You did it! You had 365 days, 8,760 hours, 525,600 minutes, and 31,536,000 seconds available to you this year, and you certainly made the most of them. From webinars to training sessions to inviting our team to be part of your team, you went above and beyond to help students learn, grow, and succeed academically. We’re honored and grateful to have been a part of it. Here is the year in numbers...

**WHO YOU ARE**
- 45,000,000 students
- 72,000 schools
- 160 countries

**HOW YOU LEARNED**
- 1,654 schools trained on Follett Destiny®
- 16,074 views of self-paced Destiny instructional videos
- 288 educators attended Follett Institutes (That’s 2,592 hours of live training!).
- 26,094 educators registered for more than 62 Follett-hosted webinars.

**WHEN YOU SOUGHT HELP**
- 66,987 customer support inquiries
- 91% of calls answered within 60 seconds
- 91% of support tickets resolved on first response
- 4.60/5.00 customer satisfaction rating
  - The Follett customer service response time remains faster than the industry standard!

**HOW WE COLLABORATED**
- 596 new Destiny implementations
- 1,714,263 resources inventoried by our Managed Services practice
- $102,164,378 value of resources inventoried by our Managed Services practice
- 32,529 hours spent by our Professional Services practice helping our customers

**WHAT HAPPENED IN THE CLOUD**
- 7 days a week, 24 hours a day
- 99.5% uptime
- 3,310 sites
- 508 more districts saved time and resources by migrating to Follett Destiny® Cloud.

**THE POWER OF DESTINY**
- Follett Destiny® Library Manager
  - 48,447 sites
  - 356,718 digital checkouts
  - 425,352,673 physical checkouts
  - 457,773,013 unique titles

- Follett Destiny® Resource Manager
  - 48,447 sites
  - 40,889,831 checkouts
  - 101,613,337 items tracked
  - Between Follett Destiny® suite and Accessit Library, more than 1,000,000,000 books and other resources were circulated!

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**THANK YOU FOR A PHENOMENAL YEAR!**

We look forward to partnering with you again in 2024.