Calder Vets Saves 40+ Hours Every Month After Integrating Real-Time Online Booking

with Danielle Cooper,
Practice Manager at Calder Vets

Practice Type:	Practice Management System	Key Features Used:	Location
Corporate	ezofficesystems	Real-time appointment scheduling	11 branches in South and West Yorkshire

Calder Vets was experiencing an overwhelming amount of phone calls and wanted a solution that would help to provide quality pet care to their customers.

How did they use Vetstoria to achieve this?

- Calder Vets took a phased-out approach. First they started training their team members to learn more and make the most of Vetstoria and its customizations.
- They were able to easily integrate Vetstoria with their PIMS allowing them to sync their calendars and reflect the appointments booked in real-time.
- They could also customize the platform based on availability per clinician, species, emergency booking or walk-ins.
- They activated the new client form which helped save 20 minutes with each new client.

"The support that comes along with Vetstoria is brilliant. I like how I can book some time and get valuable insights from the customer success team. Whenever I have an issue or an idea, I can easily book a call and get support."

Danielle Cooper,
Practice Manager at Calder Vets

Results

222%
Increase in appointments since switching from telephone to online booking
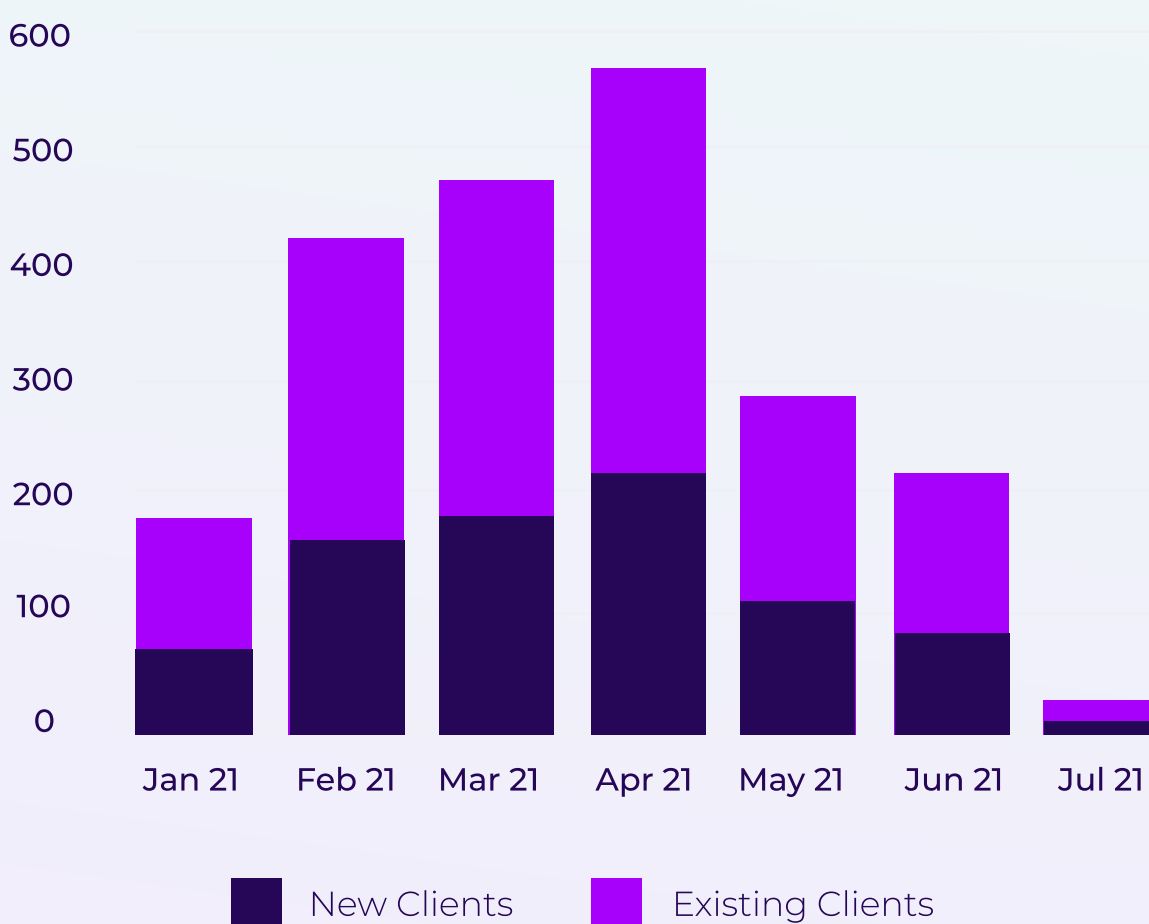
Improvement in efficiency across operational teams

40 hours saved every month through online booking

"Vetstoria has had a huge impact on the way we work at Calder Vets. The booking system has reduced the pressure on our phone lines and associates. We have seen an increase in positive comments via our feedback service since using Vetstoria, mainly in relation to ease of booking and response rates."

Danielle Cooper,
Practice Manager at Calder Vets

The team at Calder Vets was able to see growth by opening up online booking to pet owners **24/7**

Legend: ■ New Clients ■ Existing Clients

*Based on Vetstoria data from 11 Calder Vet locations

Want to see how Vetstoria works for your practice?

Book a demo with us today