

EBSCO Professional Services

Expand the strength of your medical resources and platforms.



The EBSCO Professional Services Difference

No matter the organization size, the platform complexity, or the content need, EBSCO Professional Services empowers customers to optimize their products to exceed expectations, fulfill their mission and create the best information seeking experience for their end users.



Optimize User Experience

Through custom, department or specialty-focused research portals, content alerts and widgets.



Improve Security

Consultation and product implementation of secure single sign-on allows for peace of mind for your library, users and IT department.



Extend Knowledge (and ROI)

Our team has the necessary skills to consult on and build a custom information ecosystem and provide budgeting ROIs for clients.

Who We Are

Library Service Engineers (LSE)

40+ Worldwide

Information application experts can work directly with you on in-depth technical conversations on EBSCO products and understand regional needs.

Implementation Project Managers

20+ Worldwide

Serve as your main technical contact during the software as a service product setup.

Customer Training Services

40+ Worldwide

Highly qualified library educators, many with MLS degrees, provide you with online and on-site training.



Optimize User Experience

Understanding your UX needs is just the start. Our team offers a variety of services – from consultations to custom developments to bring your library's user experience (and library usage) to the next level.

- Subject-specific / departmental portals
- Design and user interface consultations
- Customization (examples include):
 - Branding
 - Custom Links
 - Search boxes within end-user applications
 - Alerting feature
 - Integration of internal repositories

Example of subject-specific portal.

The screenshot displays a professional website for COVID-19 information. At the top, there is a navigation bar with links for 'About this Portal', 'Browse All', 'Provide Feedback', 'Recommend a Resource', and 'Select language'. Below this, a secondary navigation bar includes 'AREA/COUNTRY', 'CLINICAL CARE', 'RESEARCH', 'NEWS', 'FAQS', 'GOVERNMENT', 'NON-GOVERNMENT', and 'MAPS & VISUALS'. The main heading is 'COVID-19 Information' with the subtitle 'An Open Access Initiative®'. A search bar is present with a dropdown menu for 'Resources and News' and a 'SEARCH' button. The 'Trending Topics' section features four cards: 'Remdesivir', 'Masks', 'Cases', and 'Reopening'. The 'Maps and Data Visualizations' section contains eight cards: 'Covid-19 Explained (SCMP)', 'COVID-19 in the US (CDC)', 'Coronavirus Outbreak (Worldometer)', 'Coronavirus Tracker (KFF)', 'Geographical Distribution (ECDC)', 'Global Cases (Johns Hopkins)', 'Infection Map (UW)', and 'Mapping Wuhan (StoryMaps)'.

Improve Security

Let's bring the greatest interaction between content and user without security concerns. We consult on a variety of authentication and discovery implementations.

- EHR integrations
- Single sign-on integrations
- LMS integrations
- Internal repositories
- APIs

Sentara Healthcare Libraries / Knowledge Resource Request Form
Questions about using this form? Call SHC library staff at 757-388-3693, M-Th 0800-1700, F 0800-1200 or SRMH library staff at 540-698-1777, M-F 0800-1630 .

Request a Document

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Additional Information

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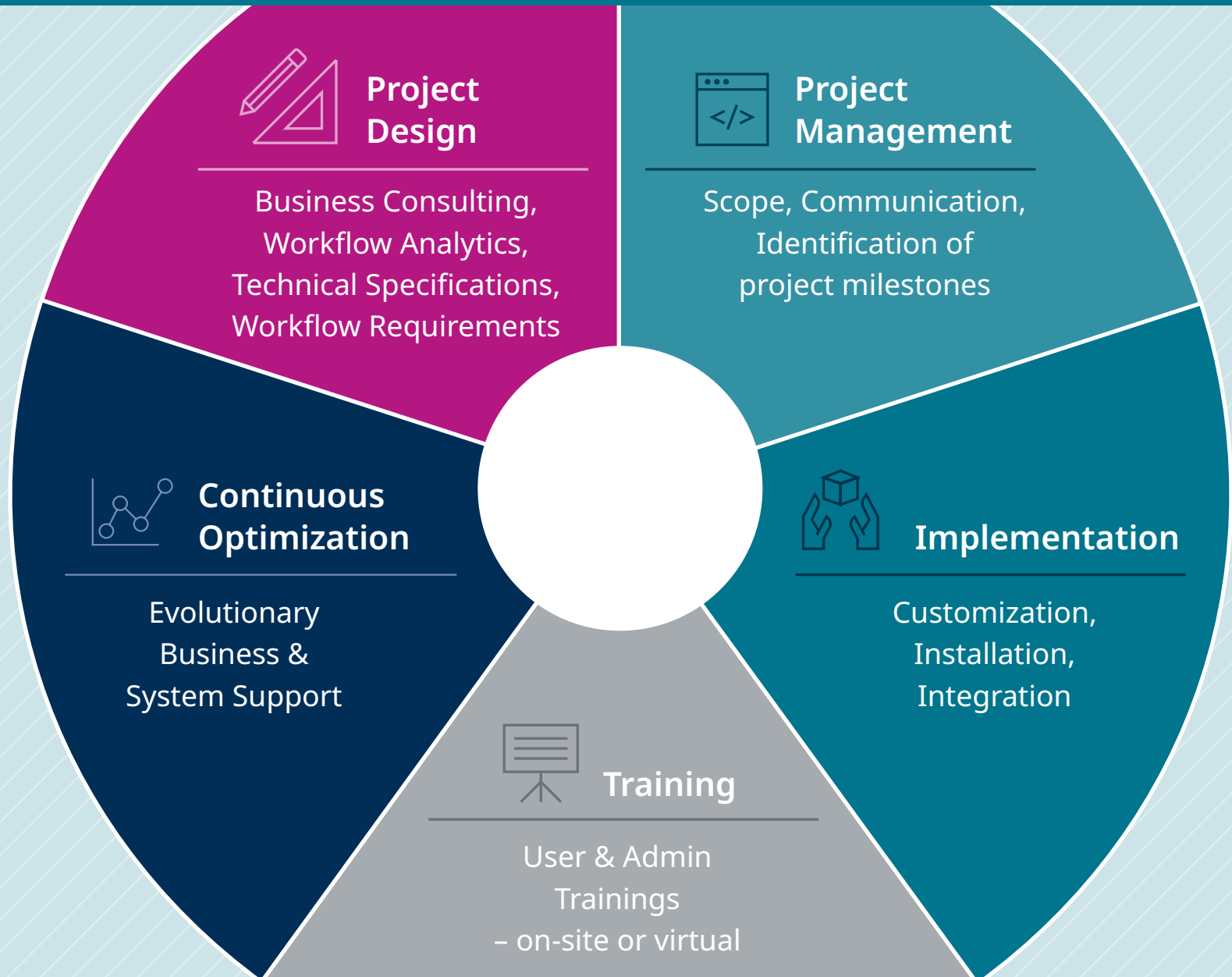
Extend Knowledge (and ROI)

Managing and implementing custom SaaS solutions can be cumbersome and time consuming. Utilize our team to take care of the heavy lifting, saving you time while simultaneously tapping our insights to learn about these tools.

- Obtaining usage data and COUNTER reports
- Configuring platform details
- Data loading such as collections, holdings, repositories and more



EBSCO Professional Services offers the highest level of expertise end-to-end support.



A photograph of a bright, modern hospital hallway. The hallway has a polished floor that reflects the light. On the left, there is a glass railing overlooking a lower level. Two nurses in blue scrubs are walking towards the camera. One nurse is holding a clipboard. The ceiling is white with recessed lighting. The overall atmosphere is clean and professional.

Contact Us to Learn More:

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