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FOR IMMEDIATE RELEASE

Education Logistics (EDULOG) Provides Valuable Weekend Support Services

Missoula, Mont. – September 26, 2011 Education Logistics, Inc. (EDULOG) provided summer weekend support services that proved to be extremely valuable—even critical in some cases—during the 2011-2012 school startup.

EDULOG provides weekend support services during preparation time for school startup from July 4 until Labor Day. This service is free to all of EDULOG's clients and is one more way to ensure that all clients have a successful and worry-free startup. For some of EDULOG's clients the weekend support services proved vital during emergency situations.

At the Tuscaloosa City Schools of Alabama, the director of transportation, Jimmy Boone, suffered a heart attack in July before completing the district's routing plan for the new school year. To further compound things, Boone was the main EDULOG user, which left the district in a precarious situation.

"The support we received from EDULOG was vital in completing the routing for the new school year," Melissa McAteer of the Tuscaloosa City Schools explained. "With the assistance from EDULOG, we were able to complete many of our routes which had not been completed, and also still make our deadline to publish our bus routes in the local newspaper. EDULOG helped save our school startup!"

EDULOG's summer weekend support staff prides itself on superior service. Staffers routinely explain how to correct issues and take the time to educate users during the support calls.

"The support staff is very professional and returned our calls quickly," McAteer said. "They also took the time to not only help, but explain the steps associated with assigning the routes. I can't say enough about EDULOG's weekend support."

For the Bay District Schools of Panama City, Florida, EDULOG's weekend services provided quick resolution to its issue. The district just completed its busy school start when a user needed help with a run that wouldn't process.

"EDULOG's weekend support services really helped us when we needed it the most," said Cindy Jones, transportation specialist for the district. "Within an hour I was being helped by a professional from EDULOG and not only did Annie Jensen help us quickly, Annie is a great teacher. She taught me how to correct the problem and took the time to explain everything clearly. I just can't say enough about weekend support and Annie—thanks EDULOG."

With the largest customer support staff in the industry, providing timely, effective, and results-driven service are the cornerstones of EDULOG's customer service philosophy. Competitors may have a solution that works, but without the needed support and service staff, a software solution is destined for failure.



That's exactly why EDULOG's Customer ACE Department was rebranded and restructured in early 2010 with an added focus on client communication and project management.

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

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