

EMS Case Study *Northshore School District (WA)*



Background

With 2,300 employees throughout 33 buildings across a 60-mile radius, Northshore School District is Washington State's tenth largest and serves close to 20,000 students in a community of 120,000 people.

In this vibrant and active community, Northshore's 30 schools have become convenient venues for the area's many organization meetings and extracurricular events. Even at a nominal rental fee, use of the district's gymnasiums, cafeterias, athletic fields, conference rooms, libraries and theaters generates income to support Northshore's education objectives.

The Problem: Slow, inaccurate outdated software

Facility Use Specialist Cheryl DeBoer is responsible for the facility scheduling requirements for the entire school district. Her work involves coordinating schedules for PTA meetings, after-school events, evening programs, sports leagues and more - all multiplied by 30 schools. She explains that before purchasing EMS, Northshore's unmanageable process of event scheduling and coordination was a software program that was slow at best and regularly yielded unreliable data and incomplete reports.

"Most of our reports and documents had to be generated manually," says another Northshore staffer, and "mistakes were common by the very nature of data volume." Results often included double-booked

facilities, missed opportunities, misdirected janitors, frustrated customers, and plenty of late nights for the Northshore facility use team.

Eventually management realized that the current process was not only aggravating to the Northshore staff but was also responsible for lost revenue opportunities for the district. Deciding it was time to find a solution, Northshore began searching for an event management software program that was powerful and flexible enough to increase efficiency, decrease everyone's frustration, and minimize lost revenue for the district.

Facility use staff members developed a list of requirements and submitted it to Northshore School

Fast Facts

- Northshore School District replaces outdated scheduling system with EMS Enterprise; creates standard, **district-wide scheduling process**
- **30** schools
- **10th largest** school district in Washington State

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District's Board of Educators in a request to authorize what they felt was a critical purchase. They indicated that the new scheduling system would have to:

- Be capable of handling all of the district's event scheduling requirements, including scheduling, inquiry management, services and resource management, and billing
- Be installed and implemented quickly
- Provide fast access to reliable data
- Be easy to use
- Eliminate double bookings; increase revenue opportunities
- Have a comprehensive array of operational and statistical reports
- Be supported by a company that would provide knowledgeable, responsive customer service

Northshore staffers learned of Dean Evans & Associates' EMS event management software through a colleague who was using the program in another school district. After an evaluation process, the district authorized the purchase of EMS Enterprise - the most powerful, feature-rich product in the EMS software series.

Easy, Accurate and Fast

"Implementation was really painless and fast," says one staff member. "We knew that the existing data was in pretty bad shape, and we were prepared to devote the entire summer to importing and exporting data, but DEA had the system up and running in no time."

Following implementation, the DEA staff trained district employees on how to use and get the most from EMS Enterprise. Northshore started the new school year hopeful that the new system would fulfill their need, and they were not disappointed.

" With EMS, it's easy, it's accurate and it's fast "

The facilities management team liked EMS Enterprise's speed and ease of use. They were equally impressed with the organization and control the program delivered. "EMS simply doesn't allow double bookings," says a staff member. Cheryl DeBoer agrees. "With EMS, it's easy, it's accurate and it's fast," she says. "When a room or facility is booked, the software sends relevant booking information via email to the custodians, building managers and school administrators affected by the event."

And the bottom line for the district may be the district's bottom line: DeBoer says that with EMS Enterprise, she and her staff can now generate more revenue more efficiently, and devote more time to finding new revenue sources.

For more information on Dean Evans & Associates, and the company's event management and master calendaring software products, go to www.dea.com or contact the Sales department at sales@dea.com or 1.800.440.3994 ext. 863.

