



CASE STUDY

Easipetcare

easipetcare is a veterinary group comprising 8 practices located at various locations in the UK. Running a low cost veterinary model, easipetcare see triple the volume of customers (and calls!) of a regular veterinary practice.



The Challenge

January 2018

Having previously had a conventional phone system easipetcare did not have a clear picture of their call volumes or call handling capabilities. With a business model heavily reliant on volume easipetcare needed the statistical insight to ensure that calls were being handled effectively.



The Solution

Surgery Connect has been implemented across the 8 easipetcare practices, allowing management to monitor all aspects of the organisation's call handling. This allows easipetcare to assess the most effective deployment of staff and resources and to plan for the growth of the business.

The Surgery Connect configuration and user consoles allow easy management at both a Head Office and local level of the entire multi-site service.

The service has also significantly reduced the missed call rate.



Easipetcare Says

"Surgery Connect has given us complete visibility and the ability to monitor both incoming call behaviour (volumes, times of day) and call handling (missed calls, call durations, customer service). From this we have been able to better structure our staffing rotas and focus strongly on our customer service delivery."

"The missed call statistics are very important to us as every customer is either a potential client in need or a prospective client. The Surgery Connect reports have enabled us to concentrate on our missed call rates, seeing a reduction from a group average of over 13% to under 5%, and our worst practice fall from a missed call rate of over 30% to one of around 8%."

"We chose the service because of the efficiency of both the system and the Surgery Connect representatives. The account handlers/managers are very knowledgeable and are prompt in responding to enquiries. The system was implemented with very few issues and any that we did have were dealt with efficiently."

Helen Hunter
Marketing Manager
easipetcare Group
easipetcare.com



Surgery Connect Health Phone System

X-on understands the stresses that a busy practice puts on the phone system and have designed Surgery Connect, used in General Practices throughout the UK, to overcome these using our experience in call centres and surgeries.

Surgery Connect works with existing systems, or stand-alone, to improve the call experience for patients and staff.

X-on Cloud Telecoms

X-on are providers of secure, flexible and cost effective communications for the Healthcare sector. We have decades of experience designing and implementing innovative and reliable hosted telecoms systems where data security is paramount.

X-on services are continually improved to meet customer communication needs, delivering simplicity of operation and integration with desktop systems.