

### Business Profile:

13 locations, 1000-1200 students, 75 teachers  
Joanna Harmon, Program Director

### Joanna's Challenge:

The Extended School Program had a software program that had tremendous maintenance issues and they suffered the impact of significant downtime. They needed to find a software solution that made them more efficient instead of hindering their operations.

### The Details:

When Joanna and the team with the Blount County Extended School Program began their implementation of EZCare Online, they really didn't know what to expect.

Previous experiences had them convinced that they were in for an ordeal. Much to their pleasure, their transition to EZCare Online was smooth and easy. The team was totally thrilled with the user-friendliness of the software and the intuitiveness of the tutorials.

Joanna and her staff waste no time because using EZCare Online is simple. No task takes more than a couple steps. The way information is presented gives Joanna a good handle on the details of every part of the organization. One area provides access to everything needed to understand where things stand and information is grouped in a way that makes sense for Joanna's type of operation.

Dreaded annual tasks, such as budgeting, are made simple because of EZCare Online's reports. The reports provide knowledge that gives employees more confidence in dealing with account information.

The EZCare team asks for input constantly and responds to the needs and requests of clients with a consistent flow of updates and enhancements.



*"EZCare Online is very forgiving software. I don't think you could mess it up if you tried. We're all more confident in answering questions because we feel secure with the accuracy of our information. We know that EZCare pays attention to our needs because the entire solution is set up in a way that makes sense for our business."*

Joanna Harmon

### EZCare Online's Value:

- New student registration is easy - even if you don't use online methods.
- Billing features make posting or deleting fees easy.
- Features enable multiple tasks to be done from one area and simplify the steps to complete work.
- User permissions can be managed within the organization.
- Even important items, like creating new classes, are very simple.
- There is truth in what Jackrabbit claims.
- Support responds quickly and effectively every time.



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