Let OCLC handle the technical details

ILLiad hosted service

OCLC® provides complete server hosting to all ILLiad™ users. This optional service includes all of the hardware and software components needed, as well as all back-ups, system and software upgrades, and customization and installation time from the developers. Whether you need some extra help setting up ILLiad or require off-site hosting of the servers, OCLC gives you solid support through reliable installation options.

Benefits of a hosted service

As a library on a budget, you know how difficult it can be to keep and maintain your own servers. It's often impractical, technically challenging and costly.

In another step toward making libraries part of a Web-scale, global community, OCLC is adding value to your subscription by providing hosting services to ILLiad users. This hosting option provides numerous benefits to participating libraries:

- Save on server space, reduce internal technical support demands, and no future costs for hardware or software upgrades

- Provides specific opportunities to improve your library's ILLiad performance by condensing database historical transaction data and log files

- Stay current with ILLiad upgrades

- Provides all ILLiad server components including Windows IIS Web server, MS SQL database server and dedicated firewall

- 24-hour on-site monitoring of hosting hardware and software within OCLC's climate-controlled and restricted-access computer facility

- Incremental and full back-ups of Web server contents and database data performed on an hourly, nightly and weekly basis for disaster recovery requirements and off-site storage

- Fast response to server problems by our customer support department.

"OCLC's ILLiad support team rocks! We went live with ILLiad in 2004. My predecessor made the best decision when she made us a hosted library. Our instructions from our training were to call OCLC for help. They have rescued our collective fat from the fire on many an occasion."

Heather Campbell
Jacksonville Public Library
Jacksonville, FL

"We are a medium-size library. We don't have a systems librarian so we would have no one to maintain our own server and no one who would understand the technical lingo or be able to deal with the technical problems that would arise. For this reason I really appreciate the support and convenience of being hosted, particularly around upgrade times when everything is done from OCLC's end."

Ken Venet
Barry University
Miami Shores, FL

Our dedicated experts will help you

When you choose the OCLC hosted service, you will receive a single point of contact with our expert migration specialists, and you will participate in a process with clear timelines and deadlines. This process provides a better experience for libraries by providing unmatched customer support, and OCLC's customer support department's server access enables prompter response to server problems.

Ready to purchase your own OCLC-hosted service?

Follow these simple step-by-step instructions

You do this...	OCLC does this...
Step 1: Fill out the migration order form: https://www3.oclc.org/app/illiad/migration/	OCLC sends you a welcome letter with a link to a questionnaire
Step 2: Complete the questionnaire: https://www3.oclc.org/app/illiad/questionnaire/	OCLC staff builds your hosted server and verifies its operation
Step 3: Schedule an available day for migration with OCLC	
Step 4: Follow the migration day instructions: http://www.oclc.org/us/en/support/documentation/illiad/migration/Migration_Workflow.pdf **Congratulations! You have successfully migrated to the OCLC ILLiad hosted server!**	OCLC staff notifies your technical contact of operational status and will send you migration day instructions

For more information

Please contact OCLC Customer Support via e-mail at **support@oclc.org,** or call **1-800-848-5800,** or by Web form at: **www3.oclc.org/app/contac.**