

What does Aesop mean for you?

Customer Service

Your school district probably has enough challenges without the additional burden of poor customer service. How well are you supported by your vendor for automated substitute placement? At Frontline Placement Technologies, we've welcomed scores of school districts which have given up on traditional sub calling systems.

Here are some of the things we've heard about:

- **Poor Response** – It can take several days to get a live person on the phone.
- **Finger Pointing** – It's often hard to know if system problems are related to hardware, software, phone lines or some other variable.
- **Cost** – Remember, you're paying an annual fee for system maintenance; how much is that?

Great customer service begins with reliable technology that rarely needs to be fixed. Aesop is the original substitute placement ASP (application service provider). We pioneered the methods and patented the technology for integrated web and phone-based substitute placement, which other vendors are now just beginning to explore. Instead of fixing software, our Client Services staff spends most of their time coaching customers to realize the potential of Aesop's powerful features.

Here is what our customers have come to expect:

- **Prompt Response** – We answer the phone and give you immediate help. Try it out! Call 1-610-722-9745 and press "2" for Client Services.
- **Online Help** – Our customers rave about Aesop's online chat feature, which allows convenient two-way communication and the option of a printed transcript.
- **Patience, Experience and Familiarity** – Our Client Services representatives are tenured Aesop experts who truly enjoy working with customers.
- **Direct E-Mail Support for Employees & Substitutes** – We'll answer e-mailed questions from your staff and substitutes – saving you time.
- **No Extra Charge!** – Aesop customer service – and all system upgrades – are included in the service subscription fee.

"Aesop Customer Service couldn't be better. Everyone has treated me like I am their only customer when I have had contact."

- District Office Secretary, Ohio

What's more, every customer receives the same professional treatment; there are no tiered price levels for service or response time. Every vendor will tell you that they have great customer service. But there are differences in the market that can make a difference in your district. You may be settling for less than you deserve. Find out how Aesop's industry-leading technology and outstanding customer service can improve substitute placement in your district today.

Visit www.aesoponline.com/customers.asp or call **610-722-9745** for more information.

