allows for tiered escalation of support incidents, transparency of processes, and unified response levels for all products through a continual measurement and improvement process. The GSO is a hybrid structure that provides support through centralized first-line, second-line and global support models determined by local needs.

#### Support Escalation Policy

In the event that you wish to escalate an issue--giving it more importance, please use the following steps:

- 1 .Escalate to the assigned owner via e-Service, first.
- 2 .Escalate to the customer support manager responsible for the product affiliated with the incident, as per the list below :

Aleph:

Noam Kaminer

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bX:

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DigiTool:

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MetaLib:

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MetaLib KnowledgeBase:

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Primo:

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Voyager:

Shelley Hostetler

[VOYAGERsupportescalation@exlibrisgroup.com](mailto:VOYAGERsupportescalation@exlibrisgroup.com)

3 .Escalate to the corporate vice president, global customer support:

Anat Kuper

[Anat.Kuper@exlibrisgroup.com](mailto:Anat.Kuper@exlibrisgroup.com)

Anat Kuper

VP Global Customer Support

[Anat.Kuper@exlibrisgroup.com](mailto:Anat.Kuper@exlibrisgroup.com)