skedulo

Case Study

Achieve3000

Overview

Industry

Education

Mobile workers

250+

As Achieve3000 grew, their in-house solution could not accommodate the additional complexities. With Skedulo, they now have a scalable solution that grows with them.

About Achieve3000

Achieve3000® believes literacy is the key to unlocking student success. Since 2001, they have partnered with schools and districts to accelerate literacy growth for all students in grades 2–12 with their flagship solution for proven-effective differentiated literacy instruction, Achieve3000 PRO. Now they support schools more broadly with Smarty Ants for personalized foundational literacy (PreK–grade 2) and Actively Learn (grades 6-12) for deeper learning. Their solutions help all PreK–adult learners reach their full potential and succeed in a rapidly changing global economy with increasing information demands.

Challenge

For ten years, a workforce management system that had been built in house as a temporary solution had been "good enough." But as the organization grew, challenges that had been bearable with a smaller team became too much to tolerate. The homegrown system required too much manual processes to supplement its shortcomings.

Solution

As Achieve3000 implemented Salesforce as its customer relationship management (CRM) system, the team chose Skedulo for its robust out-of-the-box capabilities that fit the workflows needed for the Implementation Managers as well as its seamless integration with Salesforce.

Results

The Achieve3000 scheduling team and executives are currently using Skedulo to easily see the real-time status of their mobile trainers while they are located on the job. Some jobs require multiple trainers, which results in more details to track. Skedulo is making it easy for schedulers to see where Implementation Managers are, and whether they need to re-assign or allocate an additional trainer to a job.

Challenge

Part of Achieve3000's success is rooted in the company's very effective team of 250+ implementation managers who provide in-person support and training to Achieve3000 users in schools across the U.S. and globally. For ten years, a workforce management system that had been built in house as a temporary solution had been "good enough."

But as the organization grew, challenges that had been bearable with a smaller team became too much to tolerate. The homegrown system required too much manual processes to supplement its shortcomings. Its calendaring system required significant data entry, but often did not provide enough information to trainers to do their work. The system also required continual, manual updating and had finicky integrations with finance and commission systems within their tech stack.

"We had to find a better solution for our trainers in the field. We wanted something that would connect with Salesforce," said Stephanie Rossomando, Salesforce Administrator at Achieve3000.

Achieve3000 wanted a solution that offered more automation and would easily integrate with other solutions the business relies on. Certain departments were using their own solutions, which would lead to siloed work flows and mismatched data, unless a unified solution was implemented.

"Certifications lived in spreadsheets, which had to be consulted before someone was scheduled. Matching certifications to job requirements was totally manual. The calendar didn't have a lot of logic behind it; everything had to be connected manually," Rossomando said.

Achieve3000's main focus was to ensure their scheduling coordinators were able to do their job as effectively and efficiently as possible. "The scheduling coordinators had to use multiple systems to make sure syncs were running, to check reports and to validate information," said Stephanie. The system that was meant to be a temporary solution had become a permanent problem.

Solution

As Achieve3000 implemented Salesforce for its customer relationship management (CRM), the team chose Skedulo for its robust out-of-the-box capabilities that fit the workflows needed for the Implementation Managers as well as its seamless integration with Salesforce.

"We wanted something out-of-the-box and were excited that Skedulo had a lot of capabilities we needed, but still had the ability to customize."

Stephanie Rossomando
Salesforce Administrator at Achieve3000

The Skedulo solution fits soundly in Achieve3000's tech stack. The booking process begins with their financial data for billable events. This provides data around contractually required services, including how many training days were purchased and how many have already been delivered. This data then filters into Skedulo via Salesforce automatically, creating a seamless connection to further manage the service delivery.

"Skedulo manages our location data, time zones, and job details, including certification and training types. It also optimizes the scheduling criteria to assign the right trainer to the right job; this is the biggest way our schedulers save time," Rossomando said.

Results

Achieve3000 has seen only excitement from their Implementation Managers using the Skedulo mobile app. "They like being able to see everything on their calendar in the mobile app," said Rossomando. "At the end of an event, they fill in their service records using the Skedulo mobile app, so they don't have to remember to do it when they log into their computers at home."

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Picking a person for an open timeslot is simple, but allocating the right trainer to the right job takes a solution like Skedulo that can manage different levels of logic at once.

"Our biggest win is helping our schedulers match the right mobile trainer to the right event. Putting the most effective person on that job, making it a lot easier to know we have picked the right person based on their skillset and experience— that is a huge benefit to our business."

Stephanie Rossomando
Salesforce Administrator at Achieve3000

About Skedulo

Skedulo's mobile workforce management solution intelligently schedules, dispatches and tracks jobs in the field. Skedulo connects the office and field through real-time visibility and communication. For schedulers, we simplify matching the needs of complex jobs, worker skills, and customer preferences. Your teams in the field get a mobile app that helps deliver a first-class on-site experience. Reduce costs, improve productivity and make your employees and customers happier with Skedulo.

For more information, please visit www.skedulo.com.