ALZAD الزّاد
شركاء التميز المعرفي
knowledge Excellence Partner

BROCHURE

SOLUTIONS BY ALZAD

ALZAD FOR DIGITAL ARCHIVING

ABU-DHABI, DUBAI- UAE

Table of Contents

5 Major Reasons to Choose ALZAD Solutions

Turnkey Solutions:

The rich products and service dashboard provides the capability to execute large scale turnkey Library projects that include end-to-end design and implementation, and as a completely managed outsourced service on a Build-Operate- Transfer model.

Consultative Experience:

As per our corporate credo, we are inspired by how our clients acquire, distribute and manage knowledge. This means that we believe in first understanding your requirement thoroughly before offering you the most suitable solution. We take pride in the fact that most of our customers see us as trusted friends and value our judgment and suggestions. The consultative approach helps us to provide the best fit solutions and the customer enjoys the benefit of cost-effective Library solutions and open source technologies that are easily adopted within their organizations, and enjoy good return on investment ALZAD Services.

Experience in the Region:

ALZAD staff possesses a rich wealth of experience in implementing Library Management Systems and RFID Systems in the Middle East. There is a collective 20-man year of experience in the staff and have implemented KOHA Library management systems and RFID systems in more than library in the region of Middle East.

Customized Solutions:

At ALZAD, we firmly believe in the truth that every problem statement, every requirement, and every business case is unique and specific to each customer. We work very closely with our customers in a consultative approach and understand each challenge they are facing before designing specific solutions to suit their needs best. Our customized solutions are tailored carefully to save vital dollar spends for our customers, and at the same time meeting their requirement most efficiently.

High Quality Solutions:

Quality is a non-negotiable, uncompromising value at ALZAD. We believe that our customers deserve to have access to the world's best solutions and products so that they can in turn put it to best use, tied closely with their business objectives. With this foresight, ALZAD has forged relationships with the world's leading technology and services providers and brings the benefit of these industry leaders to your doorstep.

ALZAD – Background

- **ALZAD Inc.**
- **Legal Form: Limited Liability Company (LLC)**
- **Years of Experiences: 20+**
- **Location: Dubai, UAE (HQ)**
- **Employees: 43+**

- **Offices:**
  - **Abu Dhabi, UAE**
  - **Cairo, Egypt** (3 Offices)
  - **Riyadh, Saudi Arabia**
  - **Amman, Jordan**

ALZAD – Services

Consultancy and Training

A List of Consultants, Trainers, Change Management and Recruitment in the Library Sector.

Library Technology

Library Technology, Library Management Systems, RFID and Security Systems.

E-content and Digital Services

E-Content Sourcing, Digital Library Services, Document Archiving and Digitization.

Furniture and Shelving

Library Furniture, Static and Mobile Shelving, Storage and Display Furniture.

Library Materials

Bibliographical Services, Preservation, Conservation, Stock Management of Library Materials and Library supply.

Library Design, Planning and Relocation

Library Architecture, Building Construction, Interior Design, Signage, Relocation and Storage Services.

ALZAD – Partners

EnvisionWare

DIALOC ID.

pressreader

CCS

Image Access

n
ISBN AGENCY
NIELSEN BOOK

ORACLE
INNOVATIVE BOOK CLEANING MACHINES

Bookeye 4

LUST RUM

RTI For Libraries

RefME

CROWLEY

HYUNDAI LIVART

DEMCO
imagine what's possible

smartblock

acumen
MEDIA INTELLIGENCE

E-Lam
TOTAL BOOK PROTECTION

ALZAD – White Label Solutions

OJS
OPEN JOURNAL SYSTEMS

OCS
OPEN CONFERENCE SYSTEMS

OMP
OPEN MONOGRAPH PRESS

OPS
OPEN PREPRINT SYSTEMS

koha
OPEN-SOURCE INTEGRATED LIBRARY SYSTEM

DSPACE
Open Source
Digital Repository Application

vufind
Search. Discover. Share.

CORAL

Shibboleth.

VIVO

CONSTELLIO

OpenKM
Knowledge Management

E
ERPNext

SubjectsPlus

blacklight

ORCID
Connecting Research
and Researchers

PIWIK

omeka

ColorMarq

ALZAD – Our Owned Solutions

TAZWEED — Shelf Ready Services by ALZAD

BOOKMART

iPublish

vPlatform — Virtual Library Platform By ALZAD

TASJEELAH — Bibliographic Records by ALZAD

TADREEB — Learn anytime, anywhere by ALZAD

SMARTRFID solutions

Portal

Publisher

ALZAD Inc. — Selected Customers List

Service Level Agreement (Standard Level)

The Service Level Agreement describes the standard service provided by *ALZAD* under the terms of its maintenance contract. *The Service Level Agreement does not override or invalidate any provision in the maintenance contract.* The purpose of this document is to describe the coverage of the service and how it is provided, and to clarify the responsibilities of *ALZAD* and its customers.

This document is divided into the following main sections:

1. Licensed software support: the support of the Koha application.
2. Upgrades to licensed software
3. Data corruption
4. System security
5. Additional work outside of contracted maintenance provision: chargeable work
6. Project management/Account Management
7. Customer Satisfaction Level
8. Escalation procedure

1. Licensed Software support: the Koha Library Management System Application

This section defines the support services which apply to the *ALZAD* product, the "Licensed Software" referred to in the main agreement between the parties. For further information on the customer service organisation which provides these services, please see sections 7, 8 and 9 of this document.

1.1. Services provided by *ALZAD*

Generally; ALZAD for Digital Archiving support personnel shall respond to any call for maintenance as soon as possible. The maximum allowed response time is details below based on problem category. Response can be by either telephone, fax, e-mail.

- Ensuring that all reported problems are logged and given a log number.
- Providing responses *a.s.a.p.* to logged requests. Normal expectation would be for an initial response within one working day.
- Providing Help Desk telephone coverage during normal hours.
- Responding to critical needs during emergencies. In practical terms, this means that systems that are "down" receive priority over all other work.
- Providing resources to support scheduled upgrades of the Koha system.
- Providing a designated contact at *ALZAD* who will act as an Account Manager for the Library

1.2. Coverage of the service

When support queries are logged with the Help Desk Co-ordinator, they are assigned a log number and the Library is informed of this immediately. *ALZAD* will then respond to the query according to its nature and urgency. Problems related to the operation of the licensed software will broadly be categorised as "System Down - Priority 1", "Functionality Failure – Priority 2", "Information/Question – Priority 3 or Scheduled – Priority 4. This is agreed with the Library at the time the problem is logged. Logs may be escalated to at the request of the Library.

Priority Levels; Response Times; Target Times to Begin Resolution

Priority Timings Range	Priority 1 - System Down	0 - 24 Hours
	Priority 2 - Functionality Failure	0 - 48 Hours
	Priority 3 - Information/Question	0 - 72 Hours

1.2.1. Priority 1 - System Down

Problems that will be addressed with High Priority are the following:

- System down
- Critical software errors - e.g. module down, data corruption

When a System Down Priority problem is reported the Library is informed using standard Help Desk report back procedures that the matter will be treated as urgent and that staff resources will be allocated to the immediate identification and resolution of the problem.

Work in this category takes precedence over all other work of the Department. The problem is passed directly to a member of technical staff for immediate attention.

1.2.2. Priority 2 - Functionality Failure

Problems that are treated with "Functionality Failure Priority" include the following:

- Assistance with *Koha* system set-up / functions supported
- Data errors - normally irreproducible problems
- General operational problems
- Bugs - errors in the software *which are not critical*

1.2.2.1. Assistance

Telephone assistance will normally be provided to answer questions, for example, queries about how the software functions, what parameters are available and so forth.

For new installations *ALZAD* will undertake work to change parameter settings not accessible to the Library free of charge, if the query is made within the *Koha* system modification period; otherwise, *ALZAD* may at its discretion undertake the work, subject to charges at published rates.

ALZAD will assist the library with *Koha* system setups and general troubleshooting remotely, using the Internet or VPN connection, as appropriate. If the situation, in the judgement of *ALZAD*, requires a site visit, then this will be arranged at the discretion of *ALZAD* and at the mutual convenience of *ALZAD* and the Library.

1.2.2.2. Data Errors

These will be logged when reported by the Library and will be assessed by *ALZAD* as follows:

- Some data errors can easily be corrected, for example, where individual records have become corrupted by the software. In these cases the Library will be advised that *ALZAD* will undertake the repair work.
- Some data errors cannot be corrected because the problem is related to a time event, as, for example, in cases where an overdue notice has been generated or not generated erroneously. Action will always be taken where possible to correct data discrepancies. However, the Library may be advised that no action will be taken to rectify the cause unless there are multiple occurrences. Multiple occurrences of some problems in a short time may indicate an underlying problem, in which case *ALZAD* will undertake a further investigation and will make best efforts to resolve it.

1.2.2.3. General problems

Once a problem has been logged, it is passed to the Help Desk Responder (HDR) for initial assessment. *This may be a librarian or a technical person.* The HDR is responsible for resolving the problem or if unable, then obtaining any necessary information from the Library.

Problems requiring longer investigation or specialist knowledge may be passed to the Library's Project/Account Manager (or in their absence a senior member of staff). They will deal with them or assign them to an appropriate member of staff on the basis of the nature of the problem and the particular skills. The HDR will make best efforts to resolve the problem on the first day of investigation.

If this is not possible:

- The Library will be informed as to who is investigating the problem and of its current status.
- The same member of the Koha Team will return to the problem and continue the investigation as soon as possible taking account of the importance of the problem to the Library.
- The Library may seek updates on progress of logs through the Help Desk Co-ordinator.

- The Account Manager will maintain regular contact with the Library to ensure that important logs are prioritised.
- If the library is not satisfied with progress being made then the *escalation procedure* may be invoked. (*See below).*

<u>1.2.2.4. Bugs</u>

ALZAD are ultimately responsible for assessing the severity of the bug but will make best efforts to agree its assessment jointly with the client. *ALZAD* recognises that the importance of a bug will vary between libraries and will take this into account when making its assessment.

Bugs can appear in two areas of the *Koha* system. These are:

- Database Objects (Views, Stored Procedures, Triggers... etc.)
- Client Code

If a bug is found in a database object then it will be fixed on the *library's system*. All *customers* will then be notified of the existence of the bug and of the fix. It will then be applied to each *customer's* system at a mutually agreeable time.

Bugs found in client code currently require a recompilation of the entire code. As such any fixes made to the client code currently requires a new version which then needs to be applied to all client PC's.

Bugs which are found to be data corrupting or significantly impact library operations will be investigated and an attempt will be made to resolve the problem. If resolved a new version of the client code will be produced and will be sent to all sites so that it may be applied at the library's convenience.

Those bugs that cannot be fixed locally and all other bugs will be reported to *ALZAD* and may be resolved in the next production or interim release created by *ALZAD*. *ALZAD* will take into account the relative severity of the bug as assessed with the library when pursuing and relaying back updates on fixes developed in the US and elsewhere. The Library may ask to be informed on progress on problems which are important to them and *ALZAD* will make best efforts to respond to this.

<u>1.2.3. Priority 3 - Information/Question</u>

Problems that are treated with "Information/Questions" include the following:

- All How-To questions & requests for advice on use of the software

Telephone assistance will normally be provided to answer questions and other requests for information.

The Library should insure that Departmental staff has attended the appropriate training courses in System Administration and module functionality to enable them to understand the operation of the *Koha* system.

1.3. Responsibilities of the Library

- To provide remote access to the system (It is currently recommended, to achieve the fastest possible resolutions, that Internet or VPN is used).
- To channel requests and problem reports through one main contact person at the Library.
- To report all problems and emergencies to the Help Desk as soon as possible.
- To review the monthly log report for requests for further information, for status reports and for verification of logged items, and respond to the Help Desk.
- To record error messages completely and to report them when logging a query.
- To document problems with appropriate examples so problem can be reproduced by *ALZAD* staff.
- To correct procedural routines determined to be causing *Koha* system problems as advised by *ALZAD*.
- To carry out preliminary investigations to collect relevant information and clarify the problem before reporting it to the Help Desk, so that *ALZAD* is able to reproduce the problem wherever possible.
- To make all reasonable efforts to follow suggestions/instructions from *ALZAD* support staff when working on problems reported to the Help Desk.
- To ensure that System Administration/Departmental staff have attended the appropriate training courses in System Administration and module functionality to enable them to understand the operation of the *Koha* system.

2. Upgrades to Licensed Software (Koha) - Conditional

2.1. Services provided by ALZAD

Upgrades to the standard software are included within the standard maintenance rates. Telephone support during the upgrade process within standard hours is provided by a designated member of the Technical staff assigned to oversee the Upgrade. As part of this service, *ALZAD* will:

- Inform the Library of any changes required to hardware, operating system or database.
- Schedule upgrades across the customer base with due consideration for the Library's needs.
- Continue to support previous releases of the software "including horizon7" for a period of two years following a decision by a Library not to accept an upgrade. Further support after this time is by negotiation.

ALZAD reserve the right to delay or cancel any upgrade provided that at least thirty (30) days notice is given in writing.

2.2. Responsibilities of the Library

- To ensure, in co-operation with *ALZAD*, that any necessary Operating System Software and/or RDBMS hardware upgrades are scheduled and completed well in advance of the scheduled *Koha* upgrade.
- To schedule upgrades, in consultation with *ALZAD*, within standard support hours. If upgrades are requested outside standard hours then *ALZAD* may quote for this service at published rates.

- To purchase appropriate training as recommended.

The Library may postpone an upgrade, provided that at least 30 days notice is given to *ALZAD*. If a Library wishes to cancel, or refuse, an upgrade then this must be confirmed in writing.

3. Data Corruption

The respective responsibilities for ALZAD and the Library may differ depending upon whether the Library has contracted with ALZAD for both hardware and software support or for software support only.

There are three basic sources of data corruption:

1. Database corruption
2. Hardware, for example memory or disk
3. Power failure

Our support service places great importance on procedures for avoiding data corruption, and these are given emphasis here. Should data corruption occur then there will be a question of responsibility for remedy based upon whether or not our recommendations have been followed.

3.1. Services provided by ALZAD

- In the case of turnkey systems, ensuring that the hardware and operating system specified are adequate and appropriate to the needs of the computer system, and that the configuration is correct.
- Ensuring that all Libraries are aware of the strong recommendation to fit an un-interruptible power supply to the system and the possible consequences of not having one.
- Approving, or otherwise, other software that the customer may wish to add to the computer system, and advising of any potential consequences for performance and security, if known.
- In the case of turnkey systems, tracking hardware and operating system status and advising the Library via Sales if an upgrade is required.

3.2. Responsibilities of the Library

- Ensuring that regular Backups are being performed (depending on the internal Policies). Backup can be performed daily, weekly, biweekly monthly with a preferred retention period.
- Ensuring that an un-interruptible power supply is connected to the main server, is always in use and is tested every six months. The necessity for this will be explained as part of System Administration Training.
- In the case of software only contracts, ensuring that the hardware has sufficient capacity to run the *Koha* system, and is configured correctly.
- In the case of software only contracts, ensuring that the release of the operating system in use is current and is compatible with RDBMS. *ALZAD* will advise on this if required.
- Ensuring that, in the case of turnkey systems, no software is added to the computer system or changes made to the configuration without prior approval from *ALZAD* and in consideration of any advice give by *ALZAD* with regard to response times or other consequences of making such changes.

- Ensuring that regular integrity checks are performed on the database to ensure that the database is consistent. This will be covered in System Administration Training.

4. System Security

4.1. Services Provided by ALZAD

- Ensuring that all the operating system users have passwords as agreed with the Library. Two additional users are added by ALZAD to enable adequate support. Details of these may be provided to the Library if required.   For software only systems, the Library may wish take on this responsibility, provided it is done in conjunction with ALZAD so that the appropriate settings can be made to the Koha software.
- Setting up the Koha software so that only users with the correct privilege will have access to it. Any additional software will have the same privilege.

4.2. Responsibilities of the Library

- Changing the operating system user passwords. It is recommended that this is done at least once every six months or if there is a suspected security breach. When the passwords are changed, ALZAD should be informed of any that directly affect the support of the Koha software and for turnkey systems, the operating system for example the 'system administrator password'.
- Making the changes to the security once the computer system has been fully installed. For example, any changes to the network or connection to the Internet.
- Informing ALZAD of any additional software being installed on the computer system that may affect the security of Koha.
- Informing ALZAD in advance of any network changes that may impact on system operations, e.g. changes in IP addresses/hostname, changes in network environment, changes to printers or print servers.

5. Additional work outside of the contracted maintenance provision: chargeable services

ALZAD will make a charge for services which fall outside the standard service elements defined in this document. The nature of these services will be defined in consultation with the Library, normally involving the *Sales Account Manager* or the *Operations Account Manager*, or both. *ALZAD* will quote for specific projects and add-on-work in consultation with the Library. Scheduling of the work within Operations follows receipt of a purchase order.

Quotations provided by Operations for support services will normally only apply to work charged on a time and materials basis and the estimate will be provided, wherever possible, in advance of the work to be completed. If difficulties arise in the course of performing the work which are deemed to be the responsibility of, or have been caused by action or failure to act on the part of the Library, then *ALZAD* reserve the right to charge an additional amount to cover the cost of the resulting additional work but will, in all cases, advise the library of the nature and reason for the increased charge. Should there be a disagreement between the Library and *ALZAD*, the Escalation Procedure as represented in Section 8 will apply.

Charges for additional services include but are not limited to the following:

- Customisations (See Note Below).

- Support services provided outside standard contract hours as requested by the library.
- Remedial work after data corruption as defined in section 3 above.
- O/S DB upgrades work.
- Configuration of the server network settings as a result of a change to the network structure in the library.
- Configuration of additional peripherals, e.g. PC's, printers outside of the original contract.
- Assistance with installation of additional applications or changes to the client operating system.

ALZAD requires acknowledgement by the library of the charges incurred for additional services; this will normally take the form of a purchase order. This must be received prior to the work being started.

Note: "Customisations" include the following:

- Configuring views.
- Custom written reports and macros developed in any external tool like MS Access and SQL outside of the standard set provided by ALZAD.
- Changes to overdue notices, provision of email notices etc.
- Changes to or additional indexes outside the standard set provided by ALZAD.

6. Account Management/Project Management

6.1. Project Management

ALZAD customers are assigned a *Project Manager*, who is responsible for the management and co-ordination of the implementation of the new *Koha* system. This may be a librarian or a technical person, who will work together with another member of the Operations Department to provide a comprehensive installation service. A Project Manager who is a librarian will have a technical member of staff also assigned to the project, and vice versa. Other members of Operations may also be assigned as necessary to assist with specific areas.

In addition, the Project Manager may draw on a pool of *Koha* Trainers to provide training on System Administration and on the modules purchased by the Library.

During the installation, the Project Manager is the main point of contact for the Library, and will keep in regular communication with Library personnel. MS Project is used to assist Project Managers to control and schedule the tasks required to complete the installation, and the Library is informed at all stages.

6.2. Account Management

When a new installation has been completed and the Library is "live", their care may pass to an Account Manager. The Account Manager is the main point of contact at *ALZAD* for the Library, and is responsible for:

- Keeping in regular contact with the Library.

- Ensuring they are aware of the Library's priorities regarding outstanding work.
- Maintaining an understanding of the details of the Koha system installed at the Library.
- Regularly reviewing outstanding support logs with the Library.
- Maintaining awareness of additional work ordered or requested by the Library and monitoring progress on this.
- Monitoring the performance of ALZAD in responding to the Library's needs and taking action where appropriate to ensure that the service received by the Library is reliable and responsive.

7. Customer Satisfaction Level

The Customer Satisfaction Level is a measurement of overall satisfaction with the Company, and is used by *ALZAD* as an information tool to assess the status of customer satisfaction, both individually and across the customer base.

All Libraries may amend their Satisfaction Level at any time by telephone, fax or email. Changes of status are communicated immediately to the Library's Project/Account Manager, the Customer Services Manager (CSM) and to the *Koha* Team Coordinator, who is in charge of the *Koha* Team. In the case of negative changes, the Project/Account Manager provides a written report to the CSM and the Koha Team Coordinator detailing the reasons for the change, and making recommendations for action. *These details are also copied where appropriate to the Library's Sales Account Manager*. The Customer Satisfaction Level is also recorded in an internal report which is copied to everyone in the Company.

8. Escalation procedure

8.1. Help Desk

- Where a problem reported to the Help Desk has not been resolved in a timeframe acceptable to the Library, the Library may pursue the log first with the Help Desk Co-ordinator, who will investigate the status of the query and report to the Library.
- For further action, the Library may raise the problem either with the Account Manager, or with the Help Desk Controller, who has management responsibility for the Help Desk.
- For further escalation, the Library may follow the general escalation procedure below.

8.2. General escalation: for add-on work and all other matters

The first point of contact for the library is the Operations Project/Account Manager, who will make best efforts to resolve the problem and should be aware of issues, which are important to the Library. If the Project/Account Manager cannot resolve the problem, the Library may raise the issue with the *Koha* Team Coordinator.

If the problem still cannot be resolved, then the Library may raise the issue with the Customer Services Manager. If there is still unsatisfactory progress then the issue may be raised with the Director of European Operations.

In circumstances where *ALZAD* and the Library agree that it would be helpful, a visit may be arranged so that *ALZAD* staff and the Library can meet and discuss outstanding problems.

9. Limitation of Services

- This contract shall not include:
  - The correction of any fault due to:
    - Failure to maintain a suitable environment for the Application.
    - Neglect or misuse of the Application/Tools
    - Defect or error caused by software not approved by supplier
    - Restoration services caused by hardware failures, power failures or use of other unapproved applications on the same server.
    - Re-installation, reconfiguration or migration to new hardware.

END OF SLA

Our Team

ALZAD Managerial Team in Middle East:

No.	Name	Job	Office
1.	Dr. Kamal Al-Gazzar	CEO	Abu-Dhabi, Dubai, Cairo
2.	Dr. Sayed Elshamy	Library consultant	Abu-Dhabi, Dubai, Cairo
3.	Mr. Magdy Salim	Library service consultant	Abu-Dhabi, Dubai, Cairo
4.	Eng. Ahmed Maher	IT Project Manager	Dubai/Cairo
5.	Mr. Magdy Salim	Senior Technical Support	Dubai/Cairo
6.	Eng. Ebrahim Abo Al-Naga	Technical Team Leader	Cairo
7.	Eng. Eslam El-Banna	UX & UI Developer	Cairo
8.	Eng. Ahmed Hassan	Web Developer	Cairo
9.	Eng. Faten Mohamed	Web Developer	Cairo
10.	Eng. Hadeer Helaly	Web Developer	Cairo
11.	Eng. Samar El-Srogy	Web Developer	Cairo