



Transform your business into your ideal practice with the support of a dedicated industry expert, following a proven system at an affordable price.



The results for your practice will be:

- Happier clients
- More motivated employees
- More satisfied business owners
- Increased practice profits
- Dynamic Working Culture



What type of practice would benefit most from the Complete Vet System?

Any practice that wants to:

- Coach your vets and nurses to overcome their fear of charging
- Increase your team's ability and confidence to book appointment and procedures
- Increase your client's compliance to reminders from 50% (industry standard) to 80%
- Create a team culture of accountability and initiative
- Get hands on help to implement proven systems and processes in your practice





What is the Complete Vet System?

The Complete Vet System (CVS) uses a powerful 4 step process and advanced technology, business processes and training to create the most cost-effective vet practice management and performance improvement system available.

The CVS System with the support of a dedicated industry expert will;

- **Accurately pinpoint what needs to be fixed in your practice**
- And then systematically upskill and train your team to make the changes for you
- Utilising cutting edge technology that allows regular, structured and growth-focussed:
 - **Management Meetings**
 - **Staff Performance Reviews**
 - **Team Meetings**
 - **Training Workshops** (Client Service, Marketing, Standards of Care, HR, plus much more)
 - **Practice Performance Reviews**
 - **Monthly Performance and Financial Analysis**
 - **Supplier Training**
- Use a scientific personality tool to recruit the right team member every time. Optimising team performance and happiness by understanding the drivers for every team member

What is the 4 Step Process?

Step 1: Evaluation & Expectations (Onsite)

We pinpoint your key challenges for the quickest wins

We perform a diagnostic analysis on every area of your clinic. This dissection process allows us to make non-emotional, accurate decisions on where to focus first to improve your practice as quickly as possible.



Step 2: Team Alignment

We bring your team onboard



Bringing your team onboard with the new changes is one of the most important, if *not* the most important task we do for you. We call this our **“Team Alignment Process”**. This very powerful workshop is conducted with your entire team and is designed to achieve the following:

- Explaining the benefits of a **solid staff structure**, with defined roles and understanding “Responsibility”
- Having an independent trained ear to listen and **understand your staff concerns**
- Allowing your team to discuss challenges and work on solutions that **removes inefficiencies** and **improves productivity**
- Creating a **cohesive team** by helping them understand the importance of working together
- Assist your team to lift their level of **customer experience** and create a **clinic culture** which they are proud to be a part of
- Help your team understand **systems and processes**: the key to creating a more efficient workplace and an enjoyable environment



Step 3: Structured Monthly Team Performance & Training Workshops

We schedule your team training with your team members for you every month. That's right we do this all for you. Our monthly, structured meetings schedule is carefully designed to maximise effectiveness and minimise daily interruptions. These meetings are critical in creating a happy, motivated and organised team who operate more efficiently and profitably.

MONTHLY

Week 1

1 Hr

Week 2

1 Hr

Week 3

1 Hr

Week 4

1 Hr

Additional

1-3 Hrs

ACTION TAKEN

Team Training Workshop or Individual Member Training/Support

Team Training Workshop or Individual Member Training/Support

Financial Templates Updated & Prepared

Monthly Management Dashboard & Management Meeting

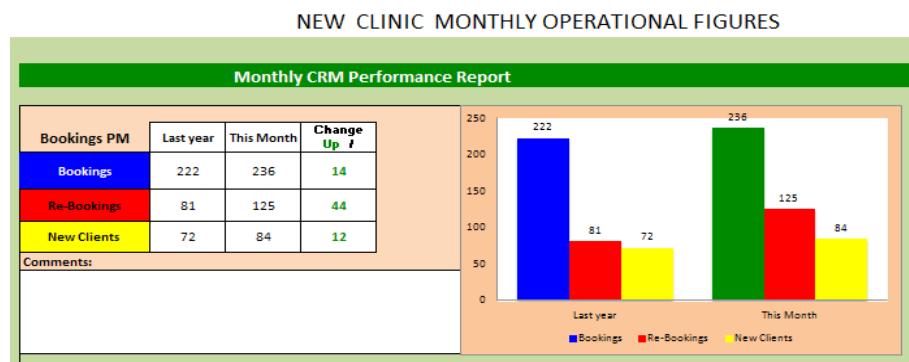
General Support Calls
1-1 with management or team members
Any urgent issues that arise

Step 4: Your monthly management meeting & dashboard

Every month we generate your **Monthly Management Dashboard**. We spend a focussed hour together, reviewing a detailed **snapshot** of your business to compare exactly how your practice is performing compared to **last year** and to **Industry Benchmarks (BM)**. This sets the foundation for systematic practice improvement as we can accurately prepare next month's road map.

YTD Performance Dashboard					
Critical Areas	Last Year	This Year (to Date)	Targets we work together to achieve		
Financials	13/14	% of Inc	14/15	% of Inc	BM
Total sales	\$582,700		\$605,540		
Cost of Goods	168,372	28.9%	\$186,419	30.8%	23-24%
Gross Profit	414,328		\$419,121		
Overheads	151,676	26.0%	\$158,553	26.2%	18-19%
Wages total	255,516	43.9%	\$271,288	44.80%	32-34%
Nurses	134,151		\$123,307		
Vets/Owner wages	121,365		\$147,981		
Total Op Expenses	407,192		\$429,841		
Debtors	\$32,000		\$36,000		
Net Profit	\$7,135	1.2%	\$10,720	-1.8%	23 to 27%

This dashboard is updated every month to show the performance improvement of the practice, or to highlight any areas that may need urgent attention.





What workshops do we run with your practice?

- **Vet consult process** - 3 parts / ongoing
- **Phone call training** - 3 parts / ongoing
- **Invoices (5) assessment and price review** - This is repeated when required
- **Communication - Awareness and importance / front desk / internal**
- **Communication - Problem solving conversations / responsibility & accountability**
- **Developing 'Your clinic's culture'** - In person workshop / 90 mins to 2 hrs
- **Missed charges and missed opportunities**
- **Nurse consultations**
- **Standards of care for all treatments** - several workshops are required
- **Building templates** - at the same time as Standards of Care workshop
- **Internal marketing** - Two Parts
- **Customer experience** - Two Parts
- **Dental workshops** - Overcoming the fear of money
- **Educating your customers**
- **Selling insurance**
- **How to become a leader in your area** - Head nurse / reception
- **How to run an effective staff meeting**
- **One on one with specific staff or groups to overcome challenges**
- **Increase your practice profit**



Our Proven Results

			Sales \$ Increase	Sale % Increase	Profit \$ Increase	Profit % Increase
QLD	Vet Clinic 1	6 Months	\$83,033	23%	\$40,925	172%
	Vet Clinic 2	12 Months	\$90,067	16%	\$46,947	244.3%
	Vet Clinic 3	6 Months	\$68,211	9%	\$19,433	85%
	Vet Clinic 4	4 Months	\$51,881	19%	\$11,354	32%
	Vet Clinic 5	9 Months	\$60,202	11%	\$36,917	67%
NSW	Vet Clinic 6	9 Months	\$64,656	10%	\$42,404	54%
	Vet Clinic 7	8 Months	\$102,120	21%	\$28,545	64%
	Vet Clinic 8	4 Months	\$8,280	1%	\$23,345	22%
SA	Vet Clinic 9	8 Months	\$107,658	8%	\$81,869	29%
	Vet Clinic 10	10 months	\$176,753	14%	\$72,712	31%
WA	Vet Clinic 11	6 Months	\$61,489	7%	\$32,095	32%

Since working with CVS, we have seen the following results in our clinic:

- Sales increased by \$170,349
- Wage costs reduction of \$68,000
- Additional profit of \$86,000
- A higher average transaction increase with an increase of \$22 per opportunity.
- All Vets average opportunities have increased by between \$15 to \$35 per client visit over the past twelve months

We now have defined roles and responsibility for all staff, processes for bad debtors and follow up calls (revisits up by 50%).

Pip Johnston | Tenterfield Veterinary Clinic, NSW

Since working with CVS the following improvements have been made in our clinic

- Sales increased by 20%
- Cost of Goods reduced by 2.5%
- Wages reduced by 17%
- \$74,000 turn around
- Average ROS levels with Vets increased from 4.2 to between 6.5 and 7.5

And our two young vets are now working well together and supporting one another. Staff are now well organised with clearly defined roles and there have been no employee changes in the last 6 months

Annie Adams | AniMals at Oakey Flat Vet Hospital, Moorayfield QLD

Our Risk Free Guarantee

We are so confident with the results of our Complete Vet System that we guarantee, if after 1 year we have not increased your profits by an amount equal to your yearly investment, we will refund you the difference in full.*

What's my monthly investment?

Only \$1,697 + GST.

THERE ARE NO CONTRACTS AND YOU PAY AS YOU GO.



*Terms & conditions apply

Call us today!

For more information about how to get started
with the Complete Vet System

call 1300 897 797



Complete Vet System is appropriate for both small
and mixed animal practices.

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