



We do what you don't have staff time or expertise to do.

You've invested in your Atlas software to enhance service to your users and improve staff productivity. But sometimes keeping up with changing needs can be a challenge. That's why institutions like yours—large and small—have turned to the Concierge Service.

Your Atlas Concierge knows you and your systems. We perform regular check-ups so we can recommend solutions to new challenges—sometimes even before you've identified there is a challenge. Plus, if you have projects you don't have staff or time to do, your Concierge can help with that, too.

CONCIERGE SERVICE

Access Services Concierge

- ◆ **Coverage for ILLiad and Ares.** As an ILLiad subscriber to Concierge you get help with Ares at no additional charge.
- ◆ **Customized care.** Each library will be assigned its own concierge—the person you call who knows your library and has the expertise you need when you need it.
- ◆ **Implementation assistance with new ILLiad and Ares versions.** Atlas will review new functionality with your staff, assess training needs, recommend new features for implementation, and assist with rollout activities.
- ◆ **Ongoing review of your system conducted by your concierge.** As part of our working closely with you to understand how you work, we might recommend a workflow Tune-up, a database Tune-up, or a web Tune-up.
- ◆ **Technical assistance with implementing custom updates to your ILLiad web pages, client and customization manager settings, and print and email templates.** Going beyond our standard level of support, our Access Services team will perform additional technical tasks to fine-tune your system configurations as requested.

Aeon Concierge

Available exclusively to institutions that rely on Atlas server hosting.

- ◆ **Customized care.** Each institution will be assigned its own concierge—the person you call who knows your institution and has the expertise you need when you need it.
- ◆ **Implementation assistance with new Aeon versions.** Our Aeon team will review new functionality with your institution's staff, assess training needs, recommend new features for implementation, and assist with rollout activities.
- ◆ **Ongoing review of your system conducted by your concierge.** As part of our working closely with you to understand how you work, we might recommend a workflow Tune-up, a database Tune-up, or a web Tune-up.
- ◆ **Technical assistance with implementing custom updates to your Aeon web pages, client and customization manager settings, and print and email templates.** Going beyond our standard level of support, our Aeon team will perform additional technical tasks to fine-tune your system configurations as requested.
- ◆ **Custom Report Assistance.** While our standard reports provide a wealth of useful statistical and analytical data, additional reports will further support data-driven assessments of your special collections services.
- ◆ **Maintenance of Atlas-created addons and stylesheets.** As the Aeon software and the systems with which it is integrated in your environment evolve, Concierge eliminates the need to find additional resources to maintain the functionality of Atlas-created addons and EAD XSLT stylesheets.

