

The Transition to Cloud-Based Library Services—A Vendor's Perspective

Tamar Sadeh, Director of Marketing
Ex Libris Group
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Concerns of library directors

- Security
- Control
- Branding
- Service



The benefits of cloud computing

- Agility
- Reliability
- Security
- High performance
- Multi-tenancy
- Virtualization of infrastructure
- Easy sharing of data



The benefits of cloud computing for a vendor

- Subscription-based business model
- Centralized deployment, no local installations
- Faster implementation and upgrades
- Hardware neutrality
- Data as a service
- Foundation for the future





Application Services

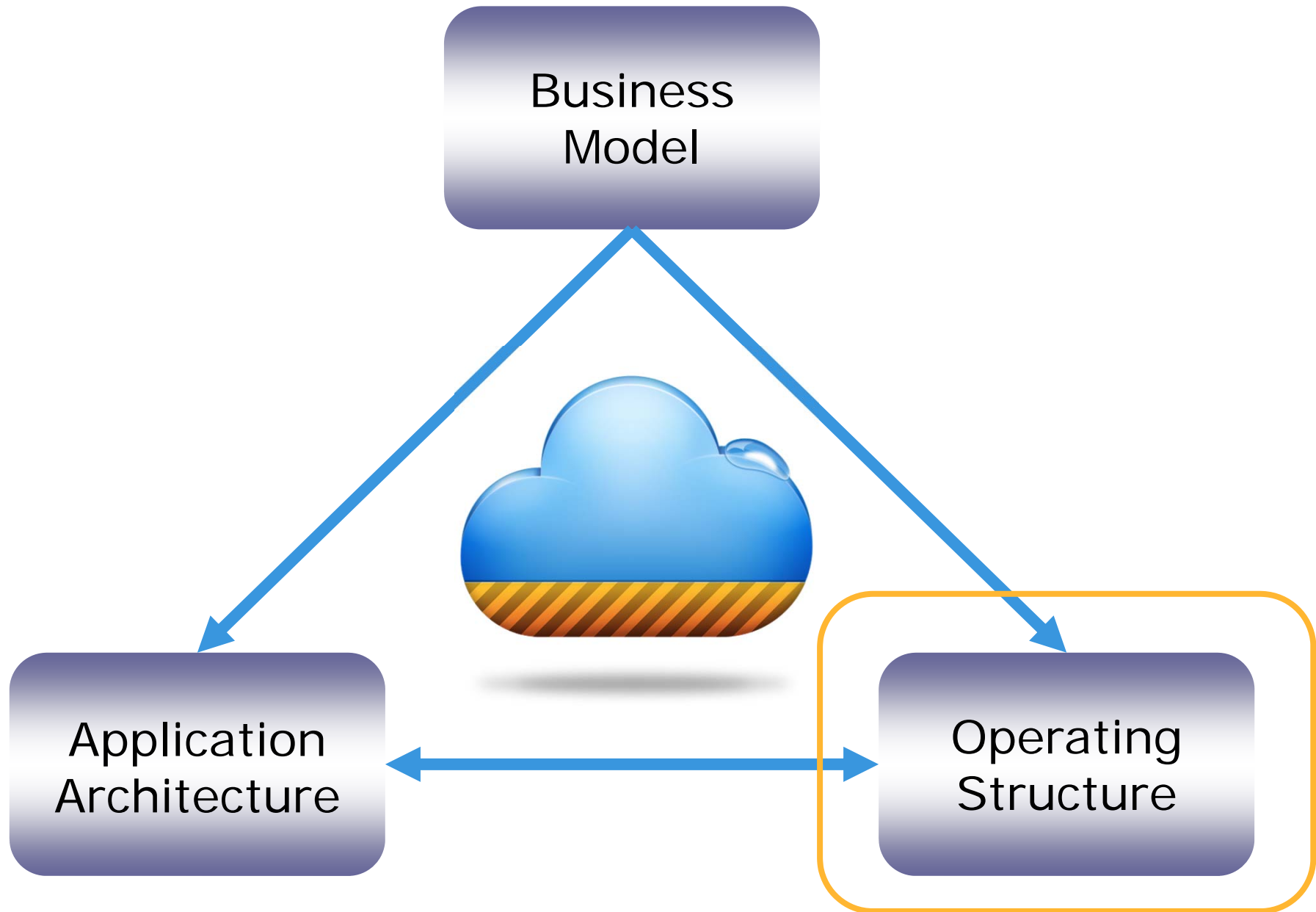
TotalCare, Alma

Platform Services

Primo Central, bX, UStat

Infrastructure Services

Ex Libris Cloud



Organizational Changes



Organizational design principles

- A single point of contact per life cycle stage
- A single unit serving all customers

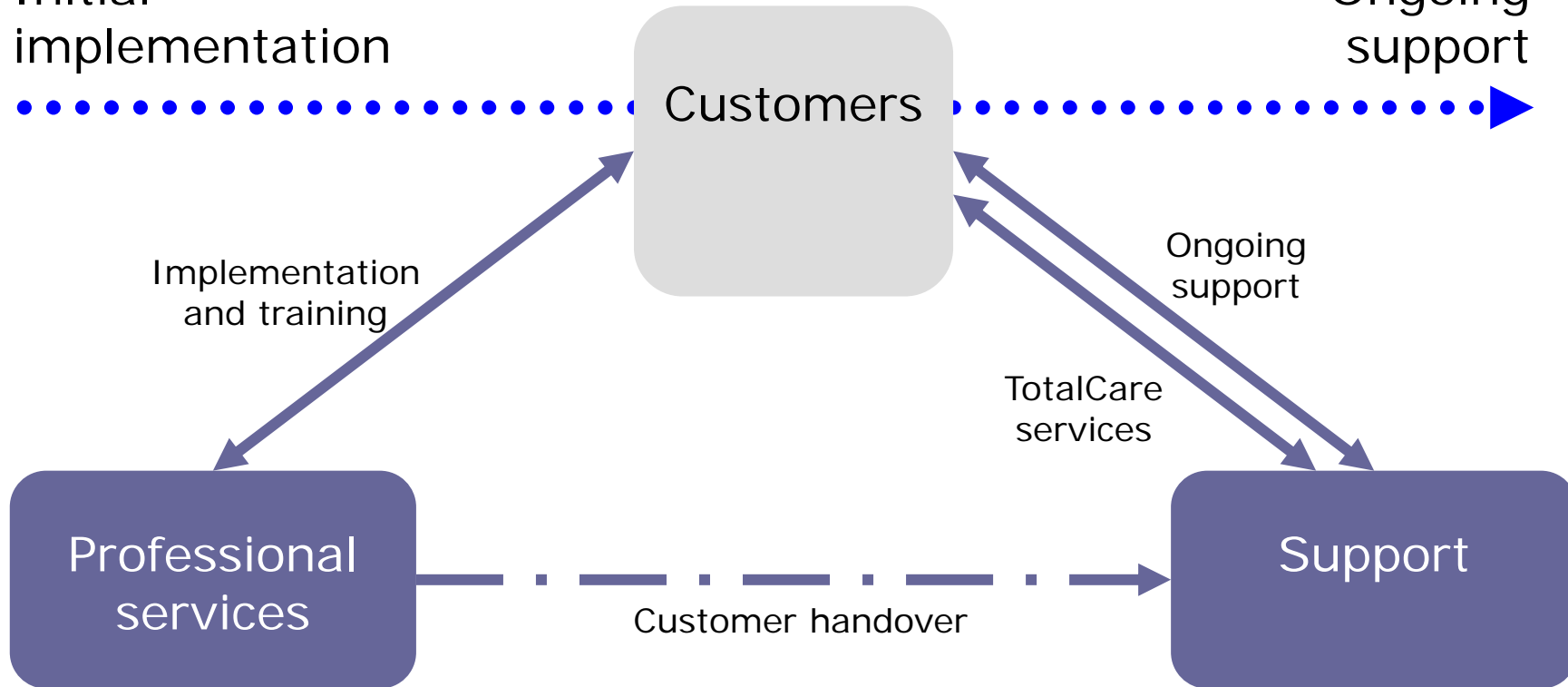


A new unit: Cloud Services

- Led by VP Cloud Services
- Responsible for:
 - Computing centers
 - Deploying cloud tool
 - Optimizing processes
 - Installation
 - Security
 - Sizing
- Provides 24/7 hub

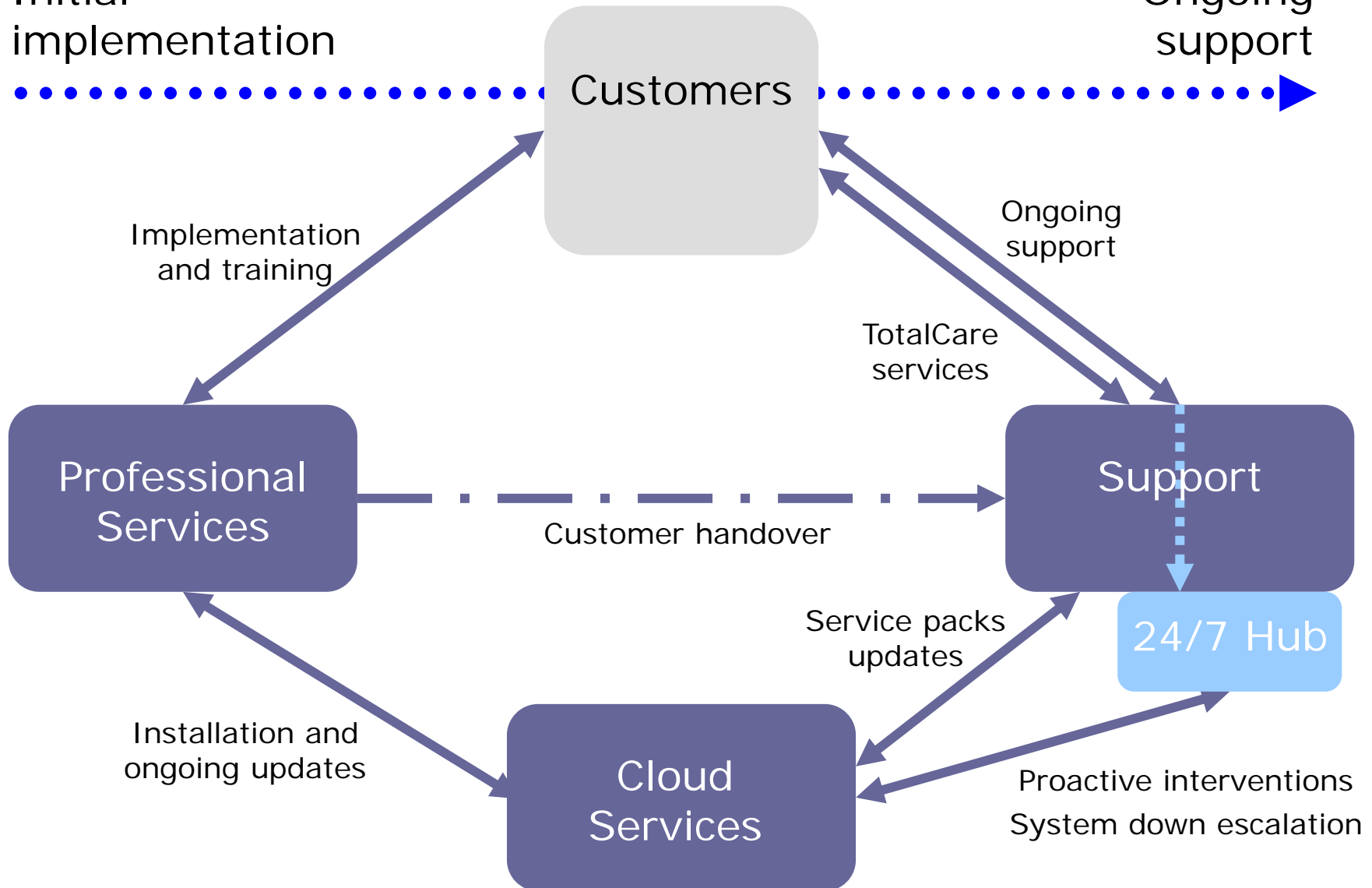
Initial
implementation

Ongoing
support



Initial implementation

Ongoing support



Current status

- > 1000 institutions
- > 300 terabytes of storage
- > 600 virtual servers
- > 40 network devices
- > 25 fully populated racks

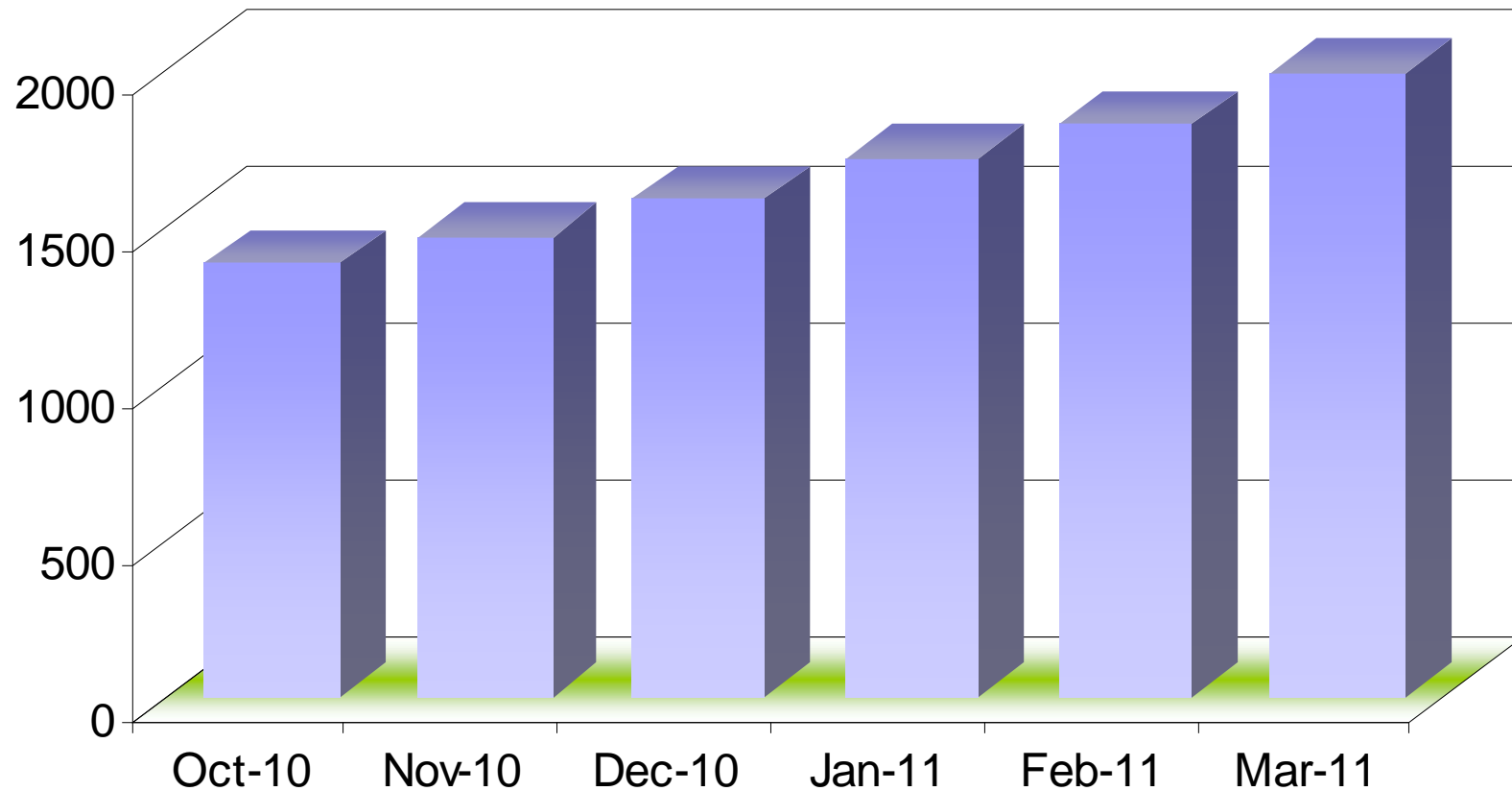


Uptime Statistics

Aleph	99.93%
Voyager	99.70%
SFX	99.95%
Primo	99.96%
Primo Central	99.87%
MetaLib	100%
Verde	100%
bx	99.85%

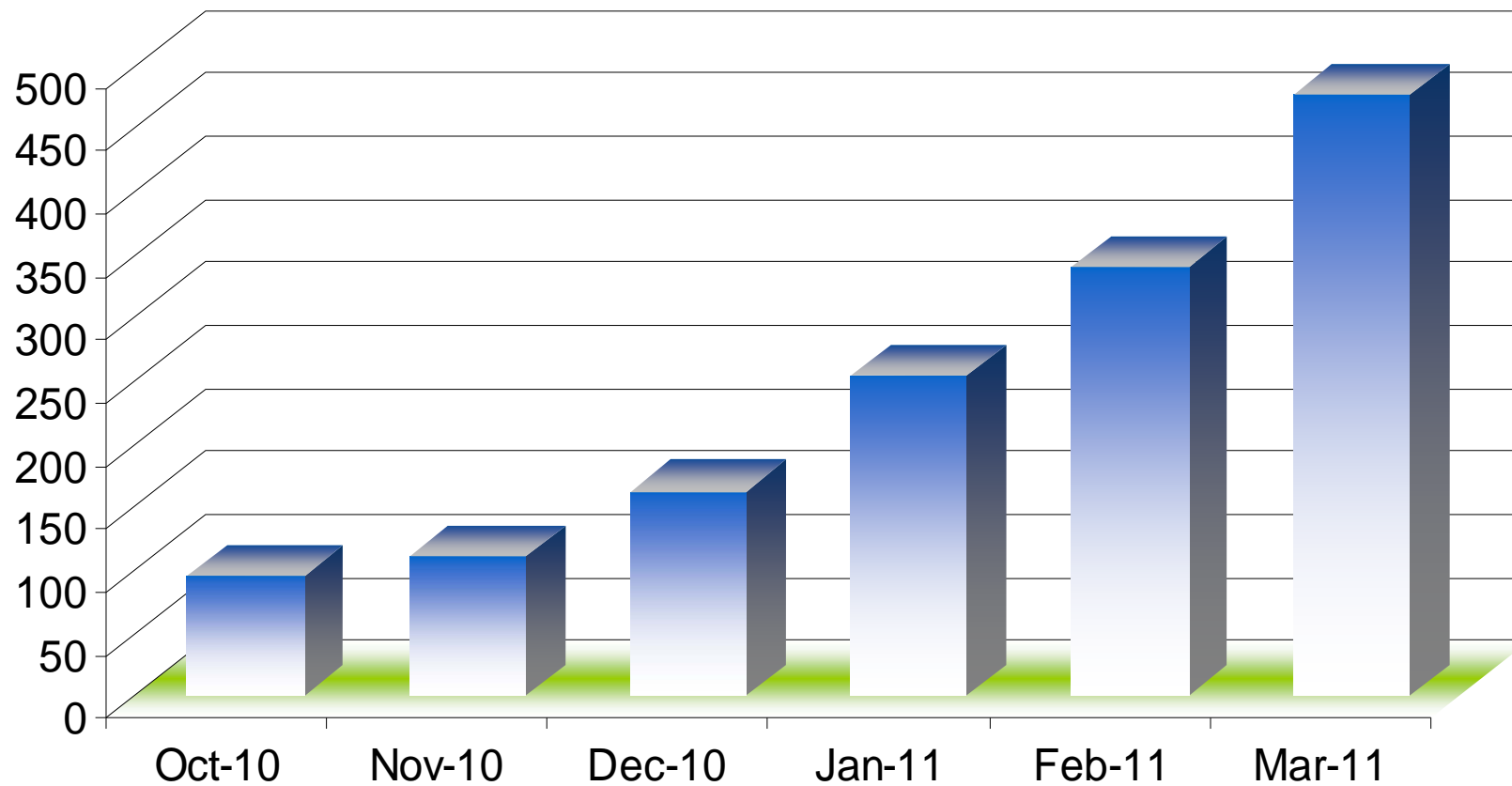
Average uptime:
99.95%

Impressive growth



Number of installations: October 2010 - March 2011

Primo Central



Stats, helping the monitoring

Month	Total Searches	Peak Searches/ min	Anomalies (> 3 sec)	% Anomalies	Average Search Time (ms)
Dec-10	148,510	69	1,361	0.92%	551
Jan-11	1,708,136	174	13,900	0.81%	448
Feb-11	1,747,751	154	5,292	0.30%	432
Mar-11	3,392,738	347	12,544	0.37%	419

Data Centers



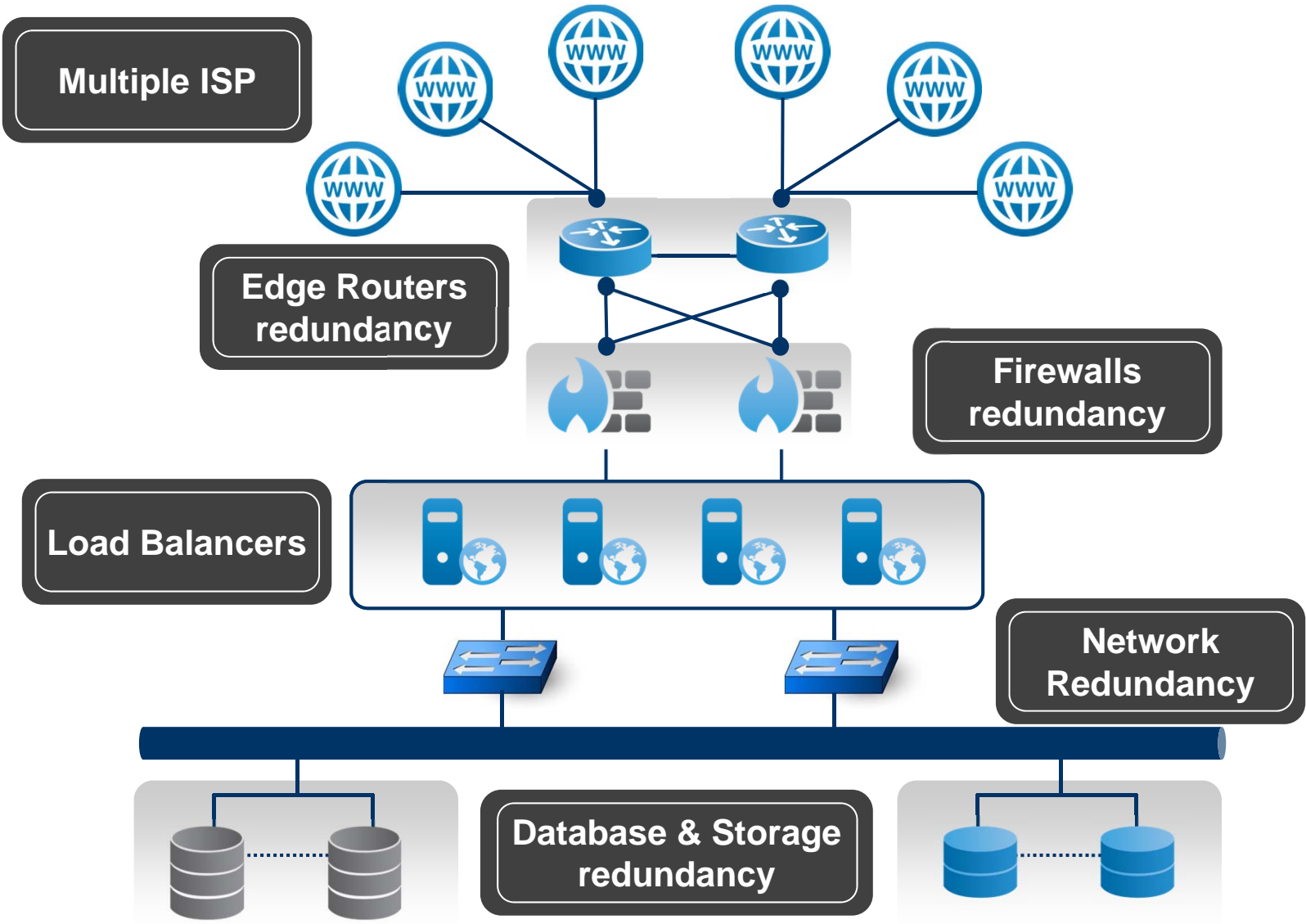
Data Centers



Some details about the Ex Libris cloud

- SAS 70 type II certified
- Safe Harbor certified for EU and Switzerland
- Manned 24/7
- Fully secured:
 - 4 security layers
 - Firewalls + IPS/IDS
 - Network segmentation
 - Secure configuration
 - Secure wireless bridge
 - Monitoring, alerting and reporting





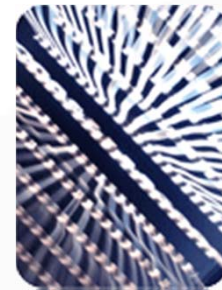
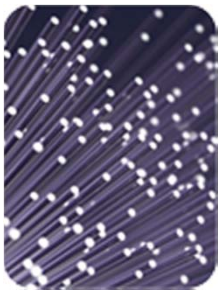
Concerns of library directors?

- Security: fully secured system
- Control: flexible—TotalCare or just hosted
- Branding: compliant
- Service: 24X7
- And more:
 - Subscription-based service
 - Instant start and scale
 - Continuous upgrades; always on the latest release
 - Disaster recovery

Thank You!

Tamar Sadeh

tamar.sadeh@exlibrisgroup.com



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