

Client Communication Platform Consolidation Pays Off



Introduction

In June 2015, spouses Brad and Dr. Kathleen Deckard's passion for exceptional pet care led them to start their very own veterinary practice, Pets R Family Veterinary Hospital, in St. Augustine, Florida. With Brad managing the business and Dr. Kathleen, a DVM, overseeing medical operations, Pets R Family quickly grew to include sixty-four employees and six doctors. But as the practice grew, effectively managing communication with clients and maintaining high-end service became challenging. Fortunately, Weave made it easier for them to continue providing an amazing experience for both clients and their pets while the business flourished.



Cost savings of \$30K
annually by consolidating
five communication
providers into Weave's
single platform.

\$30K
of savings

Challenge

Before Weave, Pets R Family Veterinary Hospital juggled multiple communication systems. Between phones, texting, reviews, scheduling and payment platforms, they were using five separate software systems. With all those systems to manage, it was almost impossible to efficiently engage their clients. And their increasing number of clients and pets made maintaining clear communication harder and harder. Ultimately, without a unified system, ensuring compliance and tracking client interactions became a serious problem for the business.

Solution

In November 2022, the Deckards transitioned their practice to Weave, consolidating five systems into a single, easy-to-use platform. Weave seamlessly integrated with their PMS, ProVet, making centralized client management simple. Implementing Weave not only saved the practice \$30K annually by replacing multiple vendors, but also provided a comprehensive solution for client communication. With features like Missed Call Text and Appointment Reminders, Weave facilitated better client engagement and streamlined appointment scheduling. Moreover, the call recording feature empowered their team to coach staff effectively and resolve legal disputes by documenting client consent.

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Adding Weave was like adding an engine to a car. It made a world of difference in how we communicate with our clients. Having everything in one place **simplified our operations and enhanced client satisfaction.**



Brad Deckard
Practice Owner

Conclusion

By switching to Weave's all-in-one platform, the Deckard's practice overcame communication challenges and elevated client service standards. With streamlined operations, enhanced client engagement and significant cost savings, Weave proved critical in their pursuit of better care for clients and their pets.

Weave is dedicated to empowering clinics like Pets R Family to deliver on their twofold mission of providing superior, compassionate care and creating a work environment that's fulfilling and positive at all times.

Let Weave do the work

Weave is a smarter phone system that does it all: texting, appointment reminders, payments, reviews, digital forms, email marketing, and more. Pets R Family can gather information about their clients (and their clients' pets) and manage phone calls with Weave's intuitive communication platform and phone system.

Weave gives your practice the tools it needs to deliver a better experience for you, your staff and your clients.



Schedule a commitment-free demo to see Weave in action and learn how it can help enhance your client communication today. And receive a Starbucks Promo Gift Card \$50

[Schedule a demo](#)

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