

Streamlining Communication and Saving Big



Introduction

Jen Questen, owner and primary veterinarian of Aspen Park Vet Hospital in Conifer, CO, has been involved in veterinary medicine for more than 20 years. Her practice provides compassionate care for all animals—dogs, cats, horses, goats, fish—and everything in between!

Challenge

Before adopting Weave, Aspen Park Vet Hospital used PetDesk for texting and relied on multiple service providers for phones, including AT&T and CenturyLink. The resulting arrangement was both costly and time-consuming to manage, with three high bills for a complex phone system.

Solution

Weave's all-in-one platform with call recording, voicemail management, texting, and more, stood out to Dr. Questen. The consolidation of services saves time and provides convenience to veterinary clinics—something Dr. Questen says other vendors simply couldn't match.



Aspen Park Vet Hospital is paying 50% less per month compared to the previous setup.

50%



Time-saving features:

Recording voicemail messages and phone calls has been a significant time-saver for Aspen Park Vet Hospital. With busy phone lines, being able to send a text message through Weave instead of returning calls has proven invaluable. Staff members no longer need to check multiple apps or systems to track communication with clients. Now they have a record of all sent texts and conversations in one location, streamlining their workflow and ensuring efficient client communication.



Personalized client experience:

Weave's communication capabilities have empowered Aspen Park Vet Hospital to provide more personalized and timely client support. The ability to send text messages, especially after hours, has improved communication with clients and helped Aspen Park share updates on pet care. This personal approach enhances customer satisfaction and supports their commitment to quality service.

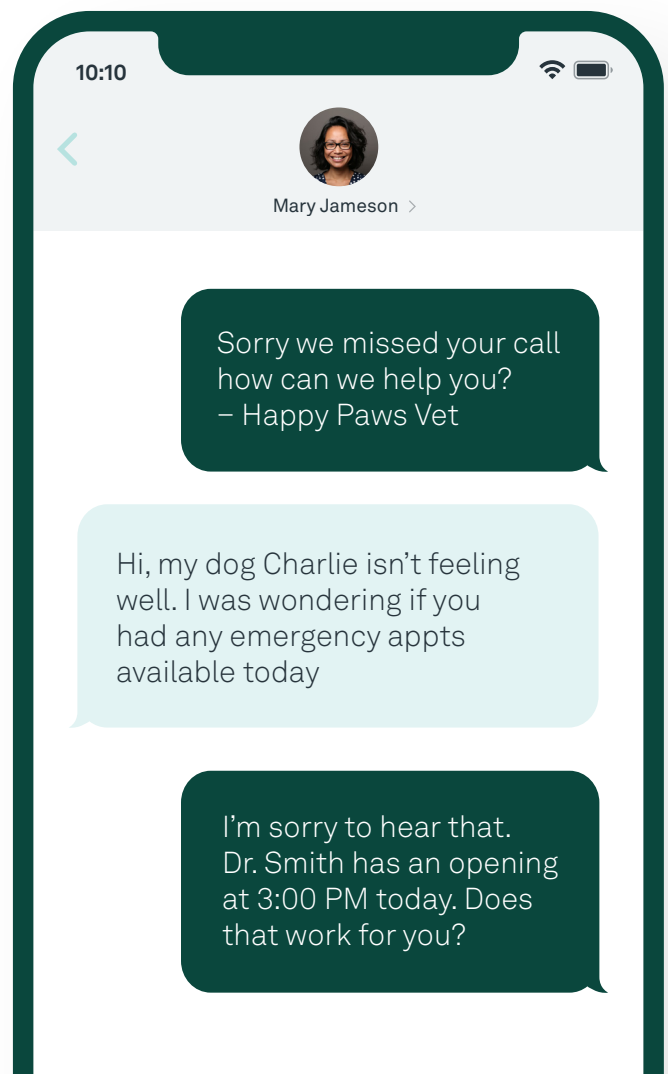


VolP transition:

Dr. Questen was hesitant to switch to Weave's VolP-dependent phones. Now that she's been able to experience this technology, she shared, **"In the grand scheme of things, it's worth it...I was worried about the internet being an issue but I just want to share with other practitioners that the benefits and the cost savings are worth it."**

Conclusion

With Weave, Aspen Park Veterinary Hospital has transformed their communication system, significantly reducing costs and streamlining operations. Dr. Questen and her team appreciate the cost savings and the convenience of having all their communication needs met in one platform. Weave has helped improve client communication, providing a more personalized approach and enabling efficient interactions, particularly through text messaging. Aspen Park Veterinary Hospital continues to leverage Weave's capabilities to create better experiences and maintain strong relationships with their clients.



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. Dr. Questen and her team can gather information about their patients and manage phone calls with Weave's intuitive platform and phone system.

Weave is an all-in-one phone system and communication platform that gives your practice the tools it needs to deliver a better experience for you, your staff and your clients.



You can schedule a commitment-free demo to see Weave in action and learn how it can help enhance your client communication.

[Schedule a demo](#)

