



Customer Support Services Overview & Implementation Plan for OvidSP

Overview of Ovid Services

The goal of Ovid's Global Customer Support team is to partner with our customers throughout the implementation of the new contract and support your institution going forward.

Implementation

■ Access Methods:

Upon receipt of IP range(s) for each institution, we will enable IP authenticated access, providing access with no login required and with interlinking between products for continuity in information across your institution. Remote login access is also available for staff via ID/PW and/or your institution's proxy server at no additional cost.

■ Customization:

Ovid can provide the following customization options at time of product purchase/subscription:

- Provide jumpstarts to customer's content
- Organize the databases within the database menu to the customer's specification, including reordering the databases and highlighting specific databases
- Hide certain databases from the database menu
- Enable/Disable features including: Auto Alerts, Saved Searches, Direct Export, Full Text Limit, Pay Per View, and Purchase Print Version
- Customize settings such as: Session Timeout, Quick Limits, Export Fields, and Logout URL and Error URL
- Modify default settings such as: Citation Display, Search Mode, and Display Fields
- Upload a news page provided by the customer
- Set up "Ask A Librarian" feature
- Rename "Your Journals@Ovid, Your Books@Ovid" links to a customer designated name

■ Workflow & Integration:

- Assist in planning your institution's product launch of OvidSP and advise on incorporating access points on your intranet and/or information resource page(s)
- Provide product and feature overviews and recommended uses features based on needs
- Partnering with Primal Pictures, we support the anatomy.tv modules that are accessible via the robust OvidSP platform
- Partnering with Quosa, we assist with implementation to provide an end-to-end solution for literature search and management
- Provide help files reviewing the access of OvidSP administration tools
- Provide information on subscription currency and coverage
- Assist with exporting strategies for bibliographic management software (EndNote, ProCite, etc.)
- Provide minimum system requirements for all Wolters Kluwer Health products

General Information

■ Hours of Customer Support Coverage:

Our customer service team is available from 8:30AM to 5:00PM Monday through Friday Eastern time (except on Wolters Kluwer Health holidays). Depending on the customer location, the customer shall receive the following weekday Technical Support, supplemented after-hours by our 24/7 phone-based service for emergencies and other urgent issues:

- We recommend contacting us via phone for emergencies.
We respond within 2 hrs to voicemails on the main support line, and within 1 complete business day to emails sent to support@ovid.com
- The Norwood, MA USA facility provides direct support from 8:30AM to 8:00PM ET Monday through Friday.
- The London, England facility provides direct support from 8:30 GMT to 5:30 GMT (3:30 AM to 12:30 AM ET) Monday through Friday.
- The Sydney, Australia facility provides direct support from 8 AM AEST to 5:30 PM AEST (8:00 PM to 3:30 AM ET) Monday through Friday.
- Customers always have access 24/7 self-service support located at:
http://ovidsupport.custhelp.com/cgi-bin/ovidsupport.cfg/php/enduser/std_alp.php



General Information

Customer Support Contacts:

- General Email for Customer Support support@ovid.com
- Customer Support Phone is 877-247-OVID
- Customers also have access to a dedicated Customer Support Representatives and we will provide that contact information to you once subscriptions "go live".

Training Implementation

Ovid provides a wide range of training classes, tools and resources to educate our customers on searching and best use practices of our platforms—enabling them to get the most out of their Ovid products and services.

Customized Curricula:

- Training can be conducted by experienced Ovid Trainers in person at your facility or, for geographically-dispersed groups, online via live web conference.
- Course content is tailored for a customer's unique environment, requirements and audience - from novice searcher to information professional.
- Depending on specifications, we may offer a variety of course types:
 - Introductory courses are targeted at new users and cover an overview of the interface including types of searches and working with results
 - Advanced courses are aimed at more experienced searchers and those with knowledge of the interface already—they can cover specific database principles, command line and multifile searching, etc
 - Administration courses are recommended for those managing and evaluating electronic resources and focus on statistics, integration and connectivity, utilization of JumpStarts and expert searches
 - In addition, Ovid will work with you to come up with "train the trainer" plans for those responsible for training users at larger facilities

- Request your Customized Onsite or Online training by emailing the following information to: **ovidtrainer@wolterskluwer.com** or your Ovid sales representative:

- Course Subject Matter (General Introduction or more specific or advanced content)
- General description of training audience (Information Professional, Research Scientist, Medical Practitioner, etc)
- Level of Ovid experience of typical training audience member (Novice, intermediate, expert)
- Best dates/times for training (please allow at least 3 weeks to organize training)

Self Service/Just in Time Training:

- We offer complimentary online, instructor led open enrollment classes on various topics for all Ovid users and administrators. Participants may review the schedule and register for courses at this location: <http://www.ovid.com/site/help/training.jsp>
- Comprehensive video tutorials and recorded training sessions allow access 24/7 and can be found at <http://resourcecenter.ovidsp.com>
- Quick reference guides, training PowerPoint presentations, FAQs, sample searches and other documentation can also be found on the Resource Center
- Ovid encourages customers to use any Ovid training or documentation resources and customize them for their specific users

Language Support:

Wolters Kluwer Health can provide language support for English, Spanish, Portuguese, French, and German, Chinese and Japanese if required (available at specific times throughout the day; the 24/7 after hours support is available primarily in English).