

2023 THE YEAR IN NUMBERS

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®
16,174 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.



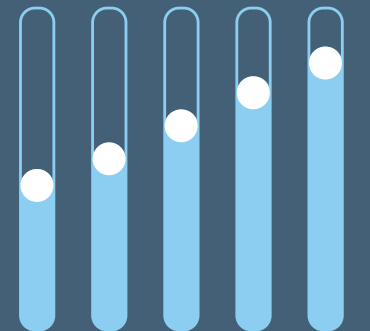
WHEN YOU SOUGHT HELP

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
\$102,164,678 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 **99.5%** uptime
24 hours a day **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
336,118 digital checkouts
425,352,257 physical checkouts
457,773,013 unique titles

Follett Destiny® Resource Manager

18,478 sites
40,699,821 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!



*These numbers are from cloud-hosted sites only.

THANK YOU FOR A PHENOMENAL YEAR!

We look forward to partnering with you again in 2024.

Follett School Solutions