

Ovid Client Support Services

Ovid Client
Support Services

Personalised Customer Service, Technical Support,
Training, Consultancy and Implementation Services

Contact us today!

- Online Self Service Support Portal with over 100,000 visits a year
resourcecenter.ovidsp.com
- Customer Support:
support@ovid.com
- Training Team:
ovidtrainer@ovid.com
- Main Client Support offices & UK:
+44 (0) 207 981 0660
- France:
+33 (0) 147 146 126
- Germany:
+49 (0) 30 85 77 99 66
- Italy:
+39 051 588 0717
- Spain:
+ 34 91 418 62 91
- The Netherlands:
+31 (0) 172 469 812

Get the most out of Ovid Products and Solutions with help from Ovid's Client Support Services

We know that in order to help you research on Ovid successfully, we must also help with managing your Ovid research tools. For system administrators, we offer a variety of resources to help answer technical questions about Ovid's content, tools and innovative features to help you make the most out of your Ovid solution, including data analysis and consultative services.

Here's what we offer:

- Free service and support from specialist teams with an average of 6 years industry experience supporting the Ovid platforms and medical research industry
- Dedicated professionals providing Ovid's implementation, training and 24/7 support services
- Superior service and high customer satisfaction with yearly customer service scores averaging well over 95%
- Support and training capabilities in over 15 languages

Did you know...

Our Technical Support team has been awarded a "Center of Excellence" for outstanding customer service by BenchmarkPortal in collaboration with The Center for Customer-Driven Quality. Ovid is the first in it's industry to receive this certification!



Support and Service Sites

- OvidSP Resource Centre:
resourcecenter.ovidsp.com
- Support & Training Resource Centre:
ovid.com/site/resources/index_support.jsp
- Ovid Support Online Community:
ovidsupport.custhelp.com
- Ovid Training Modules:
ovid.com/site/help/training
- Ovid Customer Usage Stats:
ovidspstats.ovid.com



Ovid Support and Training Centre

Accessible via the Ovid Resource Centre, the Support and Training Centre is your first stop for quick answers on how to use and administer OvidSP, to sign up to webinar sessions, as well as view support and training resources including demos and tutorials!

Adapt Your Ovid to Your Needs - *Implementation, Analysis and Consultancy*

Personalise your OvidSP account

Customise your accounts, tools and functionalities

Full and complete stats reporting

Detailed information about your users behaviour on OvidSP

Integrate all your resources within Ovid

Access from OvidSP records to external content: External Full Text, Ovid Link Packages, etc

Get the most out of OvidSP tools and functionalities

Autoalerts and multi-file searching, RSS, My Projects, etc...as well as improvements and new options

The Client Support Services team members are experts in electronic libraries development and provide “a la carte” customisation and configurations in order to fulfil unique needs for each customer.

One-on-One Support

Our representatives provide their support based on the language, region, institution and the type of customer. This way your Ovid representatives in Customer Service, Technical Support, Training and Sales Engineering will be more familiar with your account and are able to provide you with the best personalised support and service possible.



ovid.com/site/resources/library_webcasts.jsp



youtube.com/OvidWoltersKluwer



twitter.com/wkhealthovid