

# Vetech View

## The Results are In!

*Vetech Software Services, Inc. (800) 677-8832*

### Survey Results

The results from the survey included in last month's newsletter are in. Seventy-five surveys have been received so far with more are coming in each day. We appreciate your thoughts and comments. Your opinions help us plan the future of the Advantage software and Vetech Software Services.

We think the Advantage product is the most user-friendly software on the market and apparently so do our users. While there is always room for improvement we are working hard to incorporate enhancements and new features that will make the Advantage system head and shoulders above the rest.

We have always prided ourselves on superior customer service we were very happy to receive a 100% satisfaction rating in that area. We continue to strive to provide the best customer service in the industry with even quicker response rates.

Not all responses were as glowing. Some users felt that we have some work to do on our training. We couldn't agree more and have already taken steps to add an additional staff person to provide new user training. We will be happy to schedule training over the phone for any users at no extra charge.

Another area that needs improvement is our advertising. It appears that 23% of our clients do not know that Vetech stocks computer supplies such as pharmacy labels and file labels. Please call us for all of your computer supply needs.

Below are some of the wonderful comments we received:

"Smooth running software."

"Doesn't go down. Fast. Great tech support"

"User friendly program. Great technical support/staff. End of month statements (I no longer dread doing them!!!)"

"Easy to Learn"

*Thought for the month: Eat well, stay fit, die anyway. (Just remember how lucky you were to get a free trip around the sun.)*

#### **Inside:**

- Survey Results
- Welcome
- Humor
- Holiday Schedule



150 N. Wiget Lane  
Suite 211  
Walnut Creek, CA  
94598

PHONE:  
(800) 677-8832  
(925) 932-5044

FAX:  
(925) 932-5597

E-MAIL:  
[info@vet-software.com](mailto:info@vet-software.com)

**Please Note:**

**Vetech will be  
closed on  
September 6<sup>th</sup>  
in honor of  
Labor Day.**

We're on the Web!  
See us at:  
[www.vet-software.com](http://www.vet-software.com)

"Joe is the Greatest!!" (my all-time favorite)  
"I would like to thank Denise and Matt for their support. Always kind and helpful"  
"Thank you!"  
"We started a new clinic from scratch, although the owner veterinarian had been in practice over 22 at a non-computerized clinic. Now, he doesn't know how they managed without a computer and program like yours!!!"

We also received LOTS of good suggestions such as "tattoo/microchip pop-up window", "line graphs for animal weights" and "printing past statements".

We will try to follow-up with each one. We appreciate ALL of the comments. Our clients drive the future of the Advantage system and we depend on you for your feedback.

Thank you,  
Joe Giardina  
President

**Welcome!**

We are excited to announce the newest addition to our Vetech staff. Audie Lowe has joined us as a technical support engineer. He will be providing technical support and training for our Advantage for Windows users. Audie comes to us from Blackhawk Veterinary Clinic in Danville, CA where he was the head veterinary technician. His experience in the veterinary field will be a great asset to our users and us. You can reach Audie at [Audie@vet-software.com](mailto:Audie@vet-software.com). Welcome Audie!

**Tales from the E-Mail**

A blonde woman goes into a department store and tells the salesman she wants a pair of pink curtains. He assures her they have a good selection of pink curtains. He shows her many kinds and different fabrics of curtains she finally picks out a pink floral pattern.

The salesman asks, "What size do you need?"

She says, "15 inch."

He exclaims, "15 INCHES! What room are they for?"

She says, "It's not for a room, it's for my computer monitor."

The surprised salesman exclaims, "Miss, computers do not need curtains."

The blond says, "HELLoooooooo... I've got Windows!!!"