



What's in it for me?

As a director responsible for providing support services, the most direct metric of your effectiveness is the cost of service per student. To improve, your staff must become more efficient both in terms of time and expenses. This improvement may ultimately allow you to reduce your staff full-time equivalents (FTEs) while improving quality of service and increasing inventory control. Below are examples of how you will reduce the cost of service per student by using Atlas.

LABOR

The Boston Globe and Denver Post report that inefficient use of time and loafing cost U.S. companies over \$400 Billion a year in lost productivity. Considering a school district's biggest expense is labor, it is paramount that ways are found to reduce labor hours and increase efficiency. By using Atlas, employers can track labor-counseling under performing staff as appropriate, institute automatic routing of work orders, automate certain IT issues, etc.

Example 1

Collier County Public Schools had 36,000 IT incidents in 2008, of which 10% could be resolved by the customer themselves through automation. The Help Desk Institute estimates an average savings of 30% per incident by incorporating automation using advanced software for support services such as Atlas.

Average incident cost = \$36.91
Incidents that can be automated = 3,600
30% Savings = \$39,852*

*Based on 10% automation

Example 2

Collier County Schools has one Plant Operator for each of its 58 schools. They estimate that by using Atlas, it frees an additional hour per week per Plant Operator. That's an hour that they can use to take care of minor repairs instead of calling for a plumber or carpenter to do the work.

58 Custodians
X 1 hour/week
\$60,320*

*Based on \$20 per hour salary

Example 3

Responding to the boom in educators' demands for PCs in the classroom, Collier County Public Schools required a staff of one dedicated "system support technician" for each of its 58 schools. Employing effective service management practices such as web-based entry of service requests, automatic routing, and emailed status updates, Collier has been able to reduce this number to 27.

31 Technicians
X \$60,000 /year
\$1.86 Million in savings



INVENTORY CONTROL

Metric indicate that inefficient use of resources accounts for 4% loss in organizations. An even bleaker picture comes from the U.S. Chamber of Commerce who estimates that 75% of employees steal from the workplace and that most do so repeatedly. The American Society of Employers states that approximately 3-5% of all "inventory" is lost to employee theft. So whether intentional or unintentional, inefficient use of resources does occur. These devastating losses are passed on to the taxpayers who are forced to pay higher taxes to help defer these losses.

Example 4

Collier County Public Schools inventory budget ~\$1,100,000

Atlas offers advanced inventory control functionality that helps to drastically reduce these losses. When inventory is tracked, employees are more diligent in their work habits and unlikely to abuse inventory. Why use 3 rolls of electrical tape when 1 will do the trick? Of course these are just some of the many ways you will see a return on your investment when using Atlas

Loss due to theft	\$33,000
Loss due to inefficiency	\$44,000
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In savings	\$77,000

*Estimated savings based upon Chamber of Commerce statistic



Elation Technologies LLC is a privately-held company serving a nation-wide customer base from our headquarters in Tampa, Florida. We offer management software solutions for companies large and small. We have over two decades of software development experience on a wide range of platforms. Atlas, our flagship product, is based on insights from 10 years of consulting for service management operations in finance, education, manufacturing, and telecoms.