



Asset Management and Help Desk Proposal

Prepared for:

El Rancho Unified School District



September 8th, 2020

HAYES SOFTWARE SYSTEMS

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Mr. Kornblau

On behalf of Hayes Software Systems (Hayes), we appreciate being considered to serve you and El Rancho Unified School District (El Rancho). We have a long history of delivering a quality product to school districts and look forward to helping with your goals of inventory management with our TIPWeb-IT solutions and with your help desk goals as well with GetHelp. We are confident we have the experience, product, and service that will result in a successful project that exceeds your requirements, goals, and expectations.

As you will see in this proposal, a number of major benefits are received by implementing our web-based inventory product allowing you to save time, effort, and money. We look forward to continued discussions with you and your key staff to determine the district's needs regarding inventory control and help desk. As you go through your decision-making process, the following topics are what we feel are critical aspects of this project and differentiate our proposal from other solutions:

More Efficient IT Asset Inventory Management: TIPWeb-IT gives one application which can be accessed and used from the district level down to a campus or department. TIPWeb-IT will allow

The screenshot displays the TIPWeb-IT interface for asset tag 446634. The interface is divided into several sections: Detail, Status History, Audit History, Ticket History, Components, and Actions. The Detail section shows fields for Tag, Serial, Site, Location, Asset Type, Status, Scan Date, and RFID. The Funding Information section includes Source, Order Number, Vendor, Funding Source, FRN, and Account Code. The Product Information section lists Product, Number, Product Type, Manufacturer, Model, and Suggested Price. A dropdown menu is open on the right, showing options like Change Location, Issue to Staff, Issue to Student, Room Transfer, Change Status, Auctioned, Disposed, In Use, In Repair, Lost, Recycled, Returned to Vendor, Sold, Stolen, Surplus, Used for Parts, View Report, and Tag Lifecycle. A small image of a Dell Vostro laptop is shown next to the Product Information section.

Detail	Status History	Audit History	Ticket History	Components	Actions
Tag: 446634				OS: Windows 7	--- Change Location --- Issue to Staff Issue to Student Room Transfer --- Change Status --- Auctioned Disposed In Use In Repair Lost Recycled Returned to Vendor Sold Stolen Surplus Used for Parts --- View Report --- Tag Lifecycle
Serial: sn87664				Computer Name:	
Site: Learning Campus				IMAGE DATE: 7/15/2016	
Location: Room: 101				Tag Notes: Inventory by Scan	
Asset Type: Standalone				Due Date:	
Status: Available					
Scan Date: 01/20/2016					
RFID: Not Enabled					
Funding Information:					
Source: Order				Purchase Date: 10/12/2015	
Order Number: 6599862				Purchase Price: \$437.99	
Vendor: DELL				Invoice Date:	
Funding Source: Perkins Grant				Invoice Number:	
FRN:				Expiration Date: 10/12/2020	
Account Code: 10 107 8 2546					
Product Information:					
Product: Dell Vostro					
Number: 1251445					
Product Type: Laptop					
Manufacturer: Dell Computers					
Model: Vostro 1320					
Suggested Price: \$495.00					
Product Notes:					

El Rancho, through scanning of barcodes or entering tag numbers of an asset, to view asset information like its location, age, and corresponding purchasing details (funding source, purchase date and price)

Produce audit summary & exception reports

Room Audit Summary Report					
Room #: 105 Room Name: Tech Receiving Room Type: Storage			Room Audit Summary Report Learning Campus Wednesday, October 15, 2014		
Status: In Progress Last Modified By: Starla Langston Last Modified Date: 10/01/2014		Created By: Starla Langston Created Date: 10/01/2014 Finalized By: Finalized Date:		Audit Inventory: 9 Verified: 6 Missing: 3 Misplaced: 3	
State	Product	Tag	Expected Location	Audit Location	Action Taken
Missing	HP Compaq Tablet PC Tc4400	10059467	Room: 105	None	
Missing	iPod classic 160GB	T3585	Room: 105	None	
Misplaced	Dell Vostro	668444	Room: 105	Charles Bailey High School Room: 325	
Misplaced	Acer V173-DJb LCD Monitor	1212	Room: 126	Room: 105	
Misplaced	HP Compaq Tablet PC Tc4400	147258369	Room: 101	Room: 105	
Misplaced	HP Compaq Tablet PC Tc4400	147258368	Room: 101	Room: 105	
Verified	HP Compaq Tablet PC Tc4400	T2881	Room: 105	Room: 105	Verified
Verified	HP Compaq Tablet PC Tc4400	T2885	Room: 105	Room: 105	Verified
Verified	HP Compaq Tablet PC Tc4400	T2889	Room: 105	Room: 105	Verified
Verified	HP Compaq Tablet PC Tc4400	T2893	Room: 105	Room: 105	Verified
Verified	Acer AspireOne	979789	Room: 105	Room: 105	Verified
Verified	iPod classic 160GB	T3594	Room: 105	Room: 105	Verified

TIPWeb-IT's audit functionality will help El Rancho to get an accurate inventory with real time audit functionality and audit reporting features. Your District will also be able to make sure special funded assets are where they are supposed to be in the district.

View the details of all inventory in the district

Home

Catalog

Purchasing

Sites

Tags

Audits

Tag / Serial

Search Tag or Serial Number

Help

Anna Maxim

Tag Search for Learning ISD - Purchased Laptops 2015

Save Search

Save Search As

Saved Searches

Site Name: 54 items checked

Location: Please select

Product Type: Laptop

Status: Please select

Asset Type: Please select

Manufacturer: Please search

Funding Source: Please search

Vendor: Please search

Purchased Laptops 2015

>\$1000 purchase price

Purchased prior to 8/30/2011

Basic Filters

Advanced Filters

Edit Columns

Bulk Edit

Quick Transfer

E-Mail Report

PDF

Inventory Quantity Report

Excel

Archived Inventory

Components Listing

E-Rate Report

Room Audit Detail Report

Status Lifecycle Report

Tag Depreciation Report

Tag Listing

Tag	Serial	Site Name	Product Name	Manufacturer	Product Type	Location	Status	Order Number	Vendor	Funding Source	Purchase Price
446634	sn87664	Amend Music	Dell Vostro	Dell Computers	Laptop	Staff: Jeremiah Cheney	In Use	6599862	DELL	Perkins Grant	437
234567	fhstdn	Carlson Middle School	Dell Vostro	Dell Computers	Laptop	Room: 080	Available	123546	DELL	IMA Instructional Technology Account	482
T190876	98034858383	Central High School	Dell Chromebook 11	Dell	Laptop	Staff: Jack Currier	In Use	NZS-2775	MH Vendor	EPEF	299
DC88350001	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246
DC88350002	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246
DC88350003	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246
DC88350004	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246.14 08/19/2015
DC88350005	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246.14 08/19/2015
DC88350006	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246.14 08/19/2015
DC88350007	9827256391	Hopewell High School	Dell Chromebook 11	Dell	Laptop	Room: 203	In Use	PO9835	DELL	Technology	246.14 08/19/2015

1

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10

Page size: 10

98 items in 10 pages

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TIPWeb-IT will give El Rancho the ability to run reports on their assets throughout the district. With TIPWeb-IT the district will have the ability to run life cycle depreciation reports as well as run reports that allow accurate forecasting for future purchases.

The district will be able to raise accountability by easily assigning assets to both students and staff members. Save time by having individuals digitally sign for inventory on a customized document with El Rancho's acceptable use policies outlining the responsibilities of inventory ownership.

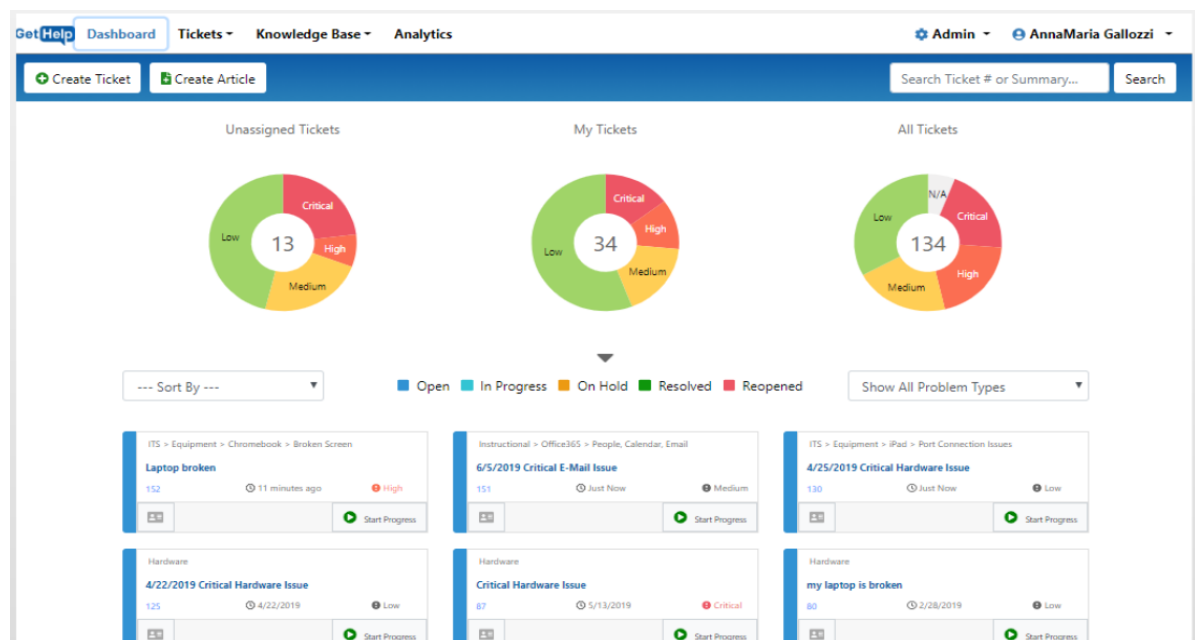
By integrating with Aeries, El Rancho's Student Information System, the district will streamline the assignment process by automating all student demographic data transfer to TIPWeb-IT, helping to eliminate any duplicate data entry and keep inventory records in sync.

Tag	Serial	Value
T5330	T5330	1,274.00

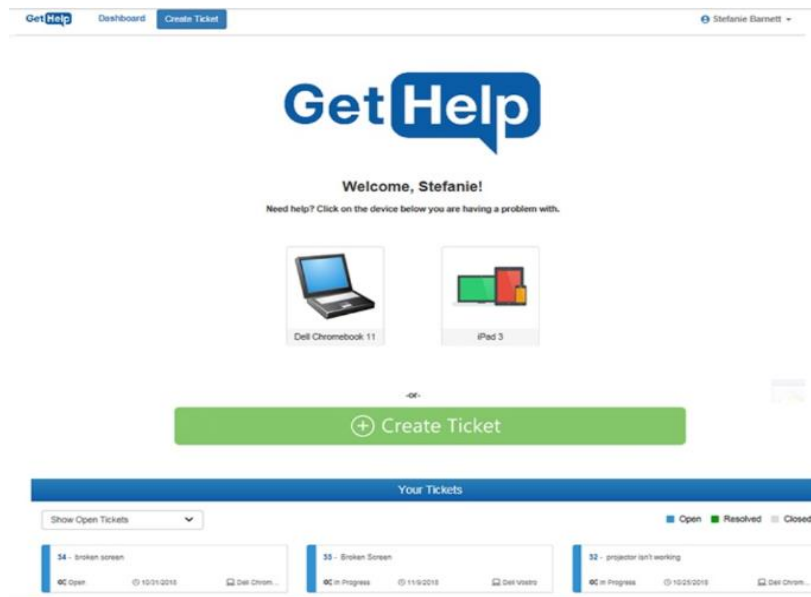
Status	Issued On
In Use	08/04/2015

Accessories	Price	Issued
Lite Nylon Case	\$24.99	1
AC Adapter	\$35.00	1
Mouse	\$40.00	1

Signature: *Holly Alexander* Date: 8/4/2015



With TIPWeb-IT and GetHelp, the district eliminates the potential risk of logging data inconsistencies in disparate systems. Instead, quickly view details about assets like where it is and how it's being used, all while resolving ticket requests. The integration between GetHelp and TIPWeb-IT gives the district a complete snapshot of the use and health of El Rancho's technology, while creating more efficient workflow and accountability.



The GetHelp User Portal will allow end users to easily create tickets whether it is from the classroom for tech or maintenance. Tickets can be easily created in remote learning environments by staff, students or parents. With customizable problem types and routing rules the right ticket will go to the right technician for resolution. Also through the Aeries integration Teachers can easily create tickets on assets in their classrooms.

Ensuring Project Success Through our Unique Customer Support Model: Unlike other vendors, Hayes provides unlimited customer support to EVERY employee in the school district. We feel that the success of your project is critical and the best way to ensure that is to provide for support for every user that needs our help.

Quotes from some of our customers:

"The availability of the support staff and their response time is amazing. TIPWeb-IT is great but when a problem arises, the customer support team is there for me and it gets resolved quickly."

"The customer support team is always helpful, kind and ready to work out any issues we throw their way. Their assistance and knowledge with learning the next steps in making our inventory process better is much appreciated."

"The customer service is excellent and friendly. Response time is also quick. Some days I have a lot of questions and they always listen and patiently walk me through the process."

We look forward to working with your district.

Tim Brown
National Account Manager
Hayes Software Systems
Office | 1.800.298.1430
tbrown@hayessoft.com

Executive Summary

Introduction

On behalf of Hayes Software Systems (Hayes), we appreciate being considered to serve you and your district. We are confident we have the experience, product, and service that will result in a successful project and exceed your requirements, goals, and expectations. Overall, you have a challenge of moving around and optimizing assets – whether in personnel, dollars, or equipment, we can help you with that challenge.

Company Overview

Hayes develops, markets, sells, and supports software and services for the K-12 school administration market. Hayes believes inventory management should be effective, efficient, and adapt to your ever-changing objectives. By specializing in K-12, we deliver solutions that meet the unique needs of your schools and community. Every member of our team is committed to your success because when you succeed, your students succeed.

Incorporated in 1990, Hayes is a privately held company based in Austin, Texas. Hayes is the expert in operational and instructional asset inventory control solutions and services for education. We know school districts, we know school staff, we know instructional initiatives, we know the workloads administrators have, and we know how critical it is to safeguard the dollars spent on instructional and operational resources. Our clients tell us they choose to partner with our company because we make inventory management simple, easy to use, and optimized for educational institutions.

Over the years, our products have been chosen by hundreds of school districts and thousands of school sites throughout North America. Our inventory management products and services are designed from the ground up specifically for that task, backed by a company that lives and breathes inventory control every day.

A Hayes product is installed in:

- 35 of the largest 100 districts in the nation
- 7,700 schools and district offices across North America
- 400 public school districts across North America

Inventory Control Solutions Optimized for K-12 Administration

As the needs for school districts continue to evolve, it's critical to partner with a vendor who can support those increasing demands. Districts are responsible for managing more inventory than ever before, resulting in challenges when trying to ensure students, teachers, and staff have the resources they need to be successful.

At Hayes, we recognize the importance of creating inventory control solutions that are optimized specifically for K-12 administration. As a result, our products and services are geared toward supporting the unique challenges district face when managing, reporting on, and repairing inventory throughout its entire lifecycle.

IT Asset Management Vision

All students and teachers should have access to the technology and other assets they need, when they need it, while minimizing the time and effort spent by staff to accomplish this process. A centralized, web-based tool for technology equipment management will support accountability, insurance coverage, budget requests, asset replacements, and upgrades.

District level oversight is required to ensure that technology devices and other assets are utilized efficiently and at the lowest possible capital and operational cost. District level administrators should:

- Ensure district technology equipment is properly identified, monitored, and safeguarded
- Evaluate and record the physical condition of technology inventory for repair, maintenance or replacement
- Maintain a centralized system of accountability for custody of individual items
- Identify lost or stolen items so that insurance claims can be filed
- Ensure accountability for technology equipment purchased with local and federal resources.
- Increase the availability and access to technology equipment inventory for education
- Lower unexpected costs for replacing lost technology equipment each year
- Streamline technology equipment acquisition, distribution, collection, audit, and transfer
- Provide taxpayers with accurate information about their investments in the district

Cost savings:

- A Gartner study found that an effective life cycle IT asset management plan can help you reduce the cost per asset by as much as **30 percent during the first year**, and **between 5 percent and 10 percent annually during the next five years**.

Campuses do not benefit from traditional fixed asset programs, because they do not go far enough to meet the needs of modern schools. Maximum utilization of instructional technology at the campus level requires functionality that does not exist in even state-of-the-art fixed asset management systems. Campus inventory managers must have real-time knowledge and control of the equipment on their campus, where it's located, and whether it's available for use. Furthermore, administrators and teachers should be held accountable for all equipment assigned to them or located in their classrooms.

Key Functionality:

- Provides schools with real-time, online access to technology equipment inventory management and reporting capabilities.
- Aligns with policies and procedures governing inventory, campus and employee accountability, and transfers.
- Enforces fiscal responsibility by first utilizing existing instructional technology equipment inventory already owned by the district to fulfill requests.
- Streamlines the location tracking, transfer monitoring, and auditing of tagged equipment.
- Provides a simple to use barcode scanning process to track item location at a campus – room, teacher, or student.
- Manages an automated campus audit and adjustment process for inventory accountability and accuracy.
- Maintains a complete district-wide database where day-to-day movement of inventory is managed by campus level stakeholders.
- Protects against theft, deterioration, or other loss.
- Provides an accurate, comprehensive means for assigning responsibility of inventory to campus level staff.

Help Desk Management Vision

Overcoming customer support challenges in school districts continues to grow as the number of assets increases while support staff stays the same. As districts manage more technology assets than ever before, it's become increasingly difficult to keep up with support requests while ensuring students, staff, and teachers have the tools they need for instruction and learning.

While there are a number of systems designed to address the management and resolution of support requests, it's challenging finding a solution that matches the unique needs of K-12 administration. As a result, districts are often sacrificing necessary policies, procedures and data integrity for a system that is unable to support the level of oversight needed to equip students, staff, and teachers with the proper technology.

Asset Management Integration

Managing more with fewer resources makes it that much more critical to ensure operational efficiency by minimizing duplicate efforts and conflicting responsibilities. Typically, districts experience challenges when it comes to managing the same type of information about assets in different systems (MDM, Fixed Asset, SIS, etc.). Users often require different permissions with varying access depending on their inventory management roles and responsibility, often resulting in time consuming duplicate data entry errors.

Pricing

Date: 9/8/2020
Quote #: 060: Valid for 60 days from the above date.

Project Quote for:

GetHelp/TIPWeb-IT Combo



Hosted by: Hayes Software Systems

Confidential Information from Hayes Software Systems

El Rancho Unified School District

Attention: Rolland Kornblau

9333 Lock Lomond DR Pico Rivera, CA 90660-2913

562-801-7300 rkornblau@erusd.org

Qty/Hours	Part Number	Description of Products and Services	Unit Price	Discounted Price	Discount %	Total
		GetHelp/IT Bundle (Includes RFID)				
1.00	S-GHIT-SM-5.45	GetHelp/TIPWeb-IT Bundled Software Package (unlimited assets, technicians, users, and reporting)	\$14,500.00	\$14,500.00		\$14,500.00
		TOTAL LICENSES				\$14,500.00
		Implementation				
1.00	P-SIS-SMALL	SIS Integration	\$1,500.00	\$1,500.00		\$1,500.00
1.00	P-SSO-INT-GH	SSO for GetHelp with SAML 2.0 redirect binding	\$1,500.00	\$1,500.00		\$1,500.00
13.00	P-DATACON-IT	LIGHT Data Conversion for TIPWeb-IT. Estimated until sample received.	\$175.00	\$175.00		\$2,275.00
		TOTAL IMPLEMENTATION				\$5,275.00
1.00		Discount			-27%	(\$5,275.00)

Notes:

First year of Annual Maintenance on software is included in the License price. See chart below for payment schedule.
Maintenance includes all available upgrades to software licenses plus toll-free telephone support.

Retail Value	\$19,775.00
Discount	\$ (5,275.00)
Subtotal	\$14,500.00
Tax	
Shipping	
Total	\$14,500.00

LIGHT Data Conversion includes (1) Client Template(s), (2) Pre-Migration Validations, and up to 20,000 Unique Records.

Part Number	Product	Contract year 1 (Upon Contract Execution)	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5
			Annual Maintenance, Updates, and Support			
	First Year of Software, Services, and Hardware	\$14,500.00				
S-GHIT-MAINT	GetHelp/TIPWeb-IT combo total		\$14,500.00	\$14,500.00	\$14,500.00	\$14,500.00
	Other Maintenance		\$1,750.00	\$1,750.00	\$1,750.00	\$1,750.00
	discount %		100%	100%	100%	100%
P-INT-YEARLY	Other Maintenance Total					
	Yearly Total	\$14,500.00	\$14,500.00	\$14,500.00	\$14,500.00	\$14,500.00

Signature:

Print Name: Tim Brown, National Account Manager

Pricing Notes

TIPWeb Licensing

Our proposed TIPWeb license pricing includes tracking unlimited items and grants access to unlimited users across one or more departments. License cost is calculated based on the type of instructional building and the quantity of instructional buildings. We are also offering the district a single umbrella license that covers any non-instructional buildings like administrative offices, warehouses, event centers, etc.

Each year thereafter annual maintenance services enable Hayes Software Systems to continue to support the products and provide ongoing technical support, customer support, SIS integration maintenance, and product upgrades, provided the district renews their license agreement. Our proposal includes locked-in yearly maintenance pricing for an additional 4-year term.

All data records created in TIPWeb are the property of the school district. Should the district choose an alternate system in the future, Hayes will assist the district in extracting records in a flat file format.

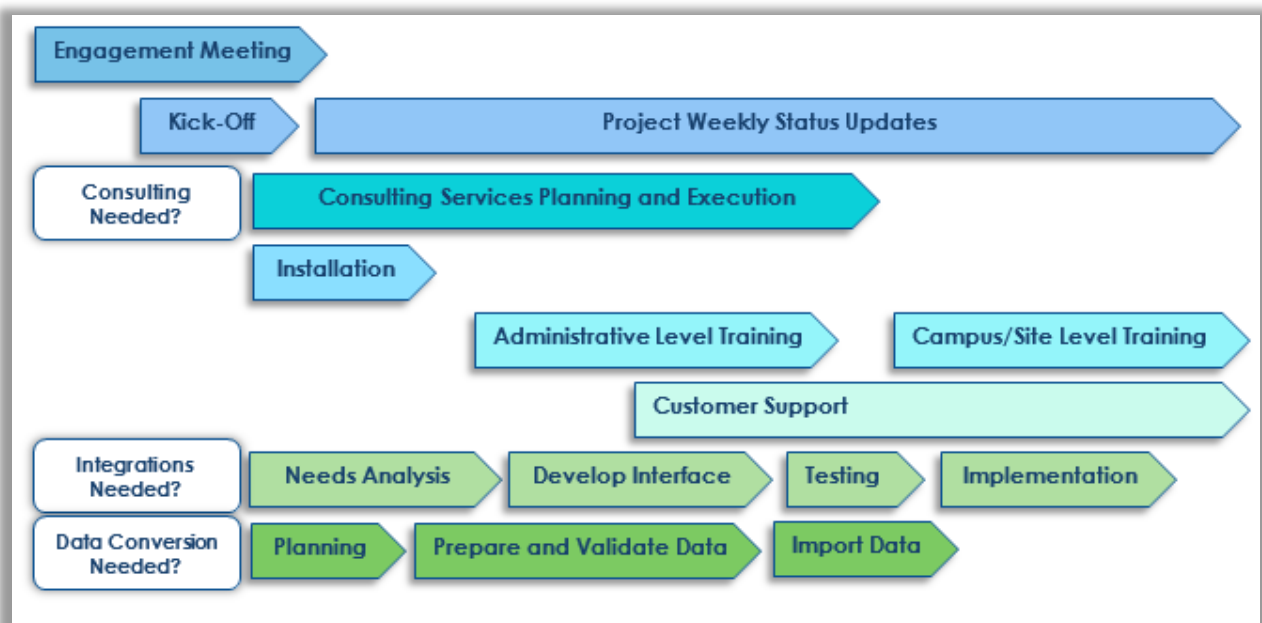
GetHelp Licensing

Our proposed GetHelp license pricing includes ticket management for an unlimited number of technicians and administrators and grants access to unlimited end users. License cost is calculated based on the type of instructional building and the quantity of instructional buildings. We are also offering the district a single umbrella license that covers any non-instructional buildings like administrative offices, warehouses, event centers, etc.

Each year thereafter annual maintenance services enable Hayes Software Systems to continue to support the products and provide ongoing technical support, customer support, and product upgrades, provided the district renews their license agreement. Our proposal includes locked-in yearly maintenance pricing for an additional 4-year term.

Implementation

Hayes' implementation options help schools and school districts to promote user adoption, improve program and process effectiveness, and optimize resources to achieve established goals and are supported by 28 years of inventory management experience and K-12 educational domain expertise. Hayes is passionate about providing exceptional customer service to clients throughout the project. Ensuring a highly-effective implementation takes place is a critical component to project success and to overall sustainability of the solution.



Project Management

All Hayes clients have a designated customer success manager who works with the district to make the implementation process as smooth as possible. They will be the main point of contact and will help track and organize responsibilities of the Hayes team tasked with ensuring your project is successful. Your CSM will help you and your team understand their responsibilities and options, so they can make choices and take actions to get you the highest return on investment and meet your goals as quickly as possible. They do this by providing the context and visibility into the health of the project and coordinating communication with our technical experts and experts in inventory management.



Project Kick-Off Meeting: So that every angle of the project is considered and all needs and wants are met at an exceptional level the project kick-off meeting is an essential piece to a successful implementation. The objectives of the meeting are:

- Discuss goals of project
- Discuss phases of project
 - Installation
 - Third-party data import/export packages (if applicable)
 - Data Conversion (if applicable)
 - Training
 - Services (if applicable)
- Schedule Data Conversion Kick-Off Meeting
- Start building timeline

Status Meetings & Reports: Status meetings/calls and email status reports provide an overview of the project's status; determine upcoming tasks in the project plan; identify and improve upon any project needs or gaps and keep the team on track.



Visualize



Collaborate



Improve

Installation

A team of Hayes technical engineers will immediately install, deploy and QA (quality assurance) test the most up-to-date version of the Hayes software platform in our hosting environment. The team will perform a solution delivery with a fully functional software application, complete with redundant backups and a disaster recovery model. Included in this phase, Hayes will test to ensure that mobile apps are linked and functional.

TIPWeb Hosting

Hayes Software Systems provides hosting services to the District which allows for more efficient and frequent updates and streamlined customer service.

Advantages of Hayes Hosting:

- For the user, it means:
 - Hayes Customer Support has immediate access to login and see exactly what a user of the system is seeing - more efficient and timely help
 - Hayes Technical Support has full capabilities to provide Tier 3 database support to user requests and advanced reporting needs - more efficient and timely help
- For the district staff, it means that Hayes is responsible for:
 - Maintaining and updating database and application servers to the current technical specifications of the software - reducing lifetime cost of purchase
 - Keeping five (5) days of data backups in case of emergency - reducing loss of data risk
 - Monitoring, increasing, and load balancing server performance during peak access of the application - beginning and end of the school year.
 - Immediate access to software updates performed and tested over a weekend - avoiding complex scheduling conflicts

TIPWeb Application Data Import/Export Packages

Hayes provides automated data import and export of key information to reduce manual data entry and improve data continuity between systems.

Hayes offers standard application data export and import packages that include the following assumptions:

- After purchase, a Business Requirements Document (BRD) will define the exported/imported data specifications.
- Additional services or development required to automate the export/import of data with a third-party system is the client's responsibility.
- Data will be in a comma delimited file (txt or csv) unless otherwise agreed upon and documented in the BRD.
- Scheduled data export/import processes will run once overnight unless otherwise agreed upon and documented in the BRD.
- If processed data records do not comply with the specifications outlined in the BRD, they will be rejected and reported in an automated email to the client each day.
- Any data adjustments requested by the client to the BRD after finalization are available at \$175 an hour.

TIPWeb-IT

Student & Teacher Data Import

Student Information System: Student/Teacher Information *import into* TIPWeb-IT

Enables customers to synchronize student and teacher demographic information from an external Student Information System into TIPWeb-IT by automating the nightly loading of Student/Teacher Name, ID, Campus Location, Grade, Address and Staff Status. To support data accuracy, missing student and staff SIS records can be automatically inactivated in TIPWeb-IT if no issued assets or charges exist on their record as well as displaying the new location of transferred individuals.

GetHelp

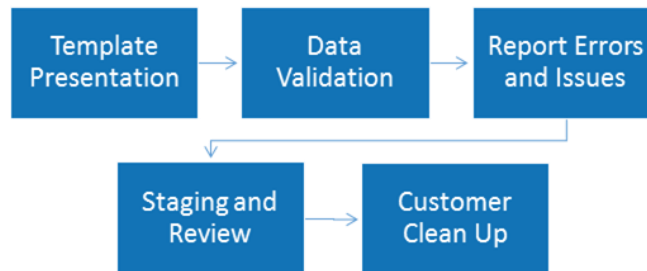
Active Directory Authentication

SSO for GetHelp with SAML 2.0 redirect binding

Integration between GetHelp and the district's identity provider (IdP) with SAML 2.0 redirect binding to allow for Single Sign-on ("SSO") capabilities. This connector contains specific features to connect through SAML 2.0 protocols.

TIPWeb Data Conversion

Hayes provides data migration services with the goal of eliminating manual data entry from previous databases. Our vast experience, best practice methodologies and expertise reduce expensive downtime and loss of productivity for your organization. We follow a five phase proven data migration process to best manage the obstacles of time, cost and application downtime.



Five Phase Data Migration Process

IT Data Conversion

For IT asset inventory, this service includes at a minimum current products, tags, serial numbers, and campus distributions in our prebuilt data map template.

- Product catalog data
- Unique asset tag data for each location
- Assignment records to rooms at locations
- Distribution records for teachers/students at locations

Choose Your Plan

	Light (Quoted)	Standard	Premium
Client Kickoff Meeting and Template Presentation	•	•	•
Number of Client Templates Accepted	1	1	2
Number of Pre-Migration Validations	2	2	3
Client Review of Results Report and Staging Environment Access	•	•	•
Number of Unique Records	Up to 20K	Up to 50K	Up to 75K

Hayes offers standard migration plans that include the following assumptions:

- Clients with 75,000 or more assets require a custom quote
- Data records are provided to Hayes in our prebuilt data map template for TIPWeb's data fields
- Data migration/creation of accessories, components, and custom fields are provided at an additional cost
- Quantity of data records cannot increase once pre-migration validation has started
- Data cleansing is the customers' responsibility
- Additional data processing/consulting hours are available

District IM Data Conversion

Includes an evaluation of current data and consulting for the transfer of:

- Inventory counts by title for the district
- Inventory counts by title for each campus
- Conversion of the book/course relationship
- Campus loss records as paid inventory adjustment

Campus IM Data Conversion

Includes an evaluation of current data and consulting for the transfer of:

- Campus added books
- Distribution records for teachers/students
- Lost records for teachers/students
- Paid records for teachers/students
- Campus-to-District Inventory count comparison
- Accession number uniqueness

Professional Development

Prepare people for their new inventory management roles with training and certification. With expertise and best practices, our services team provides customers with the skills and knowledge needed to take full advantage of our software programs. From long time clients to brand new customers, Hayes offers training services designed to provide participants with the necessary skills to manage the software independently as it fits their inventory management responsibilities.

TIPWeb Webcast Training

To accommodate multiple learning styles and varying environments, webcast trainings are provided. These sessions are comprehensive, engaging, and are guided by a powerful agenda to ensure users are ready to go and understand the aspects and functionality of the solution. 10 max participants. Sessions are 2-hours and sold in bundles of 2 or 3 to accommodate the curriculum and user type.

GetHelp Webcast Training

In this 2-hour web-based session, we deliver software training to district users tasked with managing and maintaining help desk tickets from creation to resolution. Our team provides an overview on how to most efficiently manage the influx of tickets while segmenting them based on things like priority, status, and assigned technician. In addition, you'll learn how an asset's tag number in TIPWeb-IT can be associated to a ticket in GetHelp, helping to ensure efficient and accurate ticket resolution. 10 max participants.

Annual Maintenance, Updates, and Technical Support

Maintenance

Post implementation, Hayes Software Systems will continue to support the products and provide ongoing maintenance services, which include: technical support, customer support, SIS integration maintenance, and product upgrades.

Customer Support

Included as part of the year one purchase and annual maintenance is unlimited access to Hayes Software System's customer support service for ALL users both at the district and campus levels, regardless of prior training completion.

Also included is a complimentary annual Development Day to ensure district staff are capable and confident in their use of the software.

Help Desk

Customer support is available to any user of TIPWeb and is available Monday through Friday from 7:30 AM to 5:30 PM Central Standard Time toll free at 1-800-495-5993. These hours are modified during "crunch" time (a four-week period at the beginning of the school year and a four-week period at the end of the school year.) The modified hours are from 7:30AM to 6:30PM central standard time. During crunch time, support is also available from 8:00AM to noon on designated Saturdays. If a District is providing training earlier in the morning, arrangements can be made to have phone support services available at Hayes Software Systems. Users needing additional help will receive online support via e-mail with a guaranteed 24-hour response during the business week.

Collaboration Tools

The Support website is a tool for product users of all levels. Tools available on the site are the TIPWeb User Guides for District and Campus Views, Getting Started Guides, how to videos, and white papers. All product support documentation will be located on this site accessible from the link located on the homepage of your TIPWeb software as well as by clicking here: <http://support.hayessoft.com>.

Product Updates

Software updates to TIPWeb are provided 3-4 times a year for all customers. Updates include minor and major feature enhancements as well as defect corrections. Each update includes free product training to all users via a live webcast which is recorded for future viewing on the support website listed below.



ASSET MANAGEMENT BUILT FOR K-12

Manage the entire lifecycle of your assets with a solution that gives you confidence in your inventory data.

TIPWeb-IT is an asset management system that empowers you to work smarter by efficiently managing district and campus inventory in a single solution. Eliminate repetitive manual data entry, tedious paper processes, and information silos with a cloud-based software that was built specifically for the needs of K-12 school districts. Tracking and managing inventory data in TIPWeb-IT makes it easy to report what you own, where it's located, and how it's being used.

TIPWeb-IT Empowers You to:

- ✓ Gain visibility into the life cycle of all of your assets.
- ✓ Respond confidently to audits with reliable data.
- ✓ Maximize existing resources by identifying and transferring underutilized items.
- ✓ Reduce asset losses by holding individuals and campuses accountable.
- ✓ Comply with requirements to track funding sources and report on asset value and depreciation.
- ✓ Plan accurately for future technology purchases and refreshes.

"TIPWeb-IT holds all of our inventory data and makes it easy to look up student, staff, and device details. Within a minute, I can tell you exactly how many assets my district has and their total value."

Nick DePauw, Director of Information Technology, Patterson USD (CA)

Did You Know?



A Gartner study found that an effective life cycle IT asset management plan can help you **reduce the cost per asset by as much as 30 percent** in the first year.

Work Smarter with Features that Save You Time



Conduct **real-time mobile inventory audits** efficiently with a barcode scanner, mobile app, and RFID technology.



Issue assets to **students and staff**, customize a distribution receipt to quickly capture digital signatures, and assess fees.



Eliminate data duplication by interfacing with existing systems including SIS, purchasing, and fixed asset.



Run reports on any field in the system and save and schedule reports to be emailed to anyone.



Grant system access and permissions based on user types to share inventory responsibilities.

Use TIPWeb-IT to Manage the Entire Life Cycle of Assets



About Hayes Software Systems

For nearly 30 years, Hayes has empowered school administrators to make confident, data-driven decisions with products and services built for the unique needs of K-12. Used in over 8,000 schools, including 35 of the largest 100 districts in the country, Hayes's solutions impact over 8,000,000 students.

Our clients tell us they choose to partner with our company because we make inventory management simple, easy to use, and optimized for educational institutions. We are dedicated to the success of our clients and provide a dedicated customer success team and unlimited technical support.

Ask us how you can streamline your help desk processes with GetHelp, an integrated work order system.

Talk with an Inventory
Expert Today

www.hayessoft.com
800-749-5086
sales@hayessoft.com





STREAMLINE YOUR INVENTORY AUDITS USING TIPWeb-IT with RFID

Complete audits 20% faster with RFID and a convenient mobile app.

TIPWeb-IT with RFID is an inventory control solution designed to make your inventory audits easier, faster, and more accurate. Save hours of time by scanning multiple items simultaneously, helping to reduce the stress and frustration associated with conducting inventory audits. RFID tags can be read from several feet away, without the need for line of sight. Consider the convenience of inventorying projectors mounted to the ceiling, stacks of laptops in storage, or routers and switches overhead just by being in the same room with them.

RFID Saves You Time By:

- ✓ Reading multiple RFID tags simultaneously eliminating the need to physically scan each asset, like every laptop or tablet in a cart.
- ✓ Eliminating the need for line-of-sight to quickly inventory hard-to-reach assets like projectors and network equipment.
- ✓ Speeding up the inventory process so audits take hours instead of days and one employee instead of an entire team.
- ✓ Immediately syncing audit results with TIPWeb-IT automatically.

Did You Know?

Research shows that RFID results in:

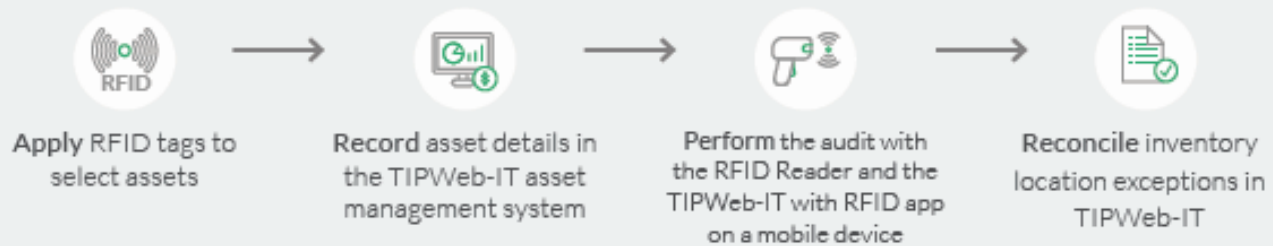


20% reduction in labor-intensive processes



25% increase in usage of underutilized inventory

How TIPWeb-IT with RFID Works:



Hayes Supports Your RFID Implementation with:

- A **site survey** to determine best tactics for implementation and recommendations on appropriate RFID tag types
- Customized **on-site training** to ensure your team is prepared to work efficiently
- A **prototype roll-out** of technology to mitigate risk before a district-wide rollout

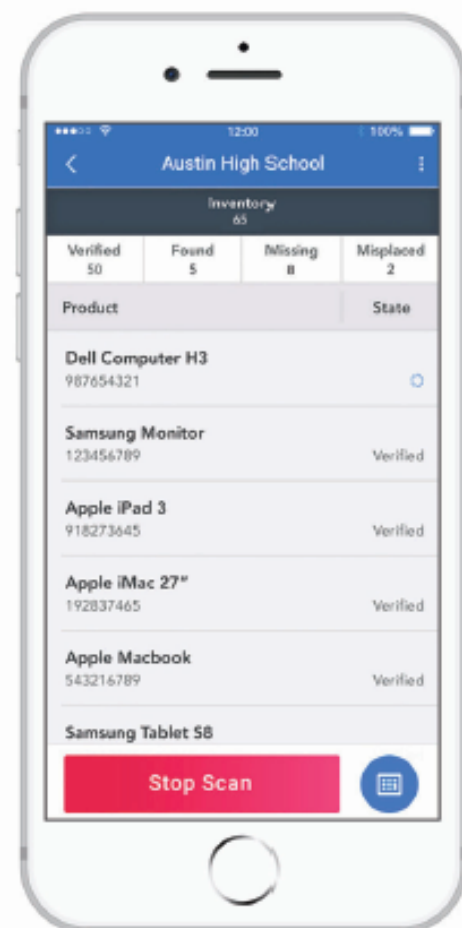
What is TIPWeb-IT?

Your inventory needs to be cataloged in the TIPWeb-IT asset management system in order to use the RFID functionality. TIPWeb-IT empowers you to work smarter by efficiently managing district and campus inventory in a single solution. Eliminate repetitive manual data entry, tedious paper processes, and information silos with a cloud-based software that makes it easy to report what you own, where it's located, and how it's being used.

About Hayes Software Systems:

For nearly 30 years, Hayes has empowered school administrators to make confident, data-driven decisions with inventory products and services built for the unique needs of K-12. Used in over 8,000 schools, including 35 of the largest 100 districts in the country, Hayes's inventory solutions impact over 8,000,000 students.

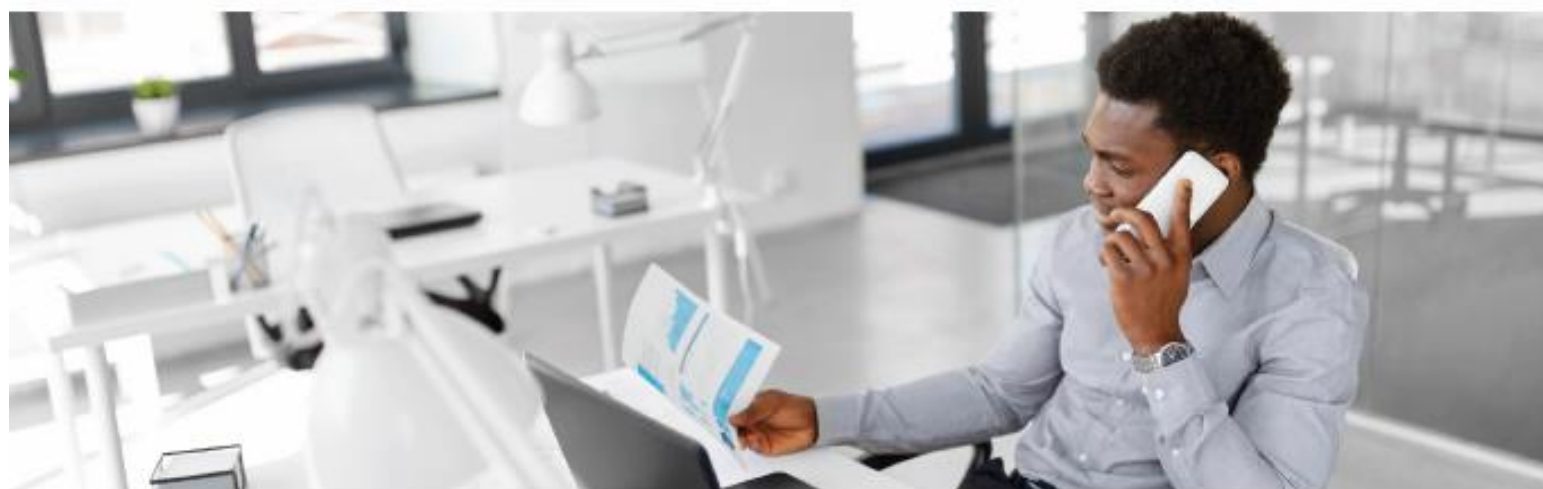
A Room Audit in the TIPWeb-IT with RFID Mobile App



**Talk with an Inventory
Expert Today**

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sales@hayessoft.com

HAYES
Software Systems



INTEGRATED HELP DESK SOFTWARE BUILT FOR K-12 EDUCATION

Increase your district's efficiency with GetHelp, a help desk tool integrated with TIPWeb-IT asset management software.

GetHelp is a help desk software built to manage the use, availability, and health of your district's inventory. With asset management built directly into the workflows of ticket resolution, your technicians see information related to an asset without having to log in and out of disparate systems. GetHelp makes it easy to manage the growing influx of work orders so you can spend less time managing tickets, and more time resolving them.

A Complete Technology Management and Support Solution



Integration with TIPWeb-IT Streamlines Your Workflows

GetHelp integrates seamlessly with TIPWeb-IT, an asset management system built for the unique needs of K-12 schools. Centralize your district and campus inventory into a cloud-based system that empowers you to manage the entire lifecycle of your assets, complete audits, comply with mandatory reporting requirements, manage the assignment of 1:1 devices, and much more. The integration between the two systems gives you a complete snapshot of the use and health of your district's technology, while creating more efficient workflows.

A Help Desk System with Built In Asset Management

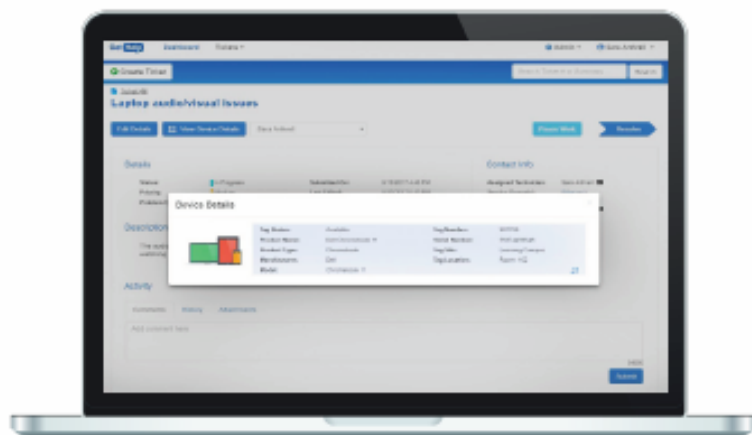
Hassle-Free Ticket Creation for Teachers, Students, and Staff

- Allow users to submit tickets via email or online portal with built-in shortcuts identifying assets assigned to them in TIPWeb-IT.
- Customize ticket templates, problem types, and priority levels to fit your district's needs.
- Require fields or attachments in a ticket to ensure your technicians have the information needed for quick resolution.



Streamlined Ticket Management for Technicians

- Automate workflows by routing tickets to groups of technicians based on problem type or location.
- View details about an asset, like its tag number and location, in the GetHelp ticket.
- See all tickets associated with an asset in TIPWeb-IT and review details such as status and history.



About Hayes Software Systems

For nearly 30 years, Hayes has empowered school administrators to make confident, data-driven decisions with inventory products and services built for the unique needs of K-12. Used in over 8,000 schools, including 35 of the largest 100 districts in the country, Hayes's inventory control solutions impact over 8,000,000 students.

Quickly respond to help desk tickets with GetHelp, so teachers, staff, and students stay focused on what matters most — teaching and learning.

Spend less time managing tickets, and more time resolving them.

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