



# talis® services™

## Benefits for your organisation:

- Advice in choosing and tailoring a solution that's right for your library and customers
- Maximising your return on investment through optimising your current solution
- Assurance that your technical issues will be resolved in the quickest time possible
- Training your staff to get the best out of your Talis system
- Helping you find efficiencies in your current system and workflow

## Product Brief

**At Talis we're very proud of the 40 years experience we have in serving the library community.**

The world is changing and becoming more demanding. New technologies are now available and the community expects a level of service not required just ten years ago. Libraries are no exception to this change and face the challenge of evolving customer demand.

Our services department is at the forefront of our customers experience and your success is our primary aim. Talis Services are based on strong relationships with our customers and we take your satisfaction very seriously, striving to find the right balance between delivering services that libraries require today, and preparing for those which will be expected, if not demanded tomorrow.



To enable us to guarantee the quality of service to keep you at the forefront of the community, our department is broken down in to four key areas.

### Talis Support Services

The Support team is the foundation of the services department and our aim is to champion customers' needs by providing friendly, professional, expert advice coupled with an agile, expedient service. We don't simply use statistics as the main measure of whether you are using our software successfully: it's about listening to customer needs and building strong relationships to enable maximum success.

### Talis Assist

Talis Assist is a range of optional services that complement your internal teams skills and expertise. Our Security option is an automated service aimed at making your servers more defensible against attack.

We offer server migration and can take away the headache of transferring your system to new hardware. Our team can provide a technical audit which makes recommendations for your future success and we're currently developing a Performance Service aimed at providing proactive systems monitoring and preventative maintenance.

### Talis Consulting Services

Our technical consultants are here to help whatever your requirements. Our experts can take you through the whole process giving you assurance and peace of mind. Whether you are looking for some advice on what solution is right for your needs, help in delivering a new system, or you need us to project manage your roll out, we are here to help. We can also provide bespoke development to help you to integrate different solutions or to effortlessly deliver institutional integration. We are happy to arrange a no obligation discussion to explore the possibilities.

### Talis Education Services

Our in house trainers can provide comprehensive training programmes allowing optimisation of your system to help you provide the maximum return on your investment. We can also perform needs analysis and assess workflows which could lead to dramatic efficiency gains and enhanced service delivery.

*"Previously our staff had to manually input library invoice data into our SAP finance system. Through working with Talis, the automatic transfer of invoice data has resulted in considerable costs savings and improved accuracy."*

*Lynne Stanley, Assistant ICT Manager Children & Lifelong Learning, Staffordshire County Council*

*"Although implementation of Talis Alto was well planned and resourced, inevitably issues arose that required quick responses, a flexible and innovative approach and some real commitment to drive the implementation forward. I found Talis project staff to be up to the task in each area."*

*Phil Walker*

*RBT Project Manager*

### Find out more

*Whether you are a customer or a prospective customer, Talis Services are on hand to help and advise you. If you would like to find out more, please call our Sales Team on 0870 400 5090, visit [www.talis.com/services](http://www.talis.com/services), or send an email to [sales@talis.com](mailto:sales@talis.com).*