

EBSCO Professional Services

Expand the strength of your information resources and platforms.



The EBSCO Professional Services Difference

No matter the organization size, the platform complexity, or the content need, EBSCO Professional Services empowers customers to optimize their products to exceed expectations, fulfill their mission and create the best information seeking experience for their end users.



Optimize User Experience

Through custom, department or specialty-focused research portals, content alerts and widgets.



Improve Security

Consultation and product implementation of secure single sign-on allows for peace of mind for your library, users and IT department.



Extend Team Capabilities

Our team has the necessary skills to consult on and build a custom information ecosystem becoming and extension of your team, saving time and increasing your ROI.

Who We Are

Library Service Engineers (LSE)

40+ Worldwide

Information application experts understand regional needs and can work directly with you on in-depth technical conversations about EBSCO products.

Implementation Project Managers

20+ Worldwide

Serve as your main technical contact during the SaaS product setup.

Customer Training Services

40+ Worldwide

Highly qualified library educators, many with MLS degrees, provide you with online and onsite training.



Optimize User Experience

Understanding your UX needs is just the start. Our team offers a variety of services – from consultations to custom developments to bring your library's user experience (and library usage) to the next level.

- Subject-specific / departmental portals
- Design and user interface consultations
- Customization (examples include):
 - Branding
 - Custom Links
 - Search boxes within end-user applications
 - Alerting feature
 - Integration of internal repositories

Example of design consultation

The screenshot displays the EBSCO Digital Learning Platform interface. At the top right, it shows the user 'Abbott Learner' with initials 'AL'. The main heading is 'EBSCO Digital Learning Platform'. Below this is a welcome message: 'At Abbott, we want to help you grow and succeed. Because talented and engaged employees are Abbott's greatest asset, we want to provide you with the tools, resources and education you need to build new skills and maximize performance in your current and future roles, ultimately contributing to Abbott's success in the global healthcare marketplace. Click below to explore some of the digital learning resources available to you!'. A search bar is present with the placeholder text 'Search for content' and a 'SEARCH' button. Below the search bar is an 'Activity' section. The main content area is titled 'Abbott Leadership Competencies' and features four colored tiles: 'Abbott First' (dark blue), 'One Step Ahead' (light blue), 'Play to Win' (maroon), and 'Power the People' (green). Each tile has a small icon and a brief description. Below this is a 'Succession Planning' section with three image-based tiles: 'Championing Talent', 'Stakeholder Management', and 'Operational Excellence'. The bottom section is titled 'The Magazine' and features a large image of a magazine cover titled 'Harvard Business Review' with the subtitle 'NOW TO WIN AND KEEP CUSTOMERS'. Below the magazine image are three promotional cards: '5 KEY POINTS FOR MEANINGFUL EXECUTIVE DEVELOPMENT', 'The BUSINESS BOOK SUMMARIES COLLECTION' (with a sub-note: 'Accelerate your professional development with COMPREHENSIVE summaries of best-selling business books you can READ or LISTEN to in just 15 minutes'), and '15 Ways to Build Great Team Culture'.

Improve Security

Let's bring the greatest interaction between content and user without security concerns. We consult on a variety of authentication and discovery implementations.

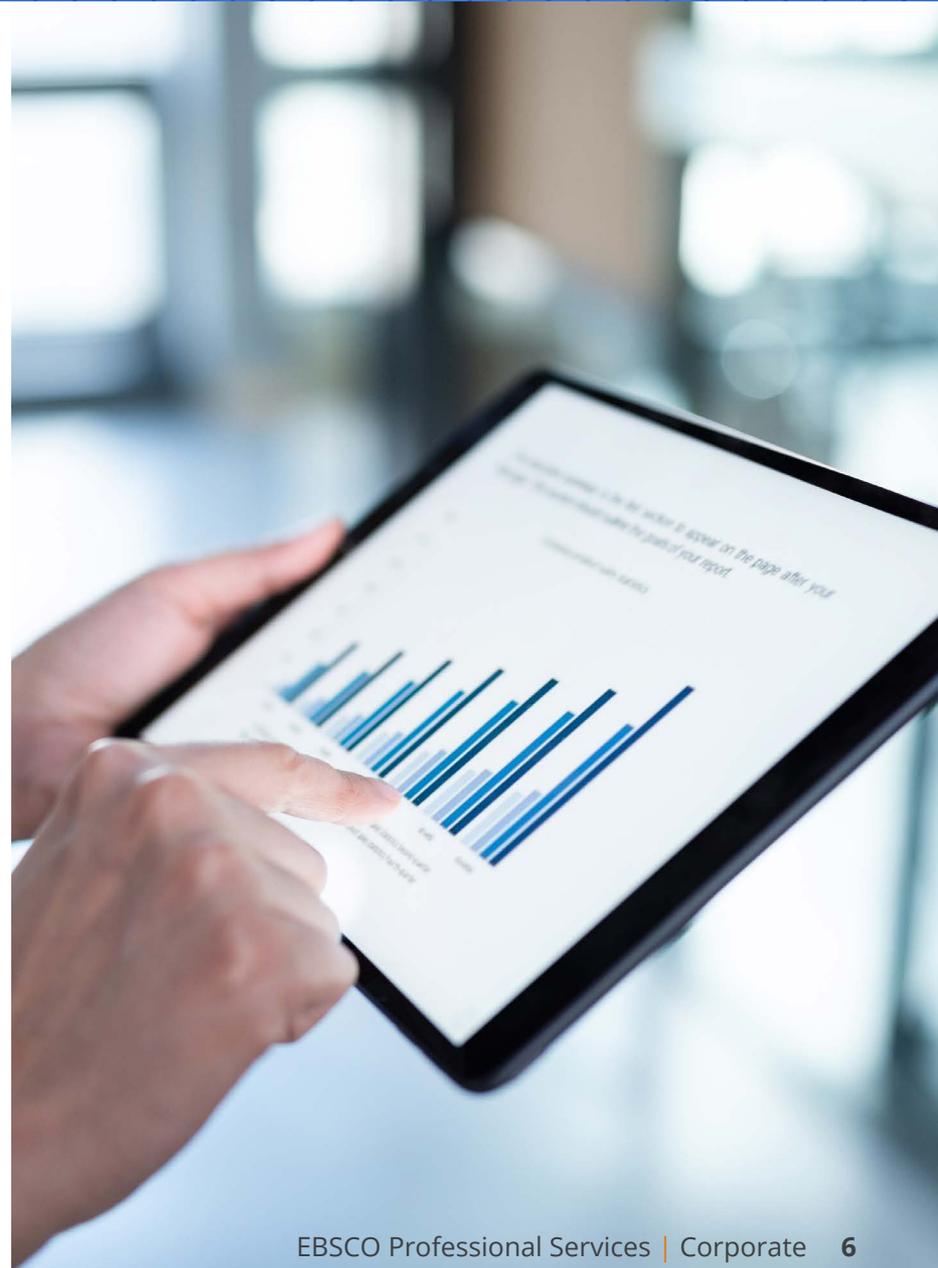
- Intranet integrations such as SharePoint
- Single sign-on integrations
- LMS integrations
- Internal repositories
- APIs



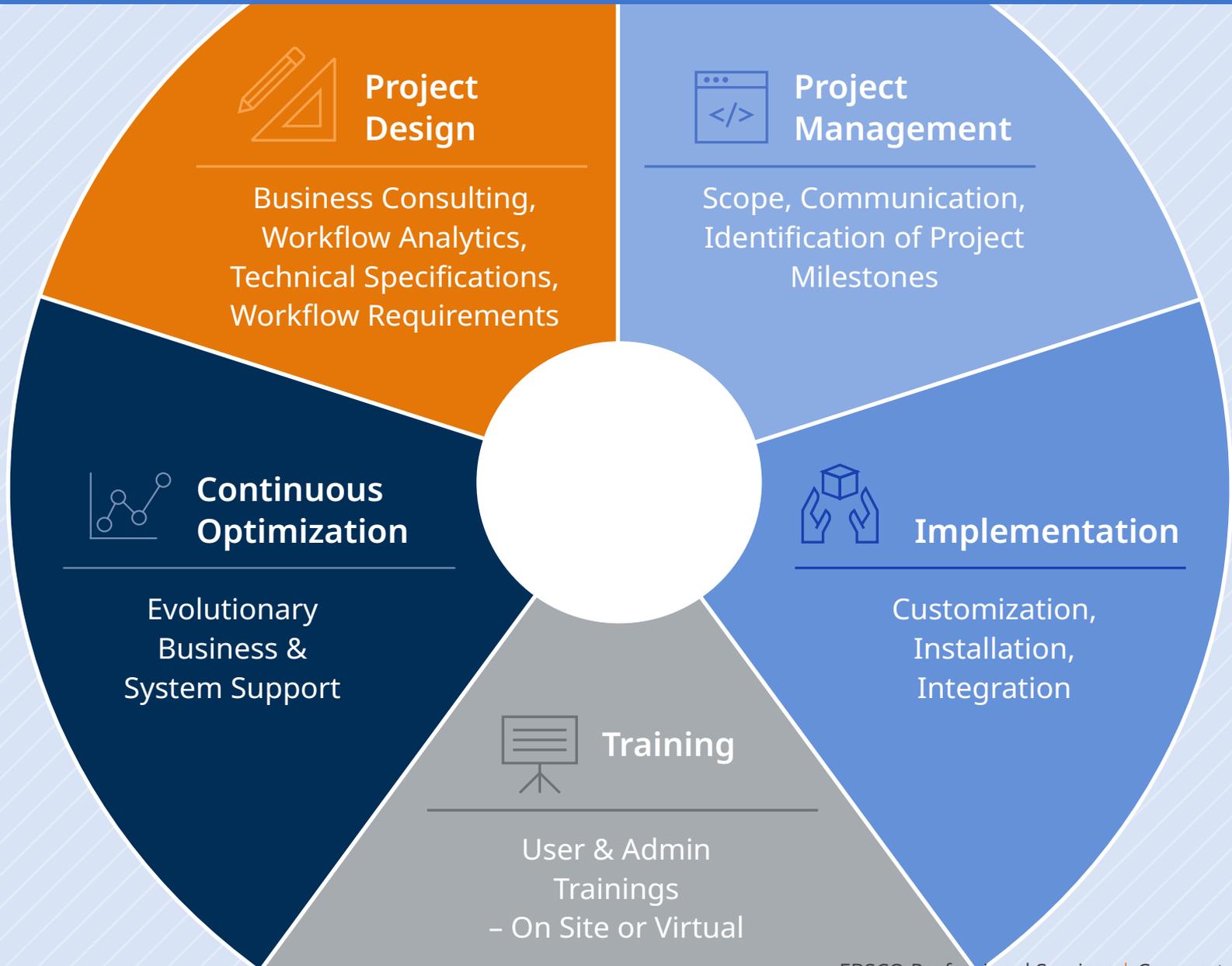
Extend Team Capabilities

Managing and implementing custom SaaS solutions can be cumbersome and time consuming. Utilize our team to take care of the heavy lifting, saving you time while simultaneously tapping our insights to learn about these tools.

- Obtaining usage data and COUNTER reports
- Configuring platform details
- Data loading such as collections, holdings, repositories and more



EBSCO Professional Services offers the highest level of expertise for end-to-end support.





Contact Us to Learn More:

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www.ebSCO.com

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