

Catholic schools benefit from SchoolOne's custom modules and integration, technology expertise

Schools, parishes, and dioceses struggling to find perfect technology solutions often learn too late that there is no off-the-shelf product that's going to meet all of their needs. Either they have to decide what kinds of functionality they're willing to do without, or they need to pick a vendor with a range of expertise who's willing to create customized solutions and/or partner with other providers.

"Our willingness to customize and collaborate is unusual in this industry," said Bob Longo, President of SchoolOne, LLC. "Both of those services derive from our desire to offer the best customer service possible to our clients," Longo said.

"For example, our Bay Area Diocese schools approached us about a system that would help them track their volunteer programs. Our business analysts worked with them to develop requirements, and we had the module built and ready for a subsequent quarterly software release of our Student Information System (SIS). Now they have a system that allows schools to post and manage volunteer opportunities, while family members and others can search for opportunities, sign up to work, get on waiting lists, and specify which student account should get credit for their efforts," Longo said.

Most recently, SchoolOne released two significant updates to its SIS, My Classroom and My Student, both of which were based on feedback from Catholic schools. Coming up this summer will be the new My Office module, which will help school office staff better manage their tasks.

In addition to custom software development, SchoolOne is also expert at system integration—everything from single sign on for multiple systems to an actual marriage of two or more systems. "Integration solves all kinds of problems for schools. Imagine kindergarteners trying to remember five different usernames and passwords or staff retyping the same data into

multiple systems. Integration cuts down on errors and frustration," said Michelle Tomallo, SchoolOne co-founder and Executive Vice President. "It also allows for better management and analysis when data can be shared among systems."

When SchoolOne began back in 1999, the internet was in its infancy, and clients quickly started turning to the company as a trusted partner for everything having to do with technology. SchoolOne rose to the challenge and began supplementing its software knowledge with network and computer hardware capabilities, including phone and onsite technical support. SchoolOne also became experts at data and regulatory analysis as clients who



were struggling with state reporting issues reached out to SchoolOne for help. In addition to key external partners, SchoolOne now has three separate teams that serve these distinct technological needs of schools.

While the SchoolOne software team works to keep the SIS ahead of the curve, the data analysis team assists with everything from compliance issues to data migration from old systems. Meanwhile, the company's Internet Technology (IT) team serves schools by designing, installing, and maintaining computer networks, including all the wiring, wireless and peripherals like printers, copiers, and smart boards. That team also provides internet connectivity, server installation and maintenance, network and voice and data services, and is a certified E-Rate provider.

"Our knowledge of the full technology spectrum puts us in a unique position to serve our clients in a holistic way. One of the smartest business decisions we've made was to discover our strengths, increase our expertise in those areas, and then find key partners to supplement as needed. This strategy helps us surpass our clients' expectations and allows them to serve their students in the best way possible," said Tomallo.