

**Business Profile:**

1 central office and 8 sites, 800+ students  
8 site leaders with a support staff of 40  
Susan Mastrianni, Child Care Coordinator

**Susan’s Challenge:**

The Williamson County Afterschool Program had out-grown its computer-based system and needed a web-based solution that would support multiple sites and concurrent users. With limited user capabilities, Susan’s staff was spending far too much time waiting for a turn to do their daily tasks.

Learning of Jackrabbit’s child care focused software version through a website testimonial, Susan began to research what Jackrabbit had to offer and saw that its features and functionality matched up quite well to the program’s needs.

**The Details:**

The Williamson County Afterschool Program quickly ramped up its use of Jackrabbit Care and, with a few minor tweaks, had become quite proficient with the software. Jackrabbit’s automated processes and database capabilities have practically eliminated the data entry efforts that had consumed so much staff time. And within the first few months of use, Susan noticed improvements in the collection of accounts receivable.

Susan has also noticed greater independence among site leaders and seen them enjoy an increased level of control over their sites. Because of these improvements, site leaders are able to identify more closely with their families, minimize errors and become much more efficient in their planning.

Communication with families has improved with the use of Jackrabbit’s email tools and has resulted in more successfully setting and meeting expectations. The dashboard has enabled the staff to communicate more effectively and to perform as a true team.



*“Jackrabbit Care has given our site leaders and their support staff flexibility and time to be creative with their class activities. As we first began to use the system, we realized a tremendous amount of value. We continue to discover new benefits as we become more proficient with it.*”

*The Jackrabbit support team has been incredible. We couldn’t ask for a more responsive and knowledgeable team. When we’ve had special needs, they have stepped up to help us tweak and customize our system to meet our needs in the best possible way.”*

Susan Mastrianni

**Jackrabbit’s Value:**

- Concurrent user feature enables accounts to be simultaneously reviewed by multiple people in multiple locations.
- Staff members do not have to wait for the system to be available to get their work done.
- Email tools enables staff to easily and consistently communicate with families and to more clearly understand their needs.
- Automated processes practically eliminate data entry tasks - and errors.
- Reporting enables owners to analyze individual site and organization wide performance.

