

Serials Solutions and WebFeat Customer FAQ

Some Initial Questions and Answers

OVERVIEW / CORPORATE

What has happened?

ProQuest has acquired **WebFeat**. Serials Solutions has been given responsibility for incorporating WebFeat into the ProQuest family of companies and for integrating the product offerings. Both companies provide federated search tools. Over time, the best aspects of each company's products will be combined into a single, superior product.

While there's a lot of integration work waiting to take place, WebFeat is now, legally, a part of ProQuest. Since ProQuest has assigned WebFeat to Serials Solutions, WebFeat employees are now part of Serials Solutions.

PRODUCT INFORMATION

What are the similarities and differences between the competing products?

WebFeat offers a federated search product, and is starting to offer several related products. WebFeat (the product) has been on the market since 1998; WebFeat (the company) has a patent on some of its technologies.

At Serials Solutions, we believe in the importance of an integrated set of tools for librarians and their patrons when accessing and managing their electronic resources, which is why we offer multiple products in the ERAMS space. WebFeat focuses just on federated searching. By combining the best aspects of WebFeat and 360 Search, we can provide a far better product for our clients.

Both WebFeat and 360 Search are **federated search tools**. They make it possible for a library patron to search multiple databases simultaneously, through one single interface. Both products are very good at what they do; they are the two most common federated search products used by libraries today. Both products offer hosted services.

Each product has several advantages; many are listed below. Over time, the best of each product will be combined into a single, superior product.

WebFeat advantages	360 Search advantages
<ul style="list-style-type: none"> - Efficient and effective back-end administration technology for librarians ("WebFeat Administration Console") - Simple trial setups - Extensive library of connectors - Unicode compliance - Effective and extensive usage statistics - Excellent consortial support 	<ul style="list-style-type: none"> - Very strong customer support - Centralized development - Vivisimo clustering - Effective connection development, through XML and Z39.50 protocols - Better bibliographic citation management output - Powerful API

What will happen with the two products? Will they be combined?

We will continue to sell and support all product offerings through 2008. We plan to integrate the best aspects of WebFeat and 360 Search into a single product in 2009.

What about WebFeat's OpenTranslators project? Will we continue to support that?

The OpenTranslators project is a quasi-open source collection of translators, distributed by CARE Affiliates and IndexData. This project provides a layer that allows open source federated search applications (such as MasterKey) to access the library of WebFeat translators. The translators are neither open source nor free, but the access layer is open source. We plan to continue supporting this project and helping it grow.

ADDITIONAL QUESTIONS

What if I have other questions if I'm a WebFeat or Serials Solutions client? Where do I go?

Please continue to contact your WebFeat or Serials Solutions representatives.

What about WebFeat Custom customers and WebFeat Express?

The acquisition does not change the migration process to WebFeat Express. You can continue with the migration with full support. In addition, you may want to wait until we can offer you the new system in 2009.

Can I renew my WebFeat contract? Can I renew my 360 Search contract? And how about the pricing?

Yes, you can renew in 2008, and pricing is unchanged.

When there is a new system in 2009, what will the cost be to my library?

It will depend on how many connections you are using and whether you subscribe to SMART Usage Tracker.

I am currently evaluating Federated search. Should I wait to see the new system?

No, if you purchase now, your library will have full access to all the advantages of federated search and in 2009 we will automatically migrate your library to the new system.