



# V.E.T. Case Study

## Veterinarian Exotic Clinic

### Summary

A well-known exotic vet clinic in Pasadena, CA, was running in excess of \$250K in client payments each month. They were looking to change payment processors trying to save on merchant fees and find something that worked better for their operation. As a Rabbit Savior network vet clinic, Rabbit Savior's new "V.E.T." program was what they were looking for; it was the perfect match! Our streamlined payment/banking system, V.E.T., combined with our P.E.T.S. program, resolved every issue they were stressing over.

### Problem Analysis

Rabbit Savior showed them how V.E.T. works and compared the V.E.T. pricing style to what they were currently being charged. The comparison showed that V.E.T. would save them money on fees plus its superior technology would streamline their entire process. Next, we explained the P.E.T.S. Give Back program and how it works. The clinic now enjoys reduced transaction fees every month due to V.E.T. That's before the P.E.T.S. give back payable to the clinic at year end. Our programs were the missing elements needed for the clinic to grow annually!

### Solution: V.E.T. and P.E.T.S.

Rabbit Savior's detailed analysis showed a 21% reduction in transaction fees between the vet clinic's merchant system vs. our V.E.T. solution. The clinic was stunned to see their current program was 21% higher priced than V.E.T. Next, we showed the clinic their annual rebate attributed to our P.E.T.S. program. Our solutions enabled them to focus on patient care.

### The Next Generation: P.E.T.S. Program

Within the same week as the problem analysis, the clinic implemented V.E.T. Their entire team was coached on how to use the system and V.E.T. was fully operational with no down time. The clinic's initial feedback stated that:

1. They loved how streamlined and easy V.E.T. is to use.
2. V.E.T. resolved cost barriers to clinic improvements AND saved the vet clinic money.
3. V.E.T. reduced transaction fees and facilitated reinvestment in the clinic, which grows with each payment taken with the P.E.T.S program.

### Move Forward with V.E.T.

This clinic quickly grasped the value of Rabbit Savior's V.E.T. Program with its management tools built into the PayRight system. It saved them over \$1,000 monthly processing expenses not considering the P.E.T.S. Give-Back Program. Combined, that's a total money advantage of \$15,000+ annually. Operationally, staff can conveniently track and reconcile all payments received through a single, cloud based reporting system. The clinic is also equipped to automate its Accounts Payable (AP) that it couldn't do before -- this feature should yield discounts on the AP side that are excluded from this study. Another value-add?

### Exotic Veterinary Clinic Results

