



LEWISTON
PUBLIC SCHOOLS

This Is Why We Do What We Do

BrightArrow's success is measured by the success of its customers using the products and services that were created with them in mind. BrightArrow takes pride in catering to the individual needs of those who it serves. By offering a powerful suite of tools for notification purposes, BrightArrow can equip its customers with a robust and feature-rich system that allows them to arrive at a successful outcome in regard to communication - and that IS the why behind the do.

Below is this month's customer profile - an interview with Dorrell Spence, Data Information Specialist at Lewiston Public Schools.



Dorrell Spence
Data Information Specialist
Lewiston Public Schools
Lewiston, ME

Can you tell me about a time that you were proud of the customer service of BrightArrow?

During this coronavirus pandemic, I have sincerely appreciated the work and quality of BrightArrow. Once again, BrightArrow has out-performed all the other messaging companies.

What do you like the best about BrightArrow's products and services?

I like that the product has solutions. I can send reports and teachers are able to use the reliable features. The best part is all of this is included in the price.

Which features do you love about BrightArrow?

I love the App! The ability to email reports saves us a lot of time and work.

What is an example of how we have exceeded your expectations?

We had a previous system where calls did not go through 25% of the time. I am impressed by BrightArrow's call completions, as well as the features. Other companies charge for features and with BrightArrow, there's quite a savings with no extra charge.

What prompted you to find a solution for mass communications efforts or notifications?

In 2007 we were looking for a way to notify staff for snow days. We had a call tree, but we were looking at lowering the load of notifying in a timely manner. Student phone calls became a priority to know about attendance and to notify parents. BrightArrow was the obvious solution and the texting feature has been great.

What is the biggest benefit that you derive from BrightArrow's service?

The ability to timely communicate information in a variety of formats.

What challenges or problems does BrightArrow solve for you?

It solves problems with attendance calls, snow day calls and then allows us to send reports via email. This system has the potential to solve problems via communicating.

What made you want to try BrightArrow, or what enticed you to switch to us?

We originally had SchoolMessenger and they were expensive. We then ventured to Alert Solutions (SwiftK12) and they were not reliable. We researched BrightArrow and like what the system offered, as well as the relationship we have established.

What would you tell your colleagues about BrightArrow?

The price is awesome! The staff is knowledgeable, and the support hours are unbeatable. There is a lot of flexibility of the product compared to other systems.



BrightArrow Technologies, Inc.
PO Box 7493
Bellevue, WA 98008 USA
(425) 558-2100 | www.BrightArrow.com
Sales@BrightArrow.com