



## It's the Little Things:

How one practice found Weave reduced several headaches every day caused by competitive software



# Challenge

Having the right technology for seamless communication within your practice is critical for your team to operate efficiently. Looking to save on cost and improve team performance, Brickyard Dental made the switch to Adit. It only took two weeks before they realized Adit wasn't fixing communication gaps, it was creating new ones.



Since 2019, Brickyard Dental Practice, located in Columbia, South Carolina, has been a Weave customer. After hearing about Adit, a patient management system for the dental space, and investigating the lower price point, they decided to make the switch. Adit claimed they could deliver quality communication on a single platform and at a lower cost.

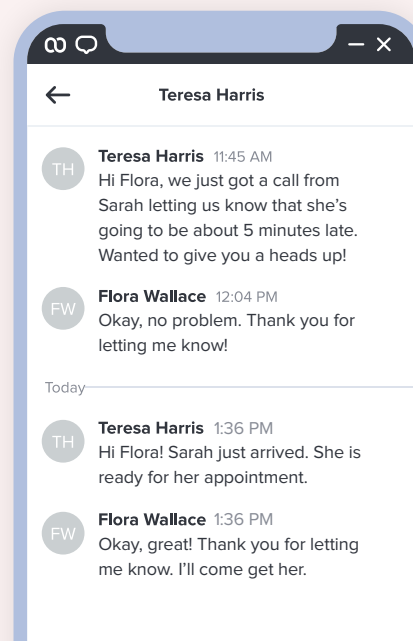
**After only being with Adit for roughly two weeks**, the Office Manager, Jade Wooten, and her team realized they had compromised their office's communication and efficiency. One of the main areas where Adit fell short and created more problems was communication. Jade and her team felt like Adit made it difficult to view communication at a glance and

tasks were taking longer than before. These small headaches began to compound each day, severely impacting how the team was doing their job and communicating with patients.

It became apparent that Adit had several issues including limitations in writing text messages, difficulty in putting patients on hold during calls, and the message inbox was shuffling around opened messages. This made it hard for her team to follow up and find the unopened messages they needed to address. These issues, as well as several others, led to a breakdown in overall performance and team communication.

There were many areas where Weave shined above Adit, but for Jade and her team there were three areas of improvement that they noted are the most critical during the day.

- ✓ Makes patient communication simple
- ✓ Makes team communication efficient
- ✓ Simplifies processes to help save time



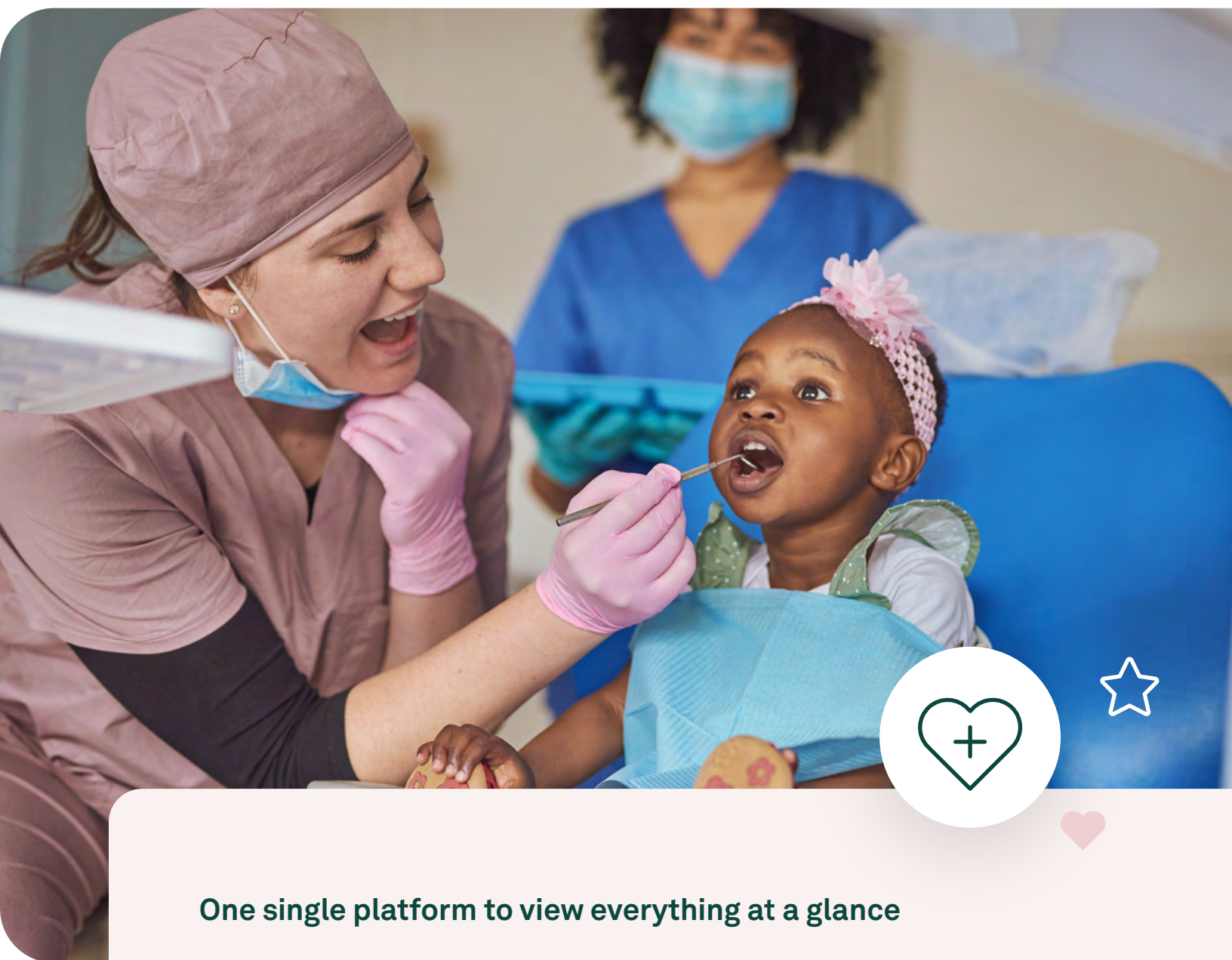
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Ultimately, it's the little things that matter, and when several little things go wrong, they add up. We knew that changing systems inevitably would be tricky, and adapting to change is hard. However, when the whole team is unhappy it is hard to be productive and feel you made the right choice.”

“There are a couple of things that Weave is just superior at. Weave's internal chat feature is superior - we constantly use it all day long. Everybody in my office hated the Adit chat, everybody complained.”

“It's the little perfected things that Weave has that send it over the top.”





## One single platform to view everything at a glance

After only two weeks with Adit, Brickyard Dental switched back to Weave. Office manager, Jade, and her team quickly learned how invaluable Weave was and what a difference it made in their office. Jade has had experience with other dental software systems like SolutionReach and still remarks that nothing compares to Weave in her experience.

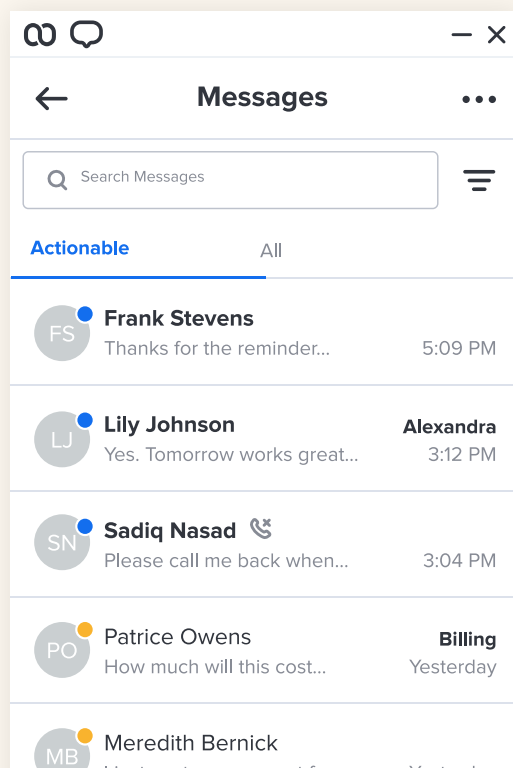
## Some of Brickyard Dental's favorite things about Weave:



### Texting

[Weave Texting](#) allows you to have convenient and simple, one-click communication wherever you are. Weave texting software gives your patients the communication they need no matter where they are headed; at home or on the go. Jade reported that Adit's texting capability only allowed her to see the first 50 characters of a text without seeing the rest.

For longer messages, this hindrance made communicating very frustrating. Weave texting allows you to view entire messages and organize them accordingly. This way your team never misses a beat and patients feel that personalized communication wherever they are.



Texting



### Team Chat

Another area where Weave shines bright is in the [Weave Team Chat](#) tool. Weave allows you to tag people in your messages to individualize communication and make sure the right people are alerted and team members can stay on top of their roles. This essential tool helps your team members feel confident in their roles and gives them value. You can read more about the importance of employee value [here](#).

This feature is invaluable to an office manager or team leader. At the beginning of the day, managers can go through messages and distribute them to the right person. This way, teams can prioritize their tasks accordingly and stay on the same page. After not having this feature with Adit, it was easy to see how much it reduces stress among team members and saves you time.





## Voicemail

Office Manager Jade noted many challenges with Adit's voicemail system. To view voicemails, you were forced to go into the app, instead of viewing them at a glance. Adit's phones also did not show if you had voicemails that were not listened to. Not having the visual cue made a huge difference when it came to staying up-to-date with patient communication.

One of the things Jade and her team love about Weave is how easy it is to view voicemails and override the messages. With Weave, viewing voicemails at a glance is simple and a no-brainer.



## Phones

Jade also reported that her team had several issues with Adit's phone system. For example, when they received a call, they couldn't simply put it on hold. To put a call on hold, they had to park the call and someone else needed to go in and accept it. This inconvenient method resulted in accidental hang-ups and broken communication.

Additionally, Jade and her team had to wait 8-10 seconds before Adit's software would successfully put a patient on hold so they could hang up. **Instead of saving time, Adit's software was wasting it and creating new headaches for the team.** [Weave Phones](#)

separate missed calls in the analytics and shows you which calls have been abandoned and need a follow-up. Weave also has text confirmations that can recognize a variety of patient responses.

# Why Weave?

For Jade and her team at Brickyard Dental, ultimately, the little things mattered the most. When several little things go wrong during the work day, it creates big headaches that impact the entire day's productivity. Office manager, Jade, and her team knew that changing systems would be tricky and adapting to new tools can be challenging.

With Adit, Jade and her entire team felt they had made the wrong decision and it **cost them precious time during their day and unnecessary stress**. Luckily, they only spent 2 weeks with Adit and now their office can run smoothly with the help of Weave software.

## One place for every customer interaction

Weave is a patient engagement system designed to solve headaches, not create them; save you time during your day not sacrifice it.

If your dental office is looking for a better patient engagement system or to save time and improve efficiency, check out what [Weave](#) has to offer. Schedule a free [demo](#) or check out our other resources [here](#) to find out how Weave can make a big difference for you and your team.

## It's the Little Things that Add up and Make a Big Difference

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For me, I find Weave so user-friendly. Even if I don't know how to do something, it's often not hard to figure out. I also have never had to wait long for customer support when I have needed additional support, nor have I ever had any breakdown emergencies.”