



How Your EOS Team Supports You

Jeff Smith | VP Client Services



How Your EOS Team Supports You

- *Events Calendar* keeps you connected
- Network on your *Discussion Forums*
- We are *always available* to you!
- *Our Team – Your Services*

How Your EOS Team Supports You

Network on your Discussion
Forums

Events Calendar keeps you
connected


Sun	Mon	Tue	Wed	Thu	
26	27	28	29	30	
2	3	4	5	6	
9 EOS.Web 2018.09 Release	10	11	12	13 EOS.Web September Virtual User Group Meeting	
16	17	18 EOS.Web Tips, Tricks & Shortcuts Training - OPAC Design Tool	19	20 EOS.Web Advanced Circulation Training - Patrons & Statistics	
23	24	25	26	27 EOS.Web Quarterly Corporate Virtual User Group Meeting	
30	1	2	3	4	

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Network on your Discussion
Forums

Events Calendar keeps you
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 SirsiDynix® Support Center **2.0**

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EOS.Web

EOS.Web ☰

	Forum	Topics	Posts	Last post
	EOS.Web Forum	3	7	Test Post 1 by Jeff Smith 10 Aug 2018 - 1:29pm
	EOS.Web Corporate Forum	0	0	n/a
	EOS.Web Government Forum	0	0	n/a
	EOS.Web Legal Forum	0	0	n/a

*How Your EOS
Team Supports You*

SirsiDynix Support Center (SDSC)

<https://support.sirsidynix.com>



Our Team – Your Services

Our Help Desk Team is here for you

Phone Numbers

- 888 728 8746 (US)
- 0800 0163 147 (UK Freephone)
- +44 (0) 1923 202900 (UK)

Live Help (click Live Help from EOS.Web)

SDSC (EOS.Web Dashboard / Add Case)

Email (eosupport@sirsidynix.com)

Questions, Issues, Setup, Minor Training – let us know!



Mark Azucena



Debi Washington



Mike Matheson



Katie Tucker



Danny Hilario



Renee Hudson



Our Team – Your Services

Our Project Managers are here for you

Implementing new **products**

Adding new **services**

Using **SAML** or other **authentication**

Data Services (XML, MARC, Excel, CSV)

Minor **Data Scripts** (data modifications)



Edwin Antonio



Joel Hunt



Our Team – Your Services

Training Services

- Custom Online
- Virtual Classroom
- Consultation Services
- Your Library or ours

Annual **Client Advocate** Call

- Sure-Sailing call
- Update contacts
- Training and webinars
- Renewals and changes



James Bass

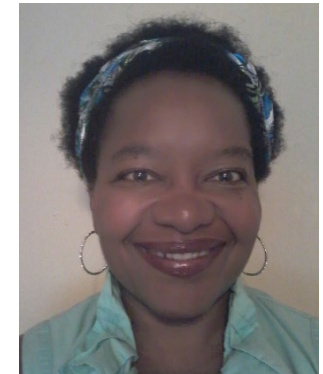
Daniel Fitz-Enz



How Your EOS Team Supports You

Thank You for being Our
Customer!

Let us know how we can help!





Jeff Smith

VP Client Services

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800-876-5484 x7769



More Resources

Jeff Smith

EOS.Web Help Desk

[\(eossupport@sirsidynix.com\)](mailto:eosupport@sirsidynix.com)



Thank You!

