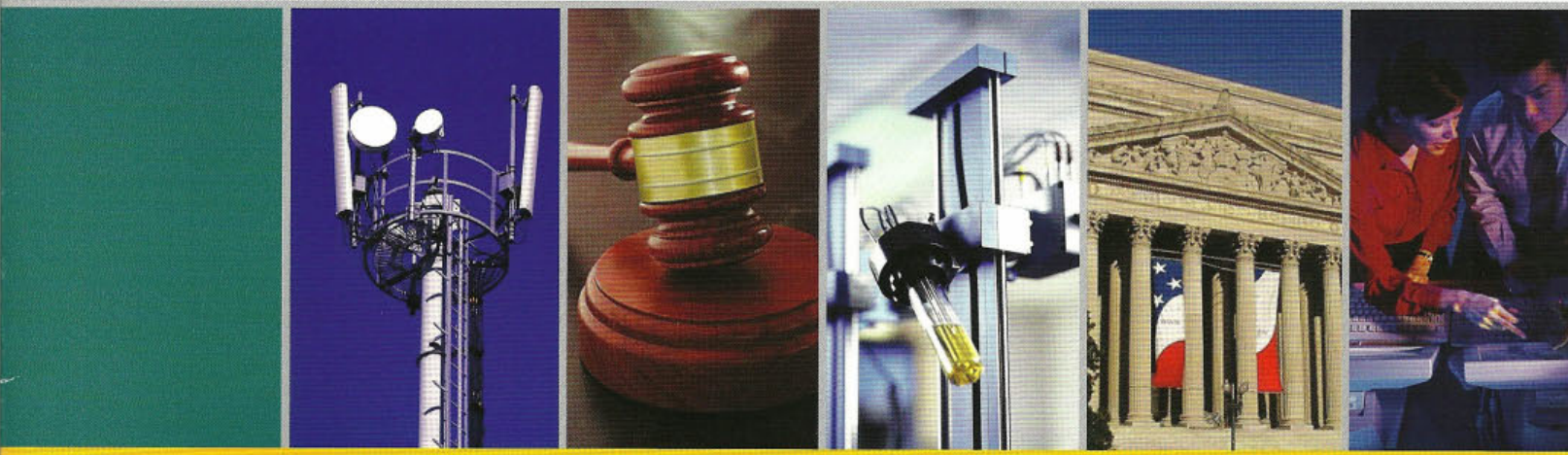


# EOS Solutions Guide



*Delivering Library Automation, Content and  
Knowledge Management Solutions Around the Globe*



*...you have choices*

*—When you choose our Products & Services,  
we're honored*

*Visionary  
Technology*



*Exceptional  
Service*

*EOS International is committed to enhancing the economic value of  
our clients' knowledge assets and information resources.*

*EOS International is dedicated to exceptional Client Services, delivered  
with warmth, pride, and spirit.*

*EOS International will continue its tradition of delivering visionary  
software to information centers around the world.*

**EOS**  
INTERNATIONAL

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Our Mission



Headquartered in Carlsbad, California, with branch offices and distributors around the world, EOS International has been developing award-winning information management solutions for thousands of special libraries since 1981. Our software offers intelligent cataloging and retrieval methods that allow organizations to transform their knowledge resources into valuable information that can be accessed by users from anywhere in the world.

### Focus on Special Libraries

As the first company to provide automation software exclusively for special libraries, including corporate, legal, medical, and government, we are committed to providing our clients with the most innovative, cost-effective solutions available. We have focused on the needs of special libraries by providing the industry's leading software backed by the most reliable and responsive technical support available. The result is a total solution that our clients can truly depend on today and for years to come.

### Client-Driven Innovation Fuels Growth

EOS International continues to expand rapidly, as more and more special libraries all over the world recognize the enduring value of our software and our service. EOS invests a large percentage of its operating budget in research and development. In addition, each year we invite members of our Advisory Council to an intensive brainstorming session, which helps guide and prioritize our development activities. Both current and prospective clients can rest assured that as technology requirements evolve, we have the resources to meet the automation challenges of future libraries.

### ComputerWorld Smithsonian Award

As the recipient of many awards and notable accolades, EOS International is particularly proud of its place in history as the only ILS vendor to receive a nomination for the acclaimed ComputerWorld Smithsonian award.



EOS International has demonstrated expertise in Microsoft products and has earned the Microsoft Certified Partner designation, an indication of our expertise, benefiting our clients with increased productivity and faster, easier access to information.



EOS International provides information management solutions that automate all aspects of standard library operations, including cataloging, circulation, serials management, acquisitions, MARC processing, and queries. EOS also recognizes that each organization has unique requirements that will likely evolve through the years. That's why our solutions are modular and scalable, allowing our clients to add expanded features as their needs grow. Our software is flexible and intuitive, providing both the novice and expert user a rewarding experience. Library users can quickly locate information, while library staff can perform specialized functions, such as reporting and acquisitions.



### Modular Structure

Add Functionality As You Need It

*“EOS.Web provides a simple user interface that is very intuitive to use. A huge bonus is that now we can work from any workstation, on the road, or at home. The sophisticated search technologies enable our users to research and retrieve information in record time. Plus, the increased efficiency we receive by using the EOS e-Library Service translates into time and cost savings.”*

*Marlene Vogelsang  
Resource Specialist  
Energy Resource Center  
The Pacific Energy Center*

### EOS.Web™

EOS continues to be at the forefront of information management technology, offering the industry's first Web-based solution built upon Microsoft's .NET framework. EOS.Web offers much more than a robust information management solution. Seamlessly integrating the latest web, email, and digital media technologies, it features a highly sophisticated approach to searching and retrieving information, providing faster response and improved accuracy. EOS.Web can be installed as an in-house solution running on a local server or as an ASP-hosted solution with our EOS e-Library Service®. EOS International offers an entry-level version, EOS.Web Express, and also EOS.Web Enterprise, the high-end edition designed for medium to large-sized organizations.



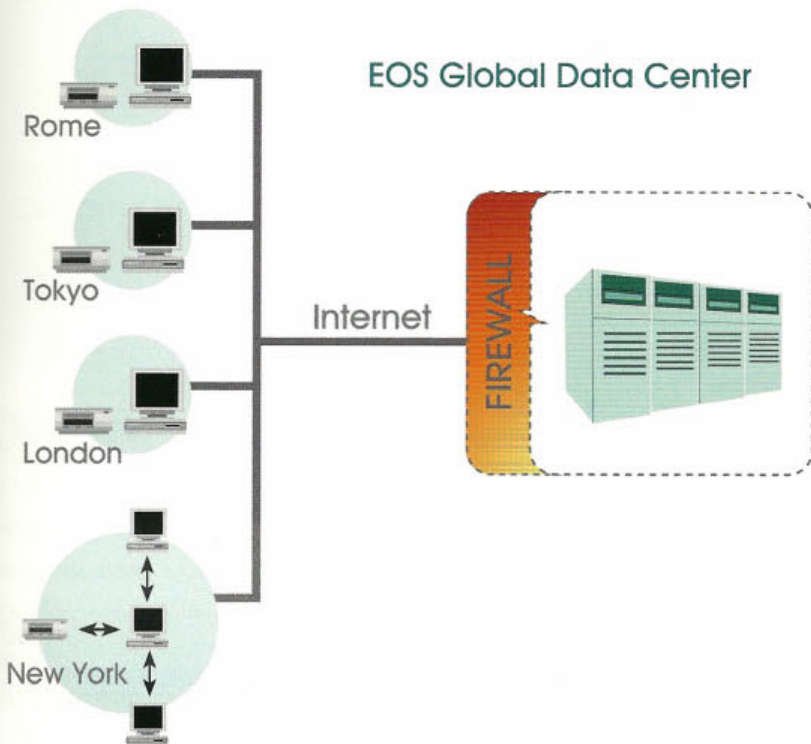
## EOS.Web™ provides:

- Intuitive user interface.
- Rapid data access.
- A low-cost browser-enabled workstation.
- Increased efficiency in workflow processes.
- Streamlined application deployment.
- Lowered internal IT costs.
- Reliable connectivity.
- Inter-operability with diverse systems.
- Access to remote, multi-site locations.
- Anywhere, anytime Internet accessibility.



## EOS e-Library Service®

EOS e-Library Service, an ASP-hosted solution, offers a cost-effective alternative to conventional in-house library and information management systems. The Global Data Center at EOS enables libraries to significantly reduce overhead and improve operations. Rather than installing software on an in-house server managed by library staff, your solution is hosted at our global data facility supported by the same skilled IT and systems staff that developed it. Library staff and users access the software via a Web browser over a secure Internet connection and experience the same functionality as if it were hosted on a local server. EOS e-Library Service allows our clients to benefit by reducing costs and dramatically increasing efficiency without upfront capital expenses, thus helping your library become a knowledge-based profit center for your organization.



## Key Benefits

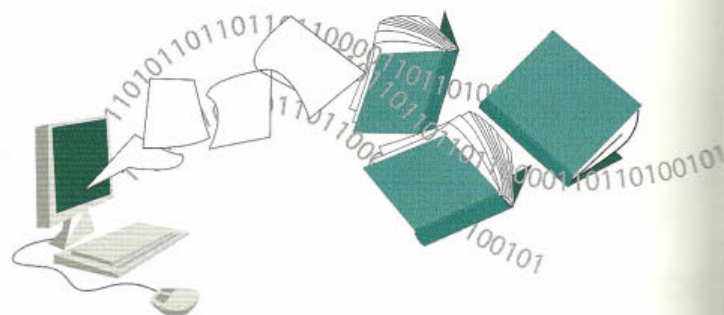
- No up-front capital expenditure.
- Single annual user fee with price protection.
- Reduced system administration for library staff.
- Integrated firewall security protects library data and systems.
- Setup parameters allows library to customize software features.
- Instantaneous software upgrades and patches.
- Built-in disaster recovery- data backup, hardware repair, back-up generator.
- Accessible 24 hours a day, 7 days a week, 365 days a year.
- Simplified desktop management for staff.



EOS International offers a full-range of implementation services to ensure our clients receive the most out of their investment. These services include installation, data conversion, training, and professional consulting. Our implementation services are designed to be easy and hassle-free with a step-by-step approach based on the organization's requirements. Our goal is to provide each client with the necessary skills, knowledge, and infrastructure to turn their EOS software into a sophisticated information management solution.

### Data Conversion & Import Services

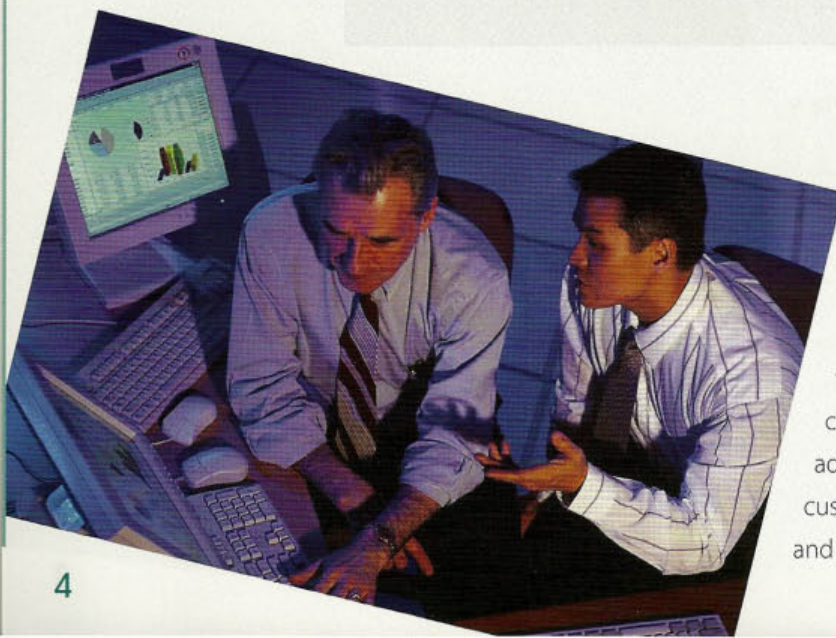
Data conversion is one of the most important functions performed by our implementation team. We make sure your previous records make a smooth transition, whether you are moving from another software or platform, have to incorporate other databases into your catalog, or need to carry out a retrospective conversion. Our team of experts simplifies the entire process and guarantees it will be done quickly and accurately.



### System Installation

Our software has been developed to be easily installed by a novice. When professional assistance is required, our implementation team will perform the following tasks:

- Install and thoroughly test the system at the client's site.
- Provide expertise in system setup according to the library's specific requirements.
- Consult to identify client workflow patterns in order to define unique parameters.
- Provide documentation to client's IT staff to assist in a short installation cycle.



### Consulting

We strive to be your partner in creating the ideal library and information management system for your organization. Whether you need help implementing Web technology across your organization or want suggestions about how to best approach your latest automation challenge, our professional consulting services offers smart, objective advice. Our Development Partnership Program provides clients with custom development services. R&D is able to add custom features, reports, and utilities to meet the specialized needs of our clients.



## Training

EOS International offers many training options designed to meet the needs of both novice and advanced users. Our training sessions feature small class sizes with numerous hands-on exercises. Lead by certified EOS trainers, our sessions are focused on providing you with practical instruction to enhance your understanding and proficiency with all functions of the system.

*“Even though all of us attending have had the software for many years, we realized that we were primarily using features that were comfortable to us. The training and interaction amongst the group gave us the skills we needed to utilize each module to its full potential. Plus the EOS trainer was extremely knowledgeable and friendly making the experience very enjoyable.”*

*Wilma Bunch, Director  
CoxHealth*

# EOS UNIVERSITY

## Training Options

### EOS Headquarters Training

Many clients prefer training at our Corporate Headquarters in Carlsbad, California, because it provides a distraction-free environment where you can concentrate entirely on the training you receive — at least until after hours, when you can relax in our comfortable year-round climate.

### Regional Training

EOS International offers many regularly scheduled regional training sessions providing the same high-level experience that our Headquarters Training delivers. The times and locations of these sessions are readily available by contacting EOS directly, or visiting our web site.

### Virtual Classroom Training

Our Virtual Classroom events offer convenient, cost-effective training on a module-by-module basis. With a telephone connection for voice and an Internet connection for viewing the instructor's screen, the instructor will walk you through your software's features and functionality.

### Custom Online Training

Custom Online Training offers you the flexibility to target the specific topics you need at a time that is convenient for you. Using telephone and Internet connectivity, you and your Certified EOS Instructor work together exploring the features and useful tips and tricks that will make you more efficient and productive.

### Tele-Training

Telephone training with a Certified EOS Instructor allows you to schedule your training an hour at a time. One major benefit of this training option is that it allows you to digest and utilize the instruction you've received before continuing with the next session.

### Onsite Training

Let us come to your location! Our expert instructors can deliver convenient onsite training anywhere in the world. Plus, the sessions will be customized perfectly to your audience and their level of expertise so they can quickly turn instruction into action.



Our award-winning Client Services department has been widely recognized by our clients as having one of the most seamless blends of telephone and Internet support. The EOS Client Services department is your main source of support and advice for all issues related to using EOS solutions. The department oversees everything from software implementation and training, to data conversion and technical support. Our goal is to cultivate long-term partnerships with each client through a demonstrated commitment to "service excellence".

## Service Guarantee

*Our clients can expect the following:*

- Personal & Professional Attention
- Utmost Respect and Patience
- 99% Immediate email Response
- 99% 1-Minute Telephone Response
- Frequent Progress Updates
- Solution Provided Notification
- Case Tracking on SupportNet
- Monthly EOS Technical Newsletters
- Annual EOS Client Meeting Invite
- Software Maintenance & Support

*"I'm a totally satisfied customer, coming up from ground zero. Your people were most helpful and polite and I appreciate their fast, thoughtful, and helpful customer service. EOS is above average in the Customer Service Department — something that is rare and hard to find today. Keep up the good work."*

*Connie Drostén, Researcher  
Northrop Grumman Electronic Systems*

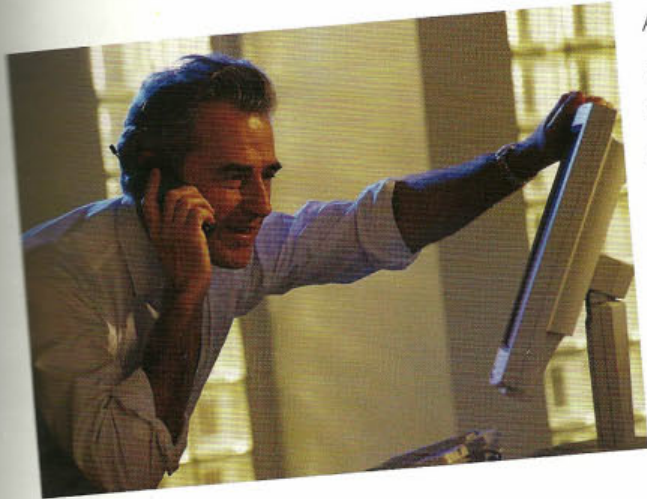
EOS clients govern what software enhancements are made, thus effectively controlling the destiny of their library automation efforts. Our client services department provides the kind of patient, knowledgeable and customer-friendly service that's rare in the industry and we strive to make ourselves as available as possible to meet the needs of our clients.





## Global Help Desk

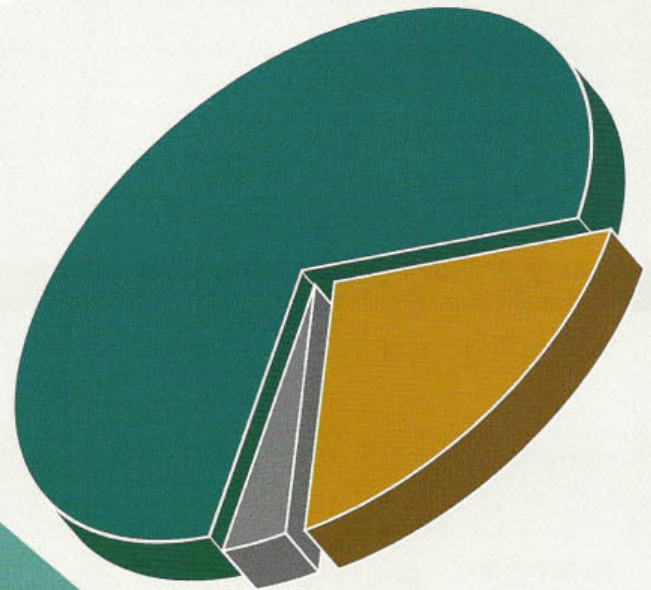
Our Global Help Desk is managed and operated by highly trained staff and professional librarians that understand EOS Solutions, and the unique needs of library staff and its users. The Help Desk department is extremely proud of its long-standing record of providing the most responsive support system in the industry. We offer 24/7/365 phone and email support. When contacting us via email, clients can expect either a phone call or immediate response via email, based upon their preferred mode of communication.



A skilled software technician will be assigned to your case immediately after you make a request. This individual becomes personally responsible for handling your service issue. All service requests are accurately logged into our database, so that each case can be accessed and reviewed at any given time. This system also has a unique feature enabling our staff to search and retrieve case files similar in nature to a current service request, allowing them to propose a tried and proven solution more quickly. EOS is able to identify aspects of the software that receive the most calls, further directing our research and development activities towards enhancements that are client-driven.

-  Resolved during call
-  Resolved within 24 hours
-  Resolved after 24 hours

EOS Client Support Calls



*"I really can't praise the EOS staff enough. Everyone is extremely helpful, organized, knowledgeable, and pleasant to work with. I have never once heard anyone say that any of our questions or requests were ridiculous or impossible. It is truly wonderful to work with people who have such an open attitude toward developing their product in the ways their clients are heading."*

*Cynthia Whitt-Covalcine, Library Director  
Dinsmore & Shohl LLP*



## SupportNet

One unique benefit our clients enjoy is SupportNet, our online support center. SupportNet conveniently features 24-hour access to product support, technical advice, and other valuable online resources. In addition to providing the latest product news headlines and Tips of the Week on the Welcome page, SupportNet provides easy navigation through each section of the site. Of course, clients are encouraged to call or email Client Services directly if they prefer, or they can simply login to the EOS SupportNet to access a variety of resources 24-hours a day, at their convenience – whenever they need it.

Once you activate your account you can access a host of support features:

### Web Support Section

#### Log a support call or case

Log a new support case online 24/7/365. A Product Support Technician will begin working on the case and respond via email or phone.

#### Review the status of cases

Access a history of all open and closed cases that you have logged.

#### Review the status of defects

If there are any defects discovered for the current version of your product line, they will be listed here along with a fix date.

#### Enhancement requests

As a client-driven company, EOS encourages input from clients. Clients can enter enhancement suggestions 24/7/365.

#### Review the status of enhancements

Clients can review all enhancement requests, the date requested, status and number of clients who have requested the same enhancement.

#### Check the status of your SMS Plan

Review a complete detail of all your products with active Software Maintenance and Support for your organization, the next invoice date, and the amount due.

#### Knowledge Base

Provides full-text access to a host of helpful information compiled by our Product Development and Support staff, including Frequently Asked Questions, searchable by keywords.

### Updates Section

#### System Requirements

Review the most up-to-date system requirements for optimum performance of EOS software.

#### Compatibility Table

Provides a list of operating systems and third party software tested and certified for the current version of EOS software.

#### Benchmarks

Displays selected comparisons and notable performance differences between the various versions of your EOS software.

#### Loading Instructions

A complete list of enhancements for the current version, instructions for upgrading, foreign language setup, configuration and more.

#### Downloads

Instantly access upgrades and updates as soon as they are released. Download them at your convenience and avoid shipping lag!

#### Development Schedule, Release Notes and Known Issues

Review the development and release schedule, view a list of planned enhancements, or view a list of any known issues with a fix date confirmed by Quality Assurance.



## Resources Section

### TechNotes

Access or download current and archived issues of EOS International's technical bulletin.

### User Manuals

Access or download the most up-to-date user manual. Print the entire manual or just the particular topic you need to reference.

### Quick Reference

Access convenient Quick Reference Guides created to provide your users with a reference sheet on using certain features of the software.

### Training Options

Descriptions of all convenient training options designed to focus on your specific library's needs.

### Forms & Supplies

List of supplies for use with your EOS software, e.g. – catalog cards, spine labels, etc.

### Supply Vendors

List of suggested vendors from which clients can purchase supplies for use with EOS software.

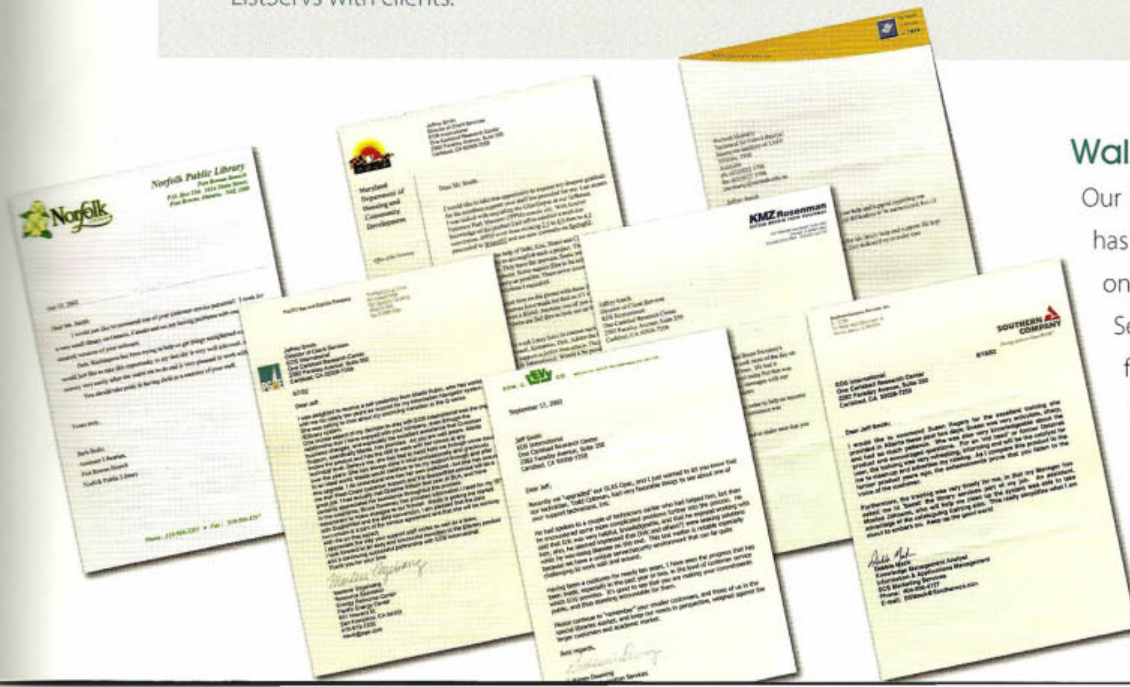
## Community Section

The Community section provides important e-List and User Group contact information enabling our clients to network with one another. This section also includes a Personal Information section to enable clients to update their email address, telephone number, and other contact information and to subscribe to our newsletter or other email lists.

## Global Client Care Program

EOS employees proactively contact clients throughout the year to maintain open communications. This program includes:

- Making sure that open service issues are resolved expediently.
- Educating all EOS personnel about client operations and issues.
- Sharing the benefits of SupportNet and product ListSerts with clients.
- Informing clients about user groups in their local area.
- Ensuring that EOS staff is meeting or exceeding its service guarantee.



## Wall of Fame

Our commitment to "service excellence" has earned us rewards that can be seen on our "Wall of Fame" in the Client Services department. Letter after letter from clients appreciative of the service and support provided are proudly displayed as a reminder of the solidarity of our service mission.



At EOS International, we strongly believe that all our clients should protect their software investment by obtaining a Software Maintenance & Support (SMS) plan. Clients will receive regularly scheduled product updates along with many other valuable software support services. In addition, SMS clients will be able to keep current with technology changes, new enhancement schedules, and receive advance notices on special training opportunities.

A SMS plan provides a complete subscription package of technical support and service benefits including:

### 24/7/365 Access to SupportNet Web Site

EOS SupportNet provides direct access to Client Services support and many other valuable online resources. Log a call, verify the status of an open case, download software updates, and much more, at your convenience.

### Free Online Access to Quarterly Software Updates

Quarterly updates are available to you online through SupportNet. These software updates are packed with new client-driven enhancements and features to keep your system up-to-date with the latest technology.



### Unlimited Toll-Free Phone Support

Unlimited access to our 24/7/365 Help Desk provides one-to-one technical support regarding any question you have about your EOS software.

### Software and Systems Diagnostics

Client Services will help you analyze the source of any problem you may encounter, differentiate between hardware and software issues, and then recommend remedial action so you are able to use your EOS software again as quickly as possible.





## Extensive Online Software Documentation

Our comprehensive online documentation includes step-by-step installation and loading instructions plus tips to help you become comfortable using your new modules. In addition, the most up-to-date user manuals are available for download in PDF format enabling you to print select pages or the entire manual.

## Free Subscription to TechNotes Newsletter

EOS International's technical newsletters containing the latest product news, tips on using your software, and frequently asked questions and answers are emailed directly to you every month.

## Special Incentives for Software and Training

Exclusive incentives on additional EOS software, registration fees for regional training seminars, as well as other promotional opportunities, are made available to SMS clients throughout the year.



*"This company is how tech companies survive in the present marketplace. A great product is wonderful, but without helping their customers get the fullest use of the product and assisting them through the upgrades, on-line communications, and personal attention when needed, the product is just another one on the market. They understand that even with a great product, their customers sometimes have their own technical problems and EOS International has pitched in to help, even when the problem has been related to our systems, not theirs."*

*Sherry Leopold, MA  
Manger, HRC Resource Center  
Harbor Regional Center*



We sincerely hope that you have found this guide to be a useful and informative introduction to EOS International, our solutions, and our award-winning support services. Thousands of organizations all over the world have discovered the positive impact our solutions bring to their knowledge management operations. Contact us to discover how EOS Solutions can provide lasting value to your organization. We're here to help you meet your needs.



### Call us

1.800.876.5484 Toll Free  
 1.760.431.8400 General  
 1.888.728.8746 Client Services

### Email Us

Interested in converting to EOS Products, email us at:  
**sales@eosintl.com**  
 Have a technical question or concern, email us at:  
**support@eosintl.com**

### Internet

Visit us on the web at  
**www.eosintl.com**



*"We save money through increased efficiency and productivity on the part of our library and editorial staff — time that was once spent tracking down and routing materials and reviewing and changing records is now spent actually USING those materials."*

*Henry Bolzon, Head Librarian  
 Encyclopædia Britannica*



The libraries of over 5,000 organizations, including Fortune 1000 companies, spanning over 85 countries on six continents, have been transformed into state-of-the-art information resource centers.



**EOS International services the world by providing key office locations in America, Europe, and Asia.**

**Americas**

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**EOS**  
**INTERNATIONAL**

Global EOS Distributors are continually being added. For a current list, visit our web site at [www.eosintl.com](http://www.eosintl.com).





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