

Business Profile:

3 locations, 550 students, 24 teachers
Maggie George, Co-Owner & Studio Director

Maggie's Challenge:

Maggie was in search of a true business management system for her three music school locations when Sam Beckford recommended Jackrabbit. Maggie wanted to be able to deal with individual students in scheduling instead of just class names, to save time in automating manual processes and to match software access levels to employee roles. As a certified Microsoft trainer, Maggie had taken Excel to its limits, but its capabilities lacked the robustness offered by Jackrabbit.

As Maggie and her staff made the change to Jackrabbit, they used the training videos to very quickly become proficient with their new system.

The Details:

Maggie's new Jackrabbit system enables her to tailor data and feature access to the tasks and needs of individual staff members. This has made everyone more comfortable with their roles and has eliminated fears of making mistakes that can't be fixed. Because personal family data can be maintained and updated by each family, confidence in information accuracy has soared.

Jackrabbit's flexibility allows Maggie to make sure that teachers see the paid status of students on their weekly schedules and know what to do without asking her.

Jackrabbit's flexibility also accommodates the unique needs of RiverSide's schools. Customization options give Maggie the ability to fit processes, reports, data fields and formats to her unique needs.

Jackrabbit enables multiple staff members to work within the system and use the same data at the same time. Because it is web-based, Maggie can work from home - or anywhere else she has the Internet - and access to complete system data and functionality.

Maggie's time-savings are a tremendous 16-20 hours a week. The system has also enabled her to hand tasks over to others so she can focus energy on items that require owner attention.



"Jackrabbit is unique in that it allows us to put the teacher as the focus point for the information. We adjust fields to fit our individual needs. The software is awesome because it allows us to limit access for part-timers so they can truly be of help but can't see or alter our more sensitive data. It has made the processes that run our business easier to manage, the info is easier to access and enable our confidence in what we're doing grow to record heights."

Maggie George

Jackrabbit's Value:

- Everyone can work simultaneously with information that is up to date.
- Discrepancies can be quickly and easily recognized and corrected.
- Worries of file size, back-ups and file synchronization are eliminated by an online, securely maintained and monitored system.
- Flexibility allows unique needs to be met without technical support.
- Staff members can quickly find answers to questions and make decisions without referring to someone else.
- Teachers are more in tune with families because they have access to details.



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