

# Why Follett Software

Built for K-12. Backed by real people. Proven across the district.

- Fast time to value
- Human support
- Deep K-12 expertise
- Connected district solutions

## THE ADVANTAGE

### Software built for schools. Support built for trust.

When districts choose Follett software, they are choosing more than a platform. They are choosing a clearer rollout, faster adoption, human support, and a partner that understands the pace and pressure of K-12.

- Most districts are in production in 60 to 90 days, with value typically beginning in about 30 days.
- Get human support from real people, not bots or generic agents.
- Work with a partner that knows schools from the inside out.
- Grow across the district with a connected enterprise story.

## BY THE NUMBERS

### Proof that builds trust

**13,900**

districts worldwide

**160**

countries served

**960+**

combined years of K-12 experience on our support teams

**97.5%**

calls answered live

## FASTER TIME TO VALUE

Our implementation model is designed to feel clear, guided, and practical from day one, helping teams start seeing progress faster.

## HUMAN SUPPORT THAT FEELS DIFFERENT

Support is part of the experience. When your team needs help, they reach real people who understand school urgency and school context.

## MORE THAN ONE DEPARTMENT

Follett Software spans library, technology, facilities, finance, and student information in one broader district story.

## Fast. Easy. Human. Reliable.

The Follett Software advantage is not just what the platform does. It is what it feels like to work with us.



See why districts trust Follett Software from first conversation to full impact.

[Learn More >>](#)



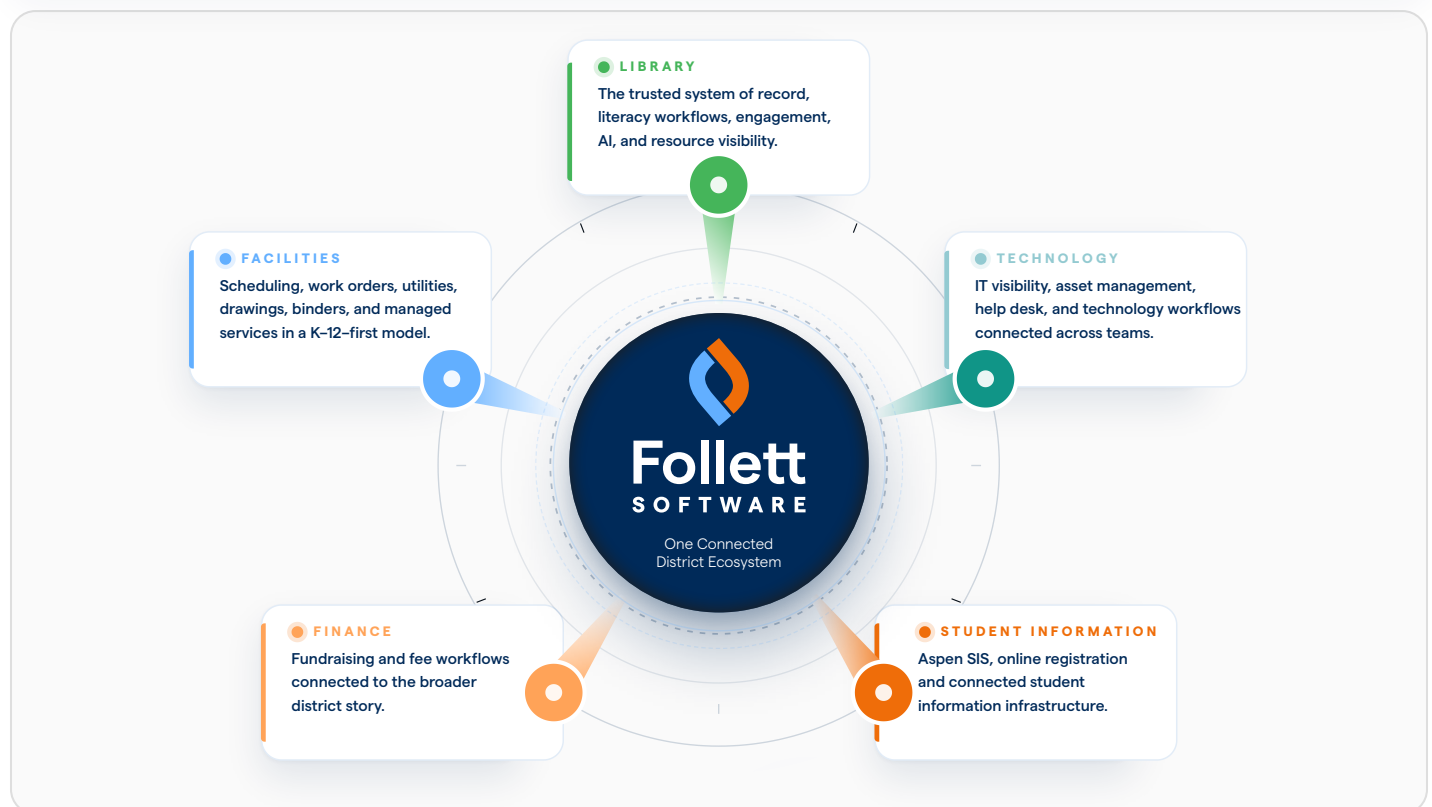
# One Connected District Story

One stronger K-12 partner. One connected district ecosystem.

- Beyond the library
- Enterprise value
- Connected workflows

## Districts don't operate in silos. Their software shouldn't either.

Follett Software gives schools a connected partner story that extends beyond a single need and helps reduce vendor sprawl over time.



### Less vendor sprawl

A broader platform story helps districts reduce fragmentation over time.

### More connected value

Teams can work across systems that support the district, not just one department.

### Stronger long-term trust

Buyers see a partner that can grow with district priorities instead of forcing a fresh vendor search later.

See the bigger district picture with one stronger K-12 partner.

[Learn More >>](#)

# Support That Adds Real Value

Every call matters. Every answer counts. Human support is part of the product experience.

- Human support
- Real expertise
- Fast answers

**97.5%** of calls answered live, because customers should not have to fight to get help.

**~90%**

answered within 60 seconds

**92%+**

first contact resolution

**960+**

combined years of K-12 expertise

**Real people**

not bots or generic agents

## Human support that feels different

At **Follett Software**, support is not an afterthought or a handoff. It is a core part of the value story.

- Faster answers when time is tight
- Real people who know classrooms, campuses, and district realities
- Specialized support aligned to the products teams actually use
- Less ticket juggling and more problem solving

When you reach out, you talk to someone who understands the classroom, the campus, or the server room.

### WHY IT MATTERS

Support quality affects trust, adoption, renewal, and how confident customers feel when choosing a partner.

### WHAT IT SIGNALS

Responsiveness, reliability, and the sense that Follett Software will still show up after the contract is signed.

### WHAT BUYERS FEEL

Less risk. Less friction. More confidence that help will be there when their team needs it.

## Real people. Real answers. Every time you call.

Human support is a selling point because it makes the product experience feel easier, safer, and more trustworthy from day one.



Experience support that adds value to your investment.

[Learn More >>](#)

# 60–90 Days to Implement.

Guided setup. Hands-on training. Faster confidence.

• Data carries forward

• Guided rollout

• Low-friction onboarding

## From implementation to impact

Follett Software implementation is designed to feel clear, guided, and practical from day one. The goal is not just launch. It is fast confidence and early value.

STEP

1

### Align

Confirm goals, environment, configuration needs, and rollout planning.

STEP

2

### Prepare

Finalize setup, organize data, and map the workflows your team will use.

STEP

3

### Train

Train users, validate the experience, and build readiness across the team.

STEP

4

### Go live

Launch with confidence and start seeing impact faster.

## A clearer path from implementation to impact

### What that means for districts

- Less waiting to prove ROI
- Less disruption for staff
- Faster confidence that the decision was right
- A rollout model that feels organized instead of overwhelming

» Most districts are in production in 60–90 days.



#### GUIDED

Expert-led setup and clear milestones.

#### HANDS-ON

Practical training and rollout support.

#### FASTER CONFIDENCE

Early value that helps teams feel momentum quickly.

Get to value faster with a rollout built for K–12.

[Learn More »](#)

