

WHAT DOES Aesop MEAN FOR YOU?

"Friendly, immediate service"

"Customer service has been much better than the last company we dealt with"

"I've never had to wait"

CUSTOMER SERVICE

"Excellent! Very prompt, efficient, knowledgeable, etc."

"Your support is awesome"

"Y'all are great to work with"

placement
compliance
process
experience
development
communication
ability
efficiency
cost
time



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.



ALL ABOUT Aesop

FAQ



FRONTLINE
PLACEMENT • TECHNOLOGIES

Frequently Asked Questions

What is Aesop?

- Aesop is an automated substitute placement service for K-12 school districts
- Aesop is a true ASP (Application Service Provider) model
- Aesop is an integrated telephone and Internet system, which is not installed at the school district
- Aesop is a completely redundant system and is monitored 24 hours a day, 7 days a week

What are the benefits of Aesop?

- Aesop requires no hardware, software, or phone lines to maintain
- No maintenance or upgrades are needed
- Aesop simplifies the payroll process
- Teachers can use Aesop to register their absences
- Substitutes can use Aesop to search for assignments
- Administrators can use Aesop to know in real-time who is absent, why they're out, and who is substituting
- Fewer unfilled absences
- Saves hours of manual sub calling

What about Customer Service?

- **Telephone** - We give immediate help and support directly over the phone
- **Online** - Convenient two-way online chat feature
- **E-mail** - Quick response saves you time
- **Client Services** - Our representatives are Aesop experts who give each customer the same professional treatment
- **No Extra Charge** - Aesop customer service is included in the subscription fee

Why choose Aesop?

- Low risk. You have no long-term commitment with us. Our 30-day cancellation policy is the easiest exit plan in the market
- We are the only vendor who has over a 98% retention rate
- We have never lost a customer due to dissatisfaction with our service
- More than 150 districts have switched from other hardware-based systems to Aesop
- Frontline has been awarded two patents from the U.S. Patent Office
- Aesop serves over 1,200 districts in the United States and Canada, and is the largest substitute placement system in the world

