



Voice. Broadband. Networks.

2020 Vet Practice Communications Technology Roadmap



Leverage our technical expertise

Smart communications technology and systems will help you build end-to-end customer experiences. But, how do you create a roadmap for your technology improvement plans?

Since we first worked with vet practices in 2007, we set out to help hundreds of practices build better customer experiences, through aligning our technical and network expertise with the demands of a busy practice.

Improve your communications technology

‘Connected.’ Sounds simple, doesn’t it? But we understand the pressures of handling large volumes of data, a busy reception and inbound calls with lots of customers doesn’t always mean it’s that simple.

Your connectivity and phone system can have a big impact on customer experience. Each business should ensure their telephone system, at the very least, reaches the minimum specification criteria we can help develop with your team.

These changes can be a vital foundation to the exceptional customer experience journey; improving customer satisfaction, repeat bookings, staff productivity and creating a happier culture.

Start here

The minimum specification assessment has been designed with customer service at the heart of it. If your system does not match the minimum specification criteria, Solution IP will attend your sites to provide a free consultation to review the existing set up and how to get the most out of it, and discuss potential improvements.

Does your technology enable responsiveness?

Customer engagement is increasingly dependent on technology. The challenge of appointment bookings, walk-ins and ongoing customer relationship management means your operations need to flex with the expectations of your customers and team. Many operations managers are finding disjointed systems and legacy phone systems aren't fit for purpose in today's modern practice.

We have worked extensively with operations managers to design a straightforward process giving you step-by-step guidance on updating your customer-centric communications.

Telephone System Requirements: Minimum Specifications

Inbound/outbound calls	Yes	No
Can the telephone system handle multiple calls?		
Do customers ever receive the engaged tone?		
Is there always a line available for outbound calls?		
Client call handling	Yes	No
Can customers be placed on hold?		
Can a call be transferred to another user?		
Can the system play music on hold messages?		
Security and Disaster Recovery	Yes	No
Do you have a communications disaster recovery plan?		
Is your system fully supported during your operating hours (i.e. evenings and weekends if applicable)?		
Out of Hours	Yes	No
Can you place diverts on the telephone system (i.e.out of hours)?		
What happens to calls when the business is closed?		

Notes:



Watkins & Tasker wanted to move towards a centralised phone system that would allow them to be operational during out of hours times, and quickly and effectively re-direct calls when needed. They were also keen to move away from Openreach services.

Problem solved

We moved Watkins & Tasker over to a fully hosted Horizon Phone System. This delivered minimal disruption so the site could be up and running on a brand new phone system within 2 working days.



Solution IP understood our needs right from the start. They acted quickly and professionally, and our new phone system is easy to use. Most importantly, it's reliable. We are confident now that we can service our clients around the clock, which is exactly what we needed".

Holly Charlton
Practice Manager, Watkins & Tasker



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Solution IP has been working with vet practices as a preferred supplier for nearly 13 years. We have extensive knowledge of the procurement and installation process having worked with senior practice leads and IT project team.

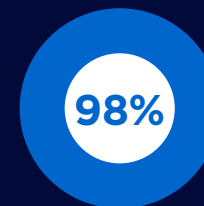
Our service management scores



Calls answered within 3 rings



Responded to within SLA



Resolved to within SLA

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