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FOR IMMEDIATE RELEASE

Education Logistics (EDULOG) Customer Service Departments Receive Praise

Missoula, Mont. – October 18, 2011 Education Logistics, Inc. (EDULOG) continues to provide excellent, five-star customer-first service, and after three decades EDULOG’s customer service has become even stronger.

EDULOG holds firm in its commitment to make sure that every client receives A+ customer service, whether it’s for a web-based software program, an integrated scheduling and routing system, or a complex redistricting consulting study. With the largest customer support staff in the industry, it’s easy to see how EDULOG provides superior service.

“I love your support staff – they do such a wonderful job,” Sheri Neuman of the Douglas County School District of Colorado said. “Joe from Edulog is really a wonderful support to my district.”

EDULOG’s support department is staffed with highly trained and experienced professionals who deal with a wide range of technical EDULOG issues. From helping users with basic functionality questions to more complicated solutions, our professionals have the expertise to walk you through the steps and make sure you know how to deal with the issue in the future.

“Customer service from EDULOG has been excellent,” wrote Gary Allen of the Amarillo Independent School District, Texas. “The EDULOG staff is responsive, courteous, and most importantly resolve any issues in a timely and accurate manner.”

EDULOG just doesn’t sell a software product; it makes a commitment to its customers to implement, train on, and then service its products. An ACE department (Advocacy, Care, and Empowerment) representative is assigned to every client and serves as the main point of contact with the customer. In addition, all of our clients have access to EDULOG’s support department via e-mail and telephone. And with our quick response time, every client will get the service they need, when they need it.

In 2010, EDULOG created the customer ACE department to improve client communication, project management, and overall customer satisfaction. In the time since the department was created, EDULOG has heard nothing but positive things about the department’s efforts.

“I think EDULOG has done an outstanding job in the past few years with customer service, support, and making EDULOG more user friendly,” Carol Bennett of the Brunswick City Schools, New Jersey said. “I love and appreciate the webinars and user groups! Thank you!”

According to EDULOG customer ACE executive director Shawna Knudson, the positive feedback was anticipated.



“EDULOG’s customer ACE department has enhanced the range of assistance it provides to our customers,” Knudson said. “We firmly believe that we already provide a greater level of service than any other routing and scheduling software company, and our support services are just another customer-first initiative that exemplifies this notion.”

The customer ACE department is also focusing on providing additional opportunities for our clients to learn and increase their knowledge of EDULOG’s products and functionality.

User groups: EDULOG has expanded its offering of user groups, giving our clientele another way to learn tips, tricks, and techniques to further end-user abilities. The online and in-person forums gives users an opportunity to network and share information. If a client has a unique state-based question, the user group forums are an excellent way to gain valuable and important information.

Regional conferences, seminars, and workshops: EDULOG invites our clients to attend localized seminars, workshops, and conferences—all with the idea to make it easier and more convenient for our clients to receive additional training. With workshops in the Northeast, Southeast, Indiana, Montana, and our yearly conference in Nevada, there’s always a chance to further your skills and expertise.

Webinars: EDULOG has two **free** training webinars every month for our clients to expand and grow. Additionally, EDULOG features two product review webinars every month.

Monthly electronic newsletter: EDULOG publishes a monthly e-newsletter, which is packed with tips, tricks, new software releases, free webinar and conference dates, and much, much more. EDULOG recently expanded its newsletter and the positive feedback has been tremendous.

EDULOG news and announcements: Find out the latest and greatest news about EDULOG and its clients on the EDULOG website (www.EDULOG.com).

Education Logistics, Inc. (EDULOG) has been recognized as the industry leader in pupil transportation solutions since 1978. EDULOG partners with K-12 school districts to provide planning and management systems including true GIS planning and scheduling software, efficiency and optimization studies, guaranteed cost-savings plans, GPS-based routing software, student tracking, driver payroll, vehicle inspection, boundary planning, enrollment projection, field trip management, fleet maintenance, innovative ASP solutions for small and medium-sized districts, and a comprehensive selection of Internet-based products. EDULOG uniquely combines its powerful software with initial and continuing consulting services provided by the industry’s largest source of such expertise. For more information about EDULOG, visit: www.EDULOG.com