IDEXX
Veterinary Software

Expectations vs Reality:

What Really Happens When You Switch Your Veterinary Software

Hesitations about switching veterinary software may be holding you back

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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.

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.

> **"Progress is impossible without change, and those who cannot change their minds cannot change anything"**
>
> — George Bernard Shaw, Academy Award and Nobel Prize-winning Irish playwright

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often, veterinary practices stick with the devil they know instead of the one they don't, and they end up keeping their outdated practice management software.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.

![IDEXX Veterinary Software]

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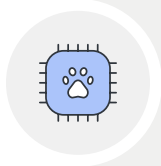
Reservations you may have about switching your veterinary software may include the following:

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	
○	○	Can I easily enter client and patient information? Can I do it from mobile devices?
○	○	Am I completely paperless because my software makes it easy to do all of the things I used to write on sticky notes?
○	○	Can I access patient records whether I am in the practice or not?
○	○	Do I have access to easy customer support and issue resolution?
○	○	Does my current software solve more problems than it creates?
○	○	Do I have all of my key platforms integrated with my software (like diagnostics, payments, communications)?
○	○	Does my software update regularly without me having to lift a finger?
○	○	Do I have online payments and text-to-pay available for my clients?

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.

Ready to make the change to cloud-based veterinary software?

Meet the veterinary challenges of today with IDEXX Veterinary Software: cloud based practice management software solutions that simplify running a practice. Through the power of the cloud, our solutions simplify the flow of information across the practice and link you to what you need - when you need it. Patient data. Client communications. Buness insights. All at your fingertips.

"We want our whole hospital to integrate seamlessly, and ezyVet drives that, which allows us to really connect with our people and the pets we serve."

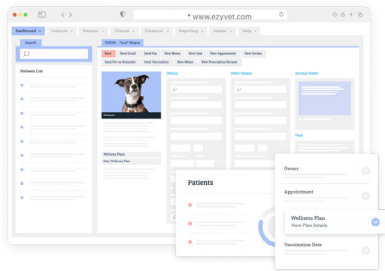— Dr. Steve Hotchkiss, Owner and Chief Vision Officer, The PARC

"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, Office Manager, Acadian Animal Hospital
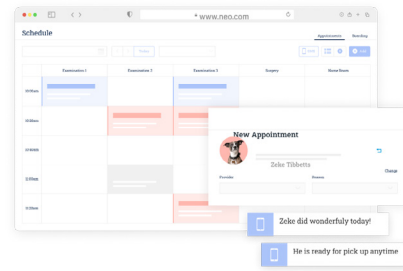
See our software solutions in action

Experience the time-saving power of our cloud based practice management software solutions.

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ezyVet

The practice management software that does it all.

ezyVet is jam-packed with tools and features to help you save time, grow your business, and deliver excellence in all aspects of veterinary care.

Neo

Even the brightest minds need easy-to-use software.

Neo features a brilliantly simple interface with built-in training tools and streamlined functionality, helping you complete tasks up to 5X faster and reserve brain power for where it's needed most.

eBook: What Really Happens When You Switch Your Veterinary Software