Avoid the headache of sub-par software and choose Weave. For Vander Vliet Dental, this decision was a no-brainer.

Challenge

Looking to save on cost, Vander Vliet Dental made the switch from Weave to another software that claimed it had the same functionality. It wasn't long before staff realized the lower cost meant sacrificing key features they used daily.

Vander Vliet Dental in Hackettstown, N.J., had been a Weave customer for almost 13 months. They loved the software's simplicity and the tool's overall functionality. But after hearing promises of savings and quality communication from competitor sales reps, Office Manager Christina Ritacco and her team decided to make the change.

The software claimed it could manage day-to-day operations and integrate effectively with their Practice Management Software (PMS). Christina and her team wanted to keep the impressive results they were seeing with Weave that made their life easier but save a little money where possible.

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> **"When we were in the process of switching over, an IT employee was working remotely installing the software on our computer system and getting it set up. When we came in the next morning, our computer tower was dead and would not turn back on. As a result, we had to buy a brand new computer. We questioned what this new software was doing to our computer system and what they did to cause this during the install."**
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> **Christina Ritacco**
> Office Manager Vander Vliet Dental

Results

Lost Time Throughout the Day:

Christina estimated that they lost 1 hour each day or more due to the software's inefficiencies and poor functionality.

Ineffective Communication

Phone and messaging capabilities did not live up to promises, and the communication process broke down.

Poor Patient Experience

Christina and her team had to spend a significant amount of time during office hours on countless support calls and ineffective training instead of engaging with patients in their office.

Weave provides patient communication at a much higher quality.

One of the main headaches that Christina and her team experienced with the alternative software centered on two-way texting. When patients needed to schedule appointments through text, the software could only recognize very specific patient responses.

Because this new software could not recognize other responses, Christina and her team didn't have an up-to-date schedule and spent precious time manually digging through texts and inputting the data themselves-costing a significant amount of time and effort.

Additionally, the software could not manage voicemails effectively. This inefficiency created confusion and a bad experience when following up with patients.

Weave's smart response recognition software can understand all types of patient responses-even emojis! So if a patient responds with 🙂 or ❤️, Weave's software knows exactly what the patient is communicating and can get them taken care of. With Weave, schedules are full and up-to-date, and communication is seamless.

Instead of focusing on building patient relationships during check-ins, Christina had to delegate responsibilities and remain on the phone with IT to get the help she needed. This resulted in lost time and a poor experience for their patients.

Christina noted that even the owner could see how frustrated his staff was with the new software and how much time was wasted on certain issues.

Vander Vliet Dental only lasted about a month with the software before deciding to leave. Although their experience was terrible, the inadequacies of the new software gave them a clear picture of how much better their office functioned with Weave.

Although the upfront cost of the new software was less, Christina's office lost time and money and hurt customer loyalty. The new software just couldn't keep up with the day-to-day operations and, as a result, was far more costly in the long run.

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> **"We were with the software for about a month before switching back to Weave. It was awful. We didn't make it that long."**
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> **Christina Ritacco**

Why Weave?

Ease of use and seamless communication are two main reasons Christina and her team decided to switch from the new software back to Weave. She loves how easy **the Weave software** is and how simple it is to navigate. Weave saves you time throughout your day so your team can focus their time and effort on growth, improvement, and, most importantly, your patients.

Weave takes pride in patient communication and has solutions that will help fill the needs of your business. Weave's all-in-one platform means more automated tasks, full schedules, and seamless patient communication.

The **two-way texting** and **appointment confirmation tools** are easy to set up and integrate seamlessly with many Practice Management Systems.

Let Weave Do the Work

Team Members can focus their attention on patient interactions while Weave does all the heavy lifting in the background. With Weave, Christina can help quickly fill holes in the schedule left by cancellations and last-minute changes. Thrilled by the stellar experience and personal touch - enabled by Weave - one patient said, "Christina, you're a rockstar," after being able to change an appointment due to a last-minute cancellation.

Weave's mobile app is intuitive and easy to use, providing better access to the whole office.

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> **"Weave is very easy to use. I love the intuitive icons and just the ease of the software. I enjoy using it."**
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> **Christina Ritacco**