

You've been using ILLiad for quite a while. But it's not always possible to keep up with new enhancements that you know could improve service and productivity.

That's where an ILLiad Tune-up can help.

The ILLiad Tune-up can be purchased as a complete package or a la carte. This gives you the flexibility to choose the services you need.

The Complete ILLiad Tune-up Package includes:

- 1 ILLiad Check-up *(done remotely by Atlas staff)*
 - Workflow red flags
 - Web status
 - Database & Customization Manager issues
- 2 Workflow Tune-up*
- 3 Web Tune-up*
- 4 Database Tune-up*

**Available separately if you don't need the Complete Tune-up*

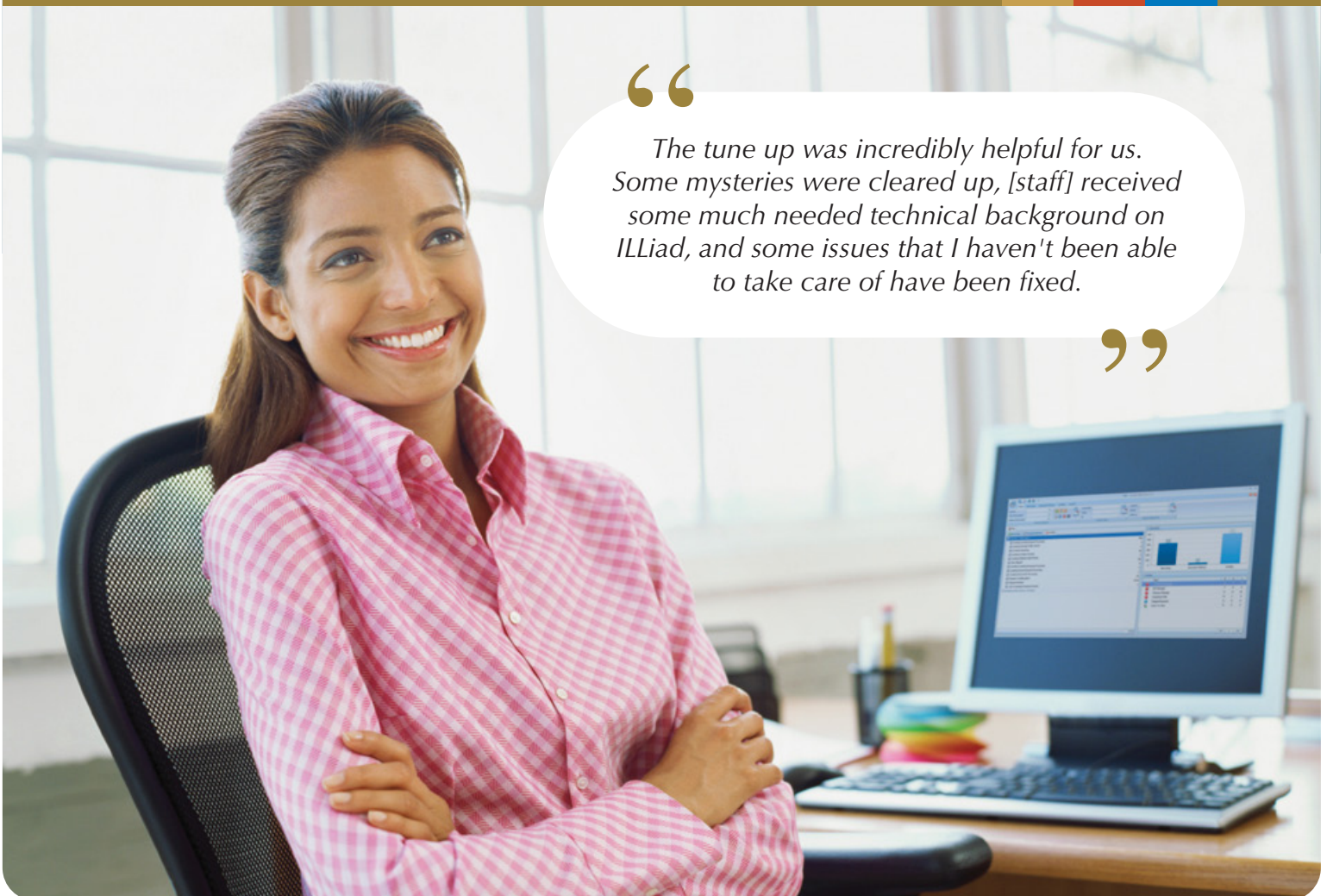
ATLAS SYSTEMS
TRAINING & LIBRARY SOLUTIONS

See other side for details. Please contact us at service@atlas-sys.com for pricing information.

“

The tune up was incredibly helpful for us. Some mysteries were cleared up, [staff] received some much needed technical background on ILLiad, and some issues that I haven't been able to take care of have been fixed.

”



The Complete **ILLiad** Tune-up Package includes:

ILLiad Check-up

(done remotely by Atlas staff)

WORKFLOW RED FLAGS

WHAT WE'LL CHECK

- Items in inappropriate queues?
- Old Electronic Delivery files?
- Stale requests not cleaned up?
- Errors and special messages not properly processed and cleared?

WEB STATUS

WHAT WE'LL CHECK

- Are you on the latest web page version?
- Are your mobile web pages enabled?

DATABASE & CUSTOMIZATION MANAGER ISSUES

WHAT WE'LL CHECK

- 5 required fields normalized?
- Custom dropdowns in use?
- Custom queues and routing rules clean?
- On the latest ILLiad version?

Workflow Tune-up

Available separately if you don't need the Complete Tune-up

- 2 days onsite training and workflow analysis
- Borrowing and lending best practices
- Planning for new services—i.e., Document Delivery/Scan and Deliver Startup
- Web page review and recommendations
- Email and print template review and training
- Addon review
- Reports and statistics review
- 3-months free access to the Video Training Library

Web Tune-up

Available separately if you don't need the Complete Tune-up

- Update web pages to latest version
- Web editing including branding, style, layout and text changes
- Enable mobile web
- Add custom request forms for media, micro-form, e-book, status specific pages, etc.
- Includes mock-up and two rounds of edits

Database Tune-up

Available separately if you don't need the Complete Tune-up

- Database Manager deletion of old records
- Normalization of field entries for Status, Department and the 5 required web fields