

Support Escalation Policy

- **Product:** Cross Product

Dear Colleagues,

The Global Support organization (GSO) was established to provide world-class service through a single support system for all Ex Libris customers and product worldwide. The GSO is committed to a best-practice approach that establishes and delivers consistently high service level; allows for tiered escalation of support incidents; adheres to transparent processes; and delivers unified response level for all products through ongoing monitoring and improvement process.

Support Escalation Policy

Note

This policy is intended for **customers** who may have an issue with an outstanding support case, and need to escalate the urgency of that case. For other matters to communicate with Ex Libris, please see the available communication channels here: [Contact Us](#)

1. Use the "Escalate Case" button on the case (via the [Support Center](#)), and add a comment asking the assigned owner to escalate the issue.
2. Escalate to the customer support manager responsible for the product affiliated with the incident, according to the list below:

Product	Contact	E-mail
Alma	Omri Singer Callie Mendoza	Almasupportescalation@exlibrisgroup.com
Aleph and Alephino	Martin Büscher	ALEPHsupportescalation@exlibrisgroup.com
bX	Nili Natan	bXsupportescalation@exlibrisgroup.com
campusM	Ishay Ohayon	campusm-escalations@exlibrisgroup.com
Content Operations (Alma CZ, SFX KB, 360 KB, CDI)	Liron Klein-Levy	Content.Operations.escalation@exlibrisgroup.com

Product	Contact	E-mail
Esploro	Abu Zaid Ahmad	Esplorosupportescalation@exlibrisgroup.com
Leganto	Shira Cohen	Legantosupportescalation@exlibrisgroup.com
MetaLib Support	Claudia Isbir	MLsupportescalation@exlibrisgroup.com
Pivot	Abu Zaid Ahmad	RefWorksPivotEscalation@exlibrisgroup.com
Primo Primo VE	Ishay Ohayon Jack Boettcher	PRIMOsupportescalation@exlibrisgroup.com
Rapido	Wei Dai	rapidosupportescalation@clarivate.com
Rosetta	Marek Melichar	rosettaescalation@exlibrisgroup.com
Summon 360 Suite Intota Ulrichsweb	Jack Boettcher	SummonSupportEscalation@exlibrisgroup.com
RapidILL	Wei Dai	rapidillsupportescalation@exlibrisgroup.com
RefWorks	Shirin Mani	RefworksEscalation@proquest.com
Research Professional	Abu Zaid Ahmad	ResearchProfessionalEscalation@exlibrisgroup.com
Rialto	Callie Mendoza	RialtoSupportEscalation@proquest.com
SFX	Jack Boettcher	SFXsupportescalation@exlibrisgroup.com
Voyager	Callie Mendoza	VOYAGERSupportescalation@exlibrisgroup.com

3. Escalate to the regional support focal point:

Region	Contact	E-mail
North America	Matt Baker	matthew.baker@clarivate.com
Latin America	Oscar Caballero	Oscar.Caballero@clarivate.com
Europe, Australia and New Zealand	Martin Büscher	Martin.Buescher@clarivate.com
China, Japan, Korea and Southeast Asia	Kevin Cao	Kevin.Cao@clarivate.com

4. Escalate to the Vice President:

	Contact	E-mail
Global Technical Support	Luda Soffer	Luda.Soffer@clarivate.com
Content Operations	Osnat Vilenchik	Osnat.Vilenchik@clarivate.com

Additional Information

[Working with Ex Libris Support - Ex Libris Knowledge Center](#)

[What procedure should be followed to alert Ex Libris of a system down?](#)

Read this article in [Chinese](#)

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