227 N. Fourth Street
Geneva, Illinois 60134
(630)463-3070
mwilkes@geneva304.org

Michael Wilkes
Director of Technology
Geneva School District 304

To: Dr. Kent Mutchler
From: Michael Wilkes
Date: April 24, 2023
Re: Purchase Recommendation for Alloy Software

Over the past two school years, the Client Services Team, which is the group in the Technology Department responsible for providing direct technical support, has been in search of a new help desk solution to replace the existing ticketing and asset management system. The primary drivers for seeking a new solution are to modernize the ticketing experience for staff, students, and technicians, increase the visibility of asset details and reduce the number of systems technicians must access to gather the information they need to diagnose and resolve issues, and to improve our ability to effectively inventory, manage, and report on the district's technology assets and tickets.

After several product reviews, trials, and evaluations, we recommend the purchase of Alloy Software's Navigator Express solution, pending Board approval and the finalization of terms and conditions. The recommended purchase seeks to secure pricing for the cost of subscriptions over the next three years, with payments to be made annually.

The following table breaks down this purchase recommendation:

Item	Cost
Navigator Express – 1st Year (includes Training)	$18,750.40
Annual cost for years 2 and 3	$17,150.40 / yr
Total Cost Over 3-Years	**$53,051.20**

The purchase amount is within budget.

Thank you for your consideration.