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SirsiDynix Support Center Named One of Web's Ten Best Support Sites

SirsiDynix Site to be Included in the Association of Support Professionals' Book of Best Practices

LEHI, UTAH (July 2, 2014) – The new SirsiDynix Support Center (SDSC) was chosen as one of 2014's top ten support sites by the Association of Support Professionals (ASP). The SDSC, along with sites from companies such as Cisco, Google, Red Hat, IBM, and Microsoft, will be featured in "The Ten Best Web Support Sites of 2014," ASP's book of best practices. SirsiDynix is the first library technology company to receive the award, as well as the only Utah company to receive the award this year.

ASP ranked support sites on "overall usability, design, and navigation; knowledgebase and search implementation; interactive features; community engagement; and the major site development challenge." The new SDSC scored points for its improved search feature, optimization for smartphones and tablets, and subscription feature for tracking new content in support case summaries. The SDSC's new features have also boosted usage: the ratio of cases created online to cases created in other ways increased 28 percent in the five months since the new site's release.

"I just submitted a case and found that the new format has simplified the procedure," said Marlene Johannes of the Municipal Library Consortium of St. Louis County. "I'm finding that navigating around the new support site is faster. I have been able to find what I needed more efficiently." Georgina Parsons of Brunel University agreed: "I've started going through my cases now as it's so enjoyable in the shiny new SDSC."

"We're thrilled with this recognition," said Reed Farnsworth, SirsiDynix Knowledgebase Manager. "We want all our customers to know how much we appreciate their feedback and ideas. The SirsiDynix Support Center would not be where it is today without their input. What's exciting to me is knowing that this new Support Center lays the groundwork for even more improvements we're currently working on that wouldn't have been possible on the old architecture."

"Customer support is a foundational part of BLUE (the Best Library User Experience)," said Bill Davison, SirsiDynix CEO. "The new SDSC brings our knowledgebase, developer community, forums, and billing information together to give libraries one place to find the information they need to run their software or manage their accounts. We're proud of our SDSC team for listening to libraries' needs and building a new Support Center that's one of the world's best."

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About the Association of Support Professionals

The Association of Support Professionals is an international membership organization for customer support managers and professionals. In addition to its annual "Ten Best Web Support Sites" awards, the ASP publishes research reports on a wide range of support topics, including support compensation, fee-based support, and services marketing. The ASP also provides its members with discounts and career development services.

<http://www.asponline.com/>

About SirsiDynix

SirsiDynix connects people with knowledge at more than 23,000 libraries around the world. Through library management technology and search and discovery tools, libraries using SirsiDynix technology bring relevant resources and the power of knowledge to their users and communities. SirsiDynix technology is architected to be open, scalable and robust, offering a complete solution out-of-the-box, and unparalleled flexibility through APIs and web services. Complemented by the most experienced training, consulting and support staff in the industry, SirsiDynix helps libraries create tomorrow's libraries, today.

www.sirsidynix.com