Ex Libris / Clarivate Senior Management Q&A

Question 1

Support for 'native' languages is improving but there is a gap still with Analytics. When will Ex Libris support non-native Languages in Analytics especially with multi-lingual libraries?

Question 2

How does Ex Libris design processes take into consideration 'Library Independence' especially when sharing the same 'Institutional Zone'?

Question 3

What is Clarivate's ongoing plans for the current product portfolio. For example, there are multiple Library Management Systems?

Question 4

What are Clarivate's plans for linked open data?

Question 5

The 'cloud status' page is excellent for reporting system down issues. But how can Ex Libris alert the customer base of functionality issues such as the recent Alma FTP and Z39.50 issue?

Question 6

Are there plans on changing the API Concurrent API Request Threshold policies?

Question 7

As there are many international users of the Ex Libris products. Is it possible to have a National User Group Account for Salesforce? This will allow better visibility of cases that are national significance.

Question 8

If an issue is reported in the Sandbox environment and needs to be subsequently reported as a Production issue is there an easy way to replicate the logged information and comments and add it to Salesforce as a Production issue?

Question 9

What is the timeframe for the new Primo that is based on something else than AngularJS?

Question 10

What incentives are available to move from heritage products to the current products (e.g. Aleph to Alma)? It would be in the best interest of Ex Libris / Clarivate for institutions to be on the latest product.

Question 11

What are your AI plans for back-end systems such as Alma and Leganto -- how will they differ from DARA?

Question 12

Where do you see the future of the user communities such as IGeLU, ELUNA and IUG?

Question 13

Clarivate now has an extensive suite of products -- what are the plans for creating an analytics platform which we can use to cross product reporting as well as benchmarking against similar organizations.

Question 14

Clarivate is a global leader in providing trusted insights and analytics. Is Clarivate planning on using the data created in the Ex Libris' cloud environment to provide insights and analytics to the community?

Question 15

Under Ex Libris then ProQuest - the company did not drop support for Heritage Products -- will this same policy continue under Clarivate?

Question 16

Can you provide a status update on the Data Excellence project and the quality of data being added to the CDI?

Question 17

Can you supply an update on Project Flash -- what is the current status -- where to from here?

Thank you