

AESOP CUSTOMER STORY: JACKSON COUNTY ISD



Quality substitute placement becomes a reality.

THE CHALLENGE: Substitute Teacher Placement

Since 1998, Jackson County ISD in Southern Michigan had depended on a sub-calling system from another vendor to fill the approximately 200 employee absences per day across eight districts and one academy. This system, a computer purchased and housed by the ISD, presented serious challenges. Upgrades costing thousands of dollars made budgeting difficult, and the ISD's already busy tech staff had to shoulder the additional burden of system upgrades and maintenance. During the Fall semester of 2006, they began a serious search for a better solution, and by Thanksgiving, Jackson County ISD had switched to Aesop. Why?

"Aesop provides the quality I demand. It's a streamlined system that works and does what it's supposed to do very efficiently."

Ryan Velzy
Information Systems Manager
Jackson County ISD

THE SOLUTION: Aesop

Aesop, provided by Frontline Placement Technologies since 1999, was the first web and phone-based substitute placement system and serves more districts nationwide than all similar systems combined. As a Software-as-a-Service (SaaS) solution, Aesop requires no hardware, software, or phone lines to purchase or maintain. That freedom from an unreliable on-site sub-caller initially attracted Jackson County ISD. "We don't house anything here," said Human Resources Director Linda Tortorice. "If we were to have a power outage, Aesop would continue to operate." Additionally, as a SaaS, Aesop makes waiting and paying for upgrades a thing of the past—upgrades are automatic and free. Tortorice said the ISD compared the Aesop technology to their previous system and found Aesop to be "much further developed."

THE RESULTS: Efficiency and Savings

Even with the clear technological advantages, "customer service is what tipped the scales" for Tortorice. "Outstanding!" Tortorice said of Aesop training and support. "The best of any technology software service I've ever experienced." Information Systems Manager Ryan Velzy was impressed with Aesop's efficiency. "Aesop provides the quality I demand," he said. "It's a streamlined system that works and does what it's supposed to do very efficiently." Far from finding the more sophisticated Aesop too complex for users, the ISD found the system very user-friendly. "The system has cut back on our help desk activity," Tortorice noted. Their administrators use advanced reporting capabilities, teachers can choose preferred substitutes and register absences 24/7, and substitutes have been so proactive in using the system that absences are often filled before Aesop even calls the available substitutes. By relieving the hassle of sub placement, Aesop helps Jackson County ISD provide a better education.

Questions?

Talk to Jackson County ISD or any of over 2,000 other Aesop districts. To learn more, please visit www.AesopOnline.com or call us at **1.866.574.9169** at your earliest convenience.