

Stephanie Miller

Business Manager | The Village Vet

Owner | PRO-FOUND

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<https://www.mainepehousecalls.com/>

<https://www.profoundprocess.com/>

“We’ve become so busy that we had to stop taking new clients.”



The Village Vet
Housecalls for your Pets

Sticker

The line between work and life is often blurry, especially if you're constantly dealing with admin tasks. Stephanie Miller manages not one, but two businesses, and still finds time to kick back and relax. Read to find out how she eliminates tasks with vCita.

Tell us a little bit about what you do.

My husband and I each own a business. I am the business manager of The Village Vet, my husband Fred's veterinary house call practice, and I also own a marketing company called PRO-FOUND.

What sort of problems were you experiencing that made you look for a business management solution?

As far as PRO-FOUND is concerned, I needed a scheduling software. I had used a different software in the past and it didn't offer enough features. Once I found vCita and installed it on my personal website, I liked it so much that I started using it for my husband's business. He really needed a scheduling solution where clients could book their own appointments and communicate with him because he's always on the road.

And what did you find as a result of using vCita?

For PRO-FOUND, the result of using vCita was the ease of communicating with people all over the world. It didn't matter what time zone they were in, I could always schedule appointments and communicate with anyone very easily. With the house call practice, that solved everything, it's just an all-in-one platform. I even used vCita to ask clients for a review after their appointments, using the "thank you" function. I couldn't run the house call business without it.

**"I'm not looking to take a vacation, my life is a vacation,
and vCita makes that more possible."**



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Which features do you enjoy the most?

I enjoy being able to exchange documents and messaging back and forth with clients – it's a huge time-saver. The payments function works wonderfully; if I sell a large package of marketing services to a client, I just send them an invoice through vCita. I also use vCita as my CRM. I really like having the ability to search for client details; if I have an incoming call and I don't recognize the phone number, I can look it up and see if they are an existing client. It's a database of clients that allows me to put in lots of notes about what took place during a house call, notes about what the client is trying to describe is happening with their pet, etc.

Do you get any feedback from clients?

All the time. The most popular feedback from the house call clients is that they appreciate the reminders before their appointment. I set up vCita to send a reminder 24 hours in advance and then half an hour in advance, so they really appreciate that.

Do you find that vCita helps your work-life balance?

vCita allows me to step away from my desk because I can manage everything on-the-go through the mobile app. I work from home, it's beautiful. If I go outside or am away from my computer, I can always communicate with a client. I'm not looking to take a vacation, my life is a vacation, and vCita makes that more possible.