

**Business Profile:**

1 location, 25+ students, 4+ instructors  
Josh Gunsberger, Director  
[www.manhattanenrichment.com](http://www.manhattanenrichment.com)

**Josh’s Challenge:**

FasTrackKids had never used a class management system before but knew that they needed to use technology to enable them to grow the business.

Their main concern with putting a system in place was how the learning curve for the system would impact their ability to continue to get their work done as they learned the features.

**The Details:**

As with many new Jackrabbit users, FasTrackKids’ staff was excited about the billing and data management features of the system. Regardless of which staff members is asked, the requested information can be immediately located and provided. There are no concerns about accuracy or timeliness of information since the system practically eliminates the opportunity for human error and operates in real time.

FasTrackKids’ learning curve was incredibly quick - even for those who are not technology savvy - because the system is easily understood. In fact, after three months, the staff was quite comfortable with billing and class management features and was adept at locating student, family and instructor data.

Josh takes advantage of Jackrabbit’s web-based format. Because he can access the system from anywhere, Josh never feels disconnected from the office, the rest of the staff or the business. It is quite a plus to have the ability to accurately answer parents’ account questions - even if they reach out after office hours or when access to a computer is not possible.



*“As new users, we were excited with the super easy-to-use and learn nature of the system. We were up and running quite proficiently in no time. Learning the system never intruded on getting work done. We’ve realized improvements in our processes for class management and billing and look forward to implementing online registration and mass email.*”

*We’re already more professional in our procedures and in our responsiveness. I’m sure this will increase exponentially as we use more of the system features and learn more about the ones that we’re already using! It seems that there are so many terrific aspects to the system that we could learn a new one everyday!”*

**Josh Gunsberger**

**Jackrabbit’s Value:**

- So intuitive and easy-to-use that a learning curve is hardly existent.
- Web-based format means owners and managers are never disconnected from the business.
- The system’s database structure and automated processes practically eliminate the opportunity for error.



[www.JackrabbitClass.com](http://www.JackrabbitClass.com)