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Expectation Versus Reality: What Really Happens When You **Switch** Your **Veterinary Software**
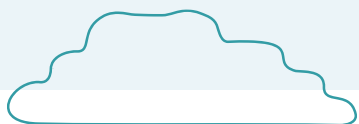
Hesitations about switching veterinary software may be holding you back

Change doesn't have to be scary

Most people would likely agree that they want to be happier, more successful, or more fulfilled. However, when it comes time to make changes that will lead to a better future, people often put on the brakes. Why? Change can be scary, and some people would rather stay with what they know than step out into the unknown, even if a better future is likely.

Veterinary professionals may have similar hesitations about making practice changes, and they can even see major transitions as downright scary.

*"Progress is impossible without **change**, and those who cannot change their minds cannot change anything"*

—George Bernard Shaw, Acadamy Award - and Noble Prize - winning Irish playwright

The veterinary industry is exploding with cloud-based practice management software, and making the change from a server-based software to new cloud-based software can be overwhelming.

Many veterinary practices feel as if changing software is intimidating and stressful. Some may fear that a software change means an entire practice overhaul. But, switching to new software doesn't have to be scary.

In fact, the entire process for upgrading your veterinary software can be performed quickly, efficiently, and economically—and allow you to stay you.
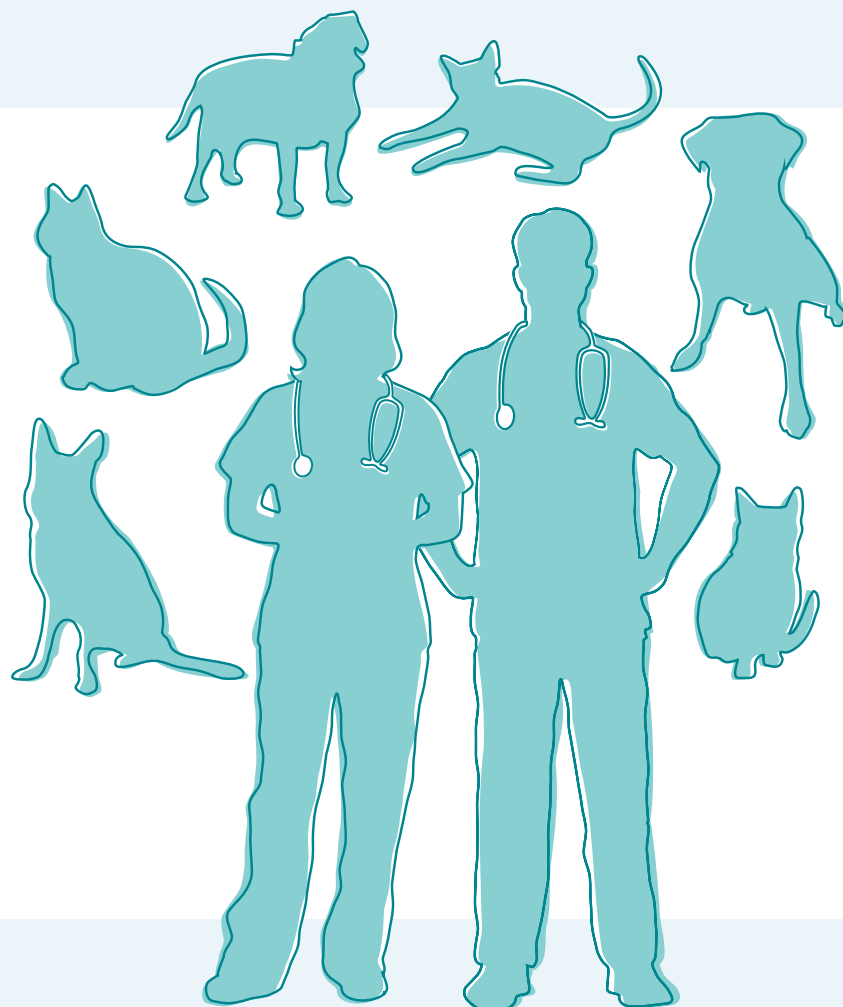
Change is natural

All too often, veterinary practices stick with the devil they know instead of the one they don't, and they end up keeping their outdated practice management software. However, remaining with the "known" inconveniences that come with your current software can lead to inefficient workflows, staff overtime, lost revenue, and hours of dealing with technical support instead of attending to patients.

Although you likely realize that new, upgraded veterinary software can provide numerous benefits, you may think that switching software will be too much of a hassle. Many veterinary practices hesitate to change such a massive part of their daily operations, but adopting new, more efficient veterinary software is much easier than you think.

Changing software is just that, and the transition should not impact your practice culture or brand. By embracing the switch to upgraded veterinary software, you'll be pleasantly surprised by how simple and rewarding the process can be.

Reservations about switching veterinary software: You're not alone

If you are hesitant to change your veterinary practice management software, you're not alone. Many veterinary practice managers and owners have reservations about upgrading, but these fears can often be allayed.

Reservations you may have about switching your veterinary software may include the following:

Team hesitation
Especially if you're in a small- or medium-sized veterinary practice, your team is likely a close-knit family, and you value their thoughts and opinions on practice protocols. You worry about upsetting them and throwing off their workflow by upgrading your veterinary software. However, once your team experiences the new system for themselves and understands the many benefits offered by updated technology, they'll be excited to have a digital helping hand. Schedule a team demo, or let them try out the software during a trial, and ask for their valued feedback.
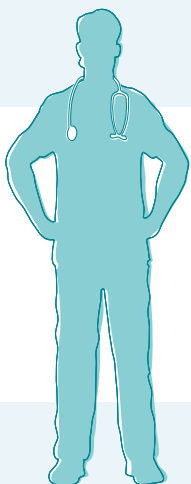
Data loss
You undoubtedly worry about keeping your client and patient data secure. Ensuring your data remains safe, protected, and intact during a veterinary software transition is vital, and most software providers can easily and securely transfer your data.

Disrupted client experience
While a few clients may grumble and complain about possible snafus as your team navigates new software, the vast majority of people will be understanding. When you explain that the upgraded system directly benefits patient care, clients will appreciate the change.

Practice downtime
You may think you need to close down your practice entirely for days, but that is not the case when switching to new veterinary software—especially when you move to cloud-based software. You'll still be able to provide veterinary care during the transition, and the process will take much less time than you'd expect.

Although your worries are certainly valid, the ideal veterinary practice management software will provide all the support you need to make the transition smooth, efficient, and quick.

5 reasons why switching veterinary software is not what you expect

Although you may have a list of reservations about switching your practice management software, a cloud-based system provides a multitude of benefits. Here are 5 reasons why upgrading your veterinary software can be easier than you think.

#1: Switching to new veterinary software can save you money

When considering new veterinary practice management software, you may be thinking of how much you spent on your current software, especially if it's server-based. If you choose cloud-based software, the initial setup and data conversion fees are your biggest costs, although they are likely less than you think. Additionally, many software providers now offer payment options or special programs to assist. After the initial expense, the typical monthly subscription service is often much more economical than the fees associated with server-based software. Consider what you spend on your current annual software license, support and updates, technology services, network maintenance, backup costs, the server itself, server utility costs, and any training or online resources. Compare that amount to cloud-based software, and you will likely be pleasantly surprised at the difference.

#2: A software transition can happen faster than you think

The hassle of switching to a brand-new software system often causes practice managers to put on the brakes when considering an upgrade. They look at how long the practice may be down and unavailable for patient care, and they see lost revenue and disgruntled clients. However, changing your software takes much less time than you'd think, and you can generally still perform your daily operations during the transition.

#3: Training and support are now built in

Learning something new, whether it's an anesthetic protocol, surgical technique, or practice management software, can be stressful and frustrating. But, with plenty of support, training, and guidance, new protocols will quickly become routine. When choosing new veterinary software, ensure your team will receive ample training and customer support after the system goes live. Look for in-depth training modules your entire team can work through, as well as in-clinic training and ongoing support.

#4: Not all software is the same

You may think that all practice management software is the same, and that they simply create medical records, manage inventory, schedule appointments, and produce reports, but there are a wide range of features available among veterinary software. Determine what features will be most beneficial to your practice, then schedule a demo of that software to see it in action. A good partner will offer a free demo or trial of the software so you can see it for yourself. Newer technology provides efficient, intuitive features that set current software apart from older versions.

#5: Cloud-based software is safe and easily accessible

If the thought of having your practice's data floating around in the cloud makes you uncomfortable, rest assured that cloud-based software locks up information tightly to keep it safe and secure. Not only is cloud-based software just as safe as—often, safer than—server-based software when it comes to patient and client information, it is much easier to access when performing mobile services or working from home. By choosing cloud-based software, you can sign in to your system to complete medical records from the comfort of your couch, you can check a patient's history during a telemedicine appointment you conduct from home.

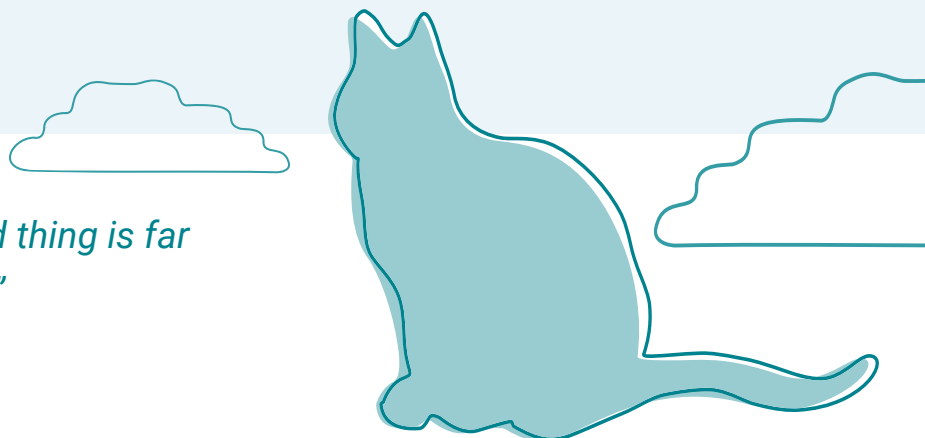# Should you consider switching your veterinary software?

If you're still not convinced that now is the time to upgrade your veterinary software, take a moment to answer the following questions about your current software

Yes	No	
☐	☐	Is entering client and patient information a fast, simple task?
☐	☐	Is my current software intuitive and easy to use?
☐	☐	Is my current software easily accessible, from anywhere, at any time?
☐	☐	Does my current software provide easy-to-access customer support?
☐	☐	Can my current software easily support a paperless practice?
☐	☐	Does my current software solve more problems than it creates?
☐	☐	Does my current software integrate with other software, apps, or equipment?
☐	☐	Does my current software adequately protect my data?
☐	☐	Does my current software update regularly?
☐	☐	Does my current software's server operate without causing frequent issues?
☐	☐	Are support issues taken care of quickly and easily?

If you answered "No" to any of these questions, it's likely time to upgrade your veterinary software. **Don't worry**—it's not as scary as you think.

"The price of doing the same old thing is far higher than the price of change."

—Former President, Bill Clinton

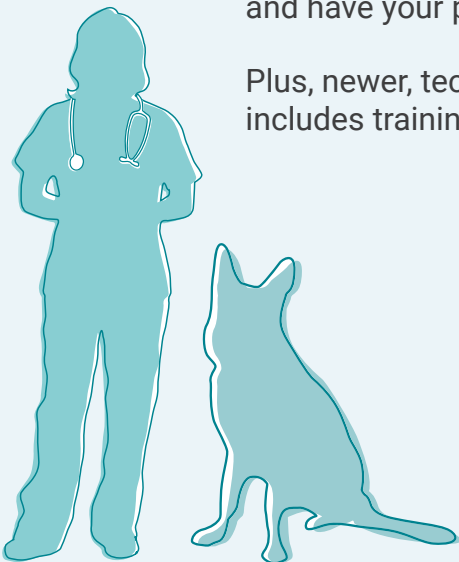# Switching your veterinary software can be easy

If you're still on the fence about upgrading your veterinary software, consider the following list of benefits provided by newer technology:
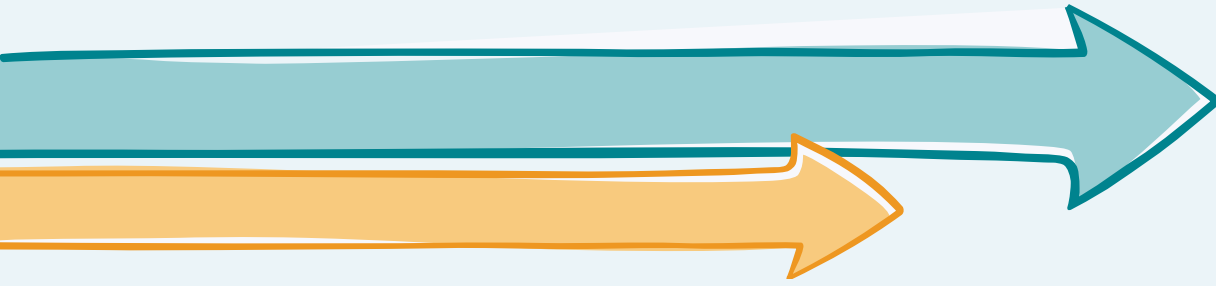
- Safe, secure data storage

- Cost-efficient cloud-based software

- Intuitive features that are easy to learn and use

- Features that eliminate missed charges

- Integration with other software, apps, and laboratory equipment

- Regular updates that do not interfere with your daily operations

Make the switch to upgraded veterinary software today by overcoming your fear of change.

Rest easy knowing that an excellent support team can convert your data and have your practice up and running again in no time.

Plus, newer, technology-based software is reasonably priced and often includes training costs.

Are you looking for a cloud-based software that checks all the boxes?

Look no further than IDEXX Neo® Software. With features that are formulated for efficiency at a low monthly price, Neo offers an intuitive interface that can grow with your practice. By making the switch to Neo, your team could complete common tasks up to 5 times faster with software that is designed for ease of use.

Changing veterinary software doesn't mean you have to sacrifice your unique practice environment. Stay you.

" We needed to get switched over quickly, and the Neo team got us live in just 12 days! They were great to work with and made it super easy. Plus, the training modules were awesome. "

–Missy Opitz, Heartland
Animal Health Center

" The ability to use Neo on an iPad® is great when our doctor is not in the practice and she needs to pull up a patient's full history. And, it shows clients that we're up to date with medicine and technology. "

–Candice Barber, Acadian
Animal Hospital

Interested in learning how Neo Software can offer a smooth transition to cloud-based veterinary practice management software by providing dedicated support every step of the way? **Schedule a demo to discover how Neo's intuitive features can make a difference in your practice.**

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